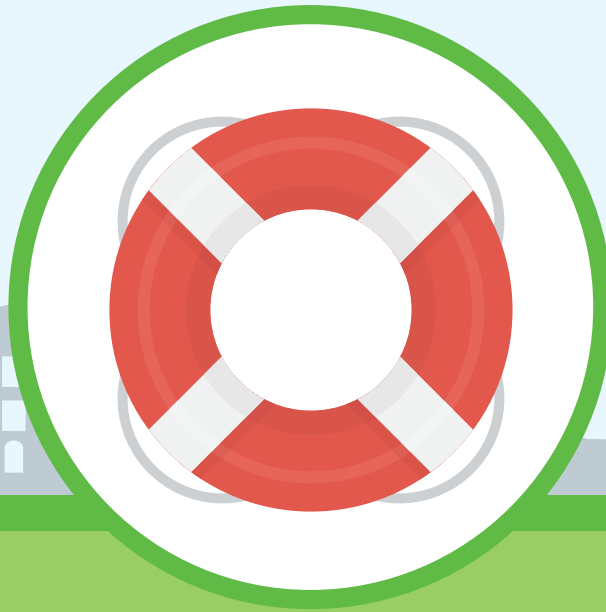


DATASPIRE

Top of the class in Outstanding ICT for schools



Dataspire ICT Support

A FLEXIBLE SOLUTION WORKING WITH YOUR IN-HOUSE ICT TEAM

Dataspire ICT Support is a flexible support solution designed for Schools with an in-house ICT team that do not require regular on site visits but want peace of mind that when a problem occurs, it can be resolved rapidly before impact to teaching and learning time. Our service will provide your ICT team with access to an expert team of qualified technical ICT and education specialists to remotely troubleshoot and solve your ICT issues.

KEY BENEFITS OF DATASPIRE WORKING WITH YOU

- ✔ Peace of mind for your school
- ✔ Access to a wealth of knowledge
- ✔ Reduce downtime
- ✔ Free up staff time
- ✔ Fast resolution of issues
- ✔ Smooth running of your ICT

Dataspire ICT Support

What support package is best for your school?

We pride ourselves on offering flexible solutions to meet your school's needs and help you achieve your ICT vision. We don't believe in 'one size fits all' solutions, so we allow schools to add onto our basic ICT support package from a menu of extra service enhancements. This ensures that you have a support agreement that directly suits your requirements and that you are only paying for what you actually need.

Dataspire's basic ICT support package includes the following:

Unlimited Access to the Service Desk between 9am- 17.30pm (Monday – Friday)	✓
One SLA: An applied fix or acceptable work-a-round within 12 business hours	✓
Personal login to web UI to track progress of calls	✓
Pre-Ofsted check: remote review of supported systems so you can feel confident they are working correctly	✓

Dataspire ICT Support optional service enhancements include:

Unlimited Access to the Service Desk between 8am – 5.30pm (Monday – Friday)	✓
Unlimited Access to the Service Desk between 8am – 5.30pm (Monday – Friday) 7am – 3.30pm (Sunday)	✓
Priority Based SLAs - including On-site Support if no resolution to a Major Incident within 4 hours	✓
Proactive support package - Including Access to Support Statistics Portal, 24/7/365 Remote Monitoring System, Annual Site Visit for System Health Check, One Support Day Onsite per Year	✓
SIMS Support	✓
Cloud Backup	✓
Projector / Interactive Whiteboard maintenance	✓
Hardware maintenance	✓
Printer management	✓