

Premier Support Service



The Premier Support package provides all the benefits of our Virtual ICT Online Resource service with the added benefit of having a scheduled support visit from one of our highly experienced school engineers. The visits will be a maximum of two or three hours in duration and will be underpinned by our team of online technicians who will carry out pre visit checks and provide diagnostics reports to enable your engineer to work in the most effective and efficient manner when onsite.*

What we offer

- Regular system health checks, monitoring and performance of networks ensuring that software and security patches and updates have been applied.
- Support for the local area network management and connectivity including network printing, installation of Windows software, housekeeping, managing data, user access and security.
- Facility to request onsite ICT incident response for the whole school office systems, hardware and software, a range of pricing options available.*
- Annual ICT status report providing details of likely future requirements to maintain the health and integrity of your ICT estate, and access to our partner supplier portals for competitively priced hardware and peripherals.
- Support for Microsoft server and desktop for curriculum ICT.
- A named account manager who will offer advice and guidance on identifying future hardware upgrades and purchases to maintain the integrity of the ICT estate as items become end of life.
- Assistance and support to ensure compliance with ICT security protocols.

“ We have an engineer on site for half a day a week and he provides an outstanding service; even to the extent of helping us to sort a major IT issue the day before Ofsted arrived by going beyond his usual remit to make sure we had the information we needed for our inspection. ”

Fiona Wilkinson, Business Manager
John Hunt Primary School

* Special Terms and conditions apply.

www.nottinghamshire.gov.uk/schoolsportal

Benefits to your school

- ▶ Access via our service desk to highly experienced support for all elements of administrative and classroom ICT.
- ▶ Expertise in Windows based operating systems, hardware, networking hardware, server hardware and software.
- ▶ Year round support including school holidays.
- ▶ All support staff are DBS checked, trained and experienced, and committed to delivering to the highest standards.
- ▶ A single point of contact for access to a range of supporting partnerships with the main ICT suppliers and resellers to the education sector.
- ▶ A service that is professional, reliable, flexible and provides excellent value for money.

“ We have used ICT services provided by Nottinghamshire County Council since our primary school was formed in 2008. We have an engineer on site for half a day a week and he provides an outstanding service; even to the extent of helping us to sort a major IT issue the day before Ofsted arrived by going beyond his usual remit to make sure we had the information we needed for our inspection. The excellent service also includes the ‘Help Desk’ who invariably manage to sort any query or request I send almost immediately – which is one less worry for me in a busy school office – I always know I can rely on them! ”

Fiona Wilkinson, Business Manager
John Hunt Primary School



ICT Service Desk

Tel: 0115 977 2010 option 1

Email: helpdesk@nottsc.gov.uk

Webchat: [ictservices.nottsc.gov.uk/news/support/](https://www.nottsc.gov.uk/ictservices/news/support/)

