

DATASPIRE

Top of the class in Outstanding ICT for schools



Managed ICT Services

OUTSOURCE YOUR SCHOOL'S ICT TO OUR TEAM OF EXPERTS

Dataspire's Managed Service will allow your school staff and students to have a full team of technical experts at their disposal. With a wealth of knowledge and experience in the education sector, we can help keep the school's ICT infrastructure up-to-date and running smoothly; enhancing the learning experience and driving continual improvement in the school.

Our Managed Service partnership consists of a collaborative and transparent approach that ensures that ICT systems and resources are well maintained and proactively developed inline with the school's requirements. This approach allows all stakeholders at the school to enjoy, feel confident and experiment with new technologies to benefit teaching, learning, social and administrative functions.

KEY BENEFITS OF OUTSOURCING YOUR SCHOOL'S ICT

- ✓ Increased level of service to users
- ✓ Increased confidence in IT systems
- ✓ Increased focus
- ✓ Reducing costs
- ✓ Improved communication
- ✓ Proactive as well as reactive

Managed ICT Services

Key features

- ✓ Contactable – Sunday to Friday, 7am – 5.30pm
- ✓ Clear and defined SLAs
- ✓ Incident and change management
- ✓ Specialist service desk software
- ✓ Users can access service desk portal to see status of their calls
- ✓ Create service desk reports whenever you want
- ✓ Regular service reviews
- ✓ User satisfaction surveys
- ✓ Early morning green light checks
- ✓ Vulnerability management / software updates
- ✓ Back-up and restore
- ✓ System health checks
- ✓ Continual service improvement
- ✓ Asset management
- ✓ 3rd party system management
- ✓ Procurement management
- ✓ On-site technician training

Key roles within your Dataspire managed service team

Dataspire central service desk	Highly skilled team of 1st, 2nd and 3rd line support specialists.
Dataspire primary technical contact	A member of the service desk who is tasked with being a specialist technical resource for your school.
Dataspire Managed Service Operations Manager	A dedicated person who will work closely with the school to manage the on-site technician(s), handle change management and ensure a quality service is always provided.
Dataspire on-site technicians	On-site technical staff to handle user support issues and ensure effective communication is maintained.



CLIENT TESTIMONIAL ★★★★★

“ We are delighted by our partnership with Dataspire, it has given us a great service that is real value for money and most importantly with a company that really understands education. ”

Mark Bland, Headteacher at Abbotsfield School for Boys