

Services
2014 / 2015



ICT Educational Services

“Honest advice and reliable support”



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Free Curriculum
ICT Support
with all SLAs
for 2014 / 2015

It's Pure and Simple
Everything ICT



ICT Educational Services



SERVICE LEVEL AGREEMENTS

Gold SLA ...

Immediate telephone support and site visit within eight hours

Silver SLA ...

Immediate telephone support and fixed weekly site visits (three or six hours)

Gold Concession ...

Emergency site visit within eight hours in addition to the Silver SLA

Bronze SLA ...

Tailored support with up to ten site callouts per year

Holiday SLA ...

Out of term ICT support

Emergency Support ... ICT support charged at an hourly rate

Testimonials

"ICT Educational Services have not only worked with us to develop our ICT solutions at Cherry Garden School, but they have an ability to take our vision a step further and to anticipate our needs for the future which is done in a professional, efficient and courteous manner. They consistently deliver a high quality service to support the ICT needs of the staff and students at the school and I have no hesitation in recommending them."

Tracey Westwood, School Business Manager, Cherry Garden School, Southwark

"We are very happy to recommend IES to other schools."

Sheila White, Head Teacher, Wyborne Primary School, Greenwich

"IES stopped me from going insane. Everyone who works for them should receive a knighthood and a sizeable bonus from Her Majesty's Government!"

Ann Peters, Assistant Head Teacher/ICT Coordinator, Purley Oaks Primary School, Croydon

"IES have worked with our school for a number of years. We have always found their staff to be friendly, reliable and very hard working. We particularly like the fact that we have built a good relationship with a highly competent and stable team who are efficient, calm, methodical and always find a solution to a problem. Would we recommend them to other schools - YES!"

Josephine Copeland, Head Teacher, St Peters C of E Primary School, Southwark

Gold Service Level Agreement

- Immediate telephone and remote support (8.30am – 5.00pm) combined with an eight working hour response time if a site visit is required
- Fronter, Atomwide and LGFL support
- iPad and tablet support including Android, Windows and Apple iOS platforms
- LGFL filtering and escalation of email and internet issues
- RM networks including RM Community Connect 3 and 4 (CC3 and CC4)
- Viglen networks including Classlink 11
- School administration software including SIMS, FMS, Wauton Samuel, RM Integris G2, RM Finance, Hansaworld and Pearson Phoenix
- RM Integris and Wauton Samuel upgrade assistance
- Windows 2012/2008/2003/2000/NT/Mac server networks with Windows 7/Vista/XP/2000/Apple Mac clients
- Interactive whiteboard, SMART Board, Promethean and projector hardware and software support
- Printer, scanner and other peripheral support
- Anti-virus updates and support
- Emergency call out in disaster recovery situations
- Extensive knowledge of curriculum software including 2Simple, RM, Sherston, Black Cat, Softease, Smart Learning, Ranger and Special Educations Needs (SEN) software
- Impartial advice and purchasing support

Silver Service Level Agreement

- Immediate telephone and remote support (8.30am – 5.00pm) combined with a fixed weekly block of on-site technical support tailored to suit
- We offer three hour allocation windows and will endeavour to provide the same technician to ensure continuity of service
- The technician will provide general support as detailed under the Gold SLA

Gold Concession Service Level Agreement

- Emergency cover and site visit within eight hours
- Available to Silver SLA clients only

Bronze Service Level Agreement

- Immediate telephone and remote support (8.30am – 5.00pm) with up to ten on-site callouts per year

Holiday Service Level Agreement

- We provide telephone support, remote support and emergency site visits during holiday periods

Please refer to pages 6 and 7 for prices and promotions



Emergency Support

On-site emergency support to clients with an existing SLA at £95 per hour and non-SLA clients at £125 per hour (minimum two hour callout charge).

Training and Specialist ICT Teaching

IES offers bespoke training with interactive sessions specifically tailored to meet your ICT training requirements. Sessions include SMART Board or Promethean interactive whiteboard software, Microsoft and Adobe software suites, iPad, Android and other general ICT related topics.

We also offer specialist ICT lessons to classes including modelling, animation, Raspberry Pi, multimedia and game making.



Interactive Whiteboard, Projector and Audio Visual Systems

We specialise in the installation of:

- Interactive whiteboards and projectors including SMART Board, Promethean and RM ClassBoard
- Hall multimedia installations including projectors, manual and electric screens
- Surround sound audio including integrated systems
- LCD and plasma television systems for reception and communal areas

iPad and Tablet Security and Integration

Integration of iPad, Android or Microsoft tablet devices onto your existing school network. IES can provide secure storage, charging and synching solutions for all tablet hardware suitable for mobile education.



Portable Appliance Tester (PAT)

Megger PAT4DV/3 portable electrical appliance safety tester available for hire. Results can be exported into Microsoft Excel or printed on-site.

All test equipment is calibrated annually in accordance with the IEE Code of Practice.



Projector Maintenance Service

Projector lamps and filters checked and cleaned each term.

One Form Entry Primary School:	£995 per year (£331 per term)
Two Form Entry Primary School:	£1,250 per year (£416 per term)
Three Form Entry Primary School:	£1,495 per year (£498 per term)
Secondary School:	Price on application

Secure Remote Backup

Backup your school data securely without using tapes, tape drives, DVDs or external hard drives. Secure Remote Backup is automatic, secure and monitored by us as part of our managed service. Data is backed up nightly via the internet to our remote servers then replicated to a second secure site for further protection.

No additional hardware or expensive software is required and the service will run on your existing ICT systems.

Microsoft Exchange, SIMS, Wauton Samuel, RM Finance/Integris, RM CC3/CC4, Viglen Classlink, SQL, Sharepoint and Phoenix are all supported.

Further details can be found on our microsite www.secureremotebackup.co.uk.



Photocopier Packages

No hassle, no hidden costs and no expensive long term contract with a third party.

Our fixed price photocopier packages include a brand new copier, free installation and free maintenance direct with the manufacturer. The only ongoing costs are the toners you buy when required and this can be from us or your preferred supplier.

Hardware Warranties

Insure your ICT hardware including servers, workstations, laptops and monitors for a minimum cost outside the manufacturer's warranty.

IES will repair or replace any item under warranty with us should it develop a hardware fault.



ICT Educational Services

Our Services

- Administration and curriculum networks
- Apple and Windows integration
- Interactive whiteboard installations
- Hardware, software and ICT strategy advice
- Cat5e, Cat6 and fibre cabling
- Wireless networks
- Broadband and internet filtering services
- Atomwide, Fronter and LGFL support
- Apple Mac and Windows integration
- PAT testing
- Managed Learning Environment (MLE)
- CCTV, VOIP and telephone installations
- Data and disaster recovery
- Remote backup
- Virtualisation, thin client and cloud technologies
- iPad and tablet management systems
- Mac and Windows virtualisation
- Websites and databases
- Email management
- Centrastage network management
- Photocopier leasing and maintenance
- ICT projects
- Print management
- Video conferencing
- Leasing agreements
- Computer benching and carpentry
- Training
- Extended hardware warranties
- Specialist curriculum ICT training and support
- iPad and Android tablet training
- Raspberry Pi support



Free Curriculum ICT Support for 2014 / 2015

For Gold and Silver SLAs in 2014/2015, IES are including free curriculum support and training with a specialist ICT Trainer. A three hour session (per Gold SLA or Half Day Silver SLA) will be organised at the school's convenience to provide training and support to your teaching staff. This can include Smart Board, Microsoft Office Suite, animation, multimedia or curriculum support to inspire and motivate your team.



Free Google Nexus 7 with any Gold or Silver SLA signed before 1 March 2014

ICT Educational Services Ltd - Service Request Form

Please complete and return this form to ICT Educational Services Ltd, Charlotte Sharman Primary School, St George's Road, London SE11 4SN. Alternatively fax 0845 890 1999 or email enquiries@icteducationalservices.co.uk.

Contact / Telephone: _____

Name of School: _____

Address: _____

	Price	1 Year	2 Years (fixed price per year)
Gold SLA	£8,600	<input type="checkbox"/>	<input type="checkbox"/>
Silver SLA Half Day	£5,650	<input type="checkbox"/>	<input type="checkbox"/>
Silver SLA Full Day	£11,300	<input type="checkbox"/>	<input type="checkbox"/>
Bronze SLA (up to 10 callouts)	£1,250	<input type="checkbox"/>	<input type="checkbox"/>
Gold Concession	£3,000	<input type="checkbox"/>	<input type="checkbox"/>
Holiday SLA	£1,000	<input type="checkbox"/>	<input type="checkbox"/>

Projector Maintenance (please specify)

Other Requirements: _____

Recommend a School (10% discount on your SLA with a successful recommendation)

School Details / Contact / Telephone / Email:

Authorising Signatures (Head Teacher / Chair of Governors):

Signature: _____

Name: _____

Date: _____

All prices quoted exclude VAT.
Full terms and conditions are available on request.



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About us

ICT Educational Services (IES) was established in 2004 and is based in the London Borough of Southwark. We provide ICT support and advice to a varied clientele of educational establishments across London and the Home Counties. These include primary, secondary, pupil referral units, nursery and special needs schools.

With an educational background in London schools, LEAs and the British Council, IES has the wealth of experience and confidence necessary to provide excellent support and advice to your school.

We pride ourselves on our extensive knowledge of front and back office operations, LEA advisors, field engineers and network managers within schools.

All our technicians are CRB checked and accredited with a number of Microsoft and ICT related certifications.



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www.icteducationalservices.co.uk

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