



## SIMS Support Service

Our SIMS Support Service includes access to our dedicated and experienced Service Desk for advice and guidance on Core SIMS .net modules, termly updates for current software versions and ad hoc remote break fix for faults relating to SIMS software. Our SIMS centre of excellence supports remote access to your SIMS servers to enable our experienced technical staff to resolve your issues without the need to visit you onsite, making this a convenient and cost effective way to access the support you require.

In addition, we provide help notes and guidance documentation via the Schools Portal, and telephone support for statutory annual processes, financial and academic end of year. We also provide the opportunity to attend our tailored made SIMS Webinars for School and Workforce Census returns at no additional cost to school.

### What we offer

- Support for Core SIMS .net modules including termly updates to current SIMS Software versions.
- Specialist support for school mergers, statutory returns, workforce census, FMS etc., delivered in partnership with the schools finance service.
- Access to a comprehensive range of training and support information via the Schools Portal.
- Free to attend Census Webinars.
- Opportunity to join our SIMS Focus Group termly meetings.

- Telephone and web chat support and call-backs.
- Bespoke support for additional SIMS modules, school mergers etc P.O.A.

### Benefits to your school

- ▶ Access to friendly, highly experienced and knowledgeable staff via our service desk.
- ▶ Provision of 'How do I?' support for users in the use of Core SIMS .net.
- ▶ Support via remote services and via the Schools Portal.
- ▶ Technical/engineer remote support and advice for software upgrades, application of patches, database errors and school mergers.
- ▶ Technical/engineer support and advice for day-to-day maintenance of SIMS .net.
- ▶ A service that is professional, reliable, flexible and provides excellent value for money.



#### ICT Service Desk

Tel: **0115 977 2010 option 1**

Email: [helpdesk@nottsgov.uk](mailto:helpdesk@nottsgov.uk)

Webchat: [ictservices.nottsgov.uk/news/support/](https://nottsgov.uk/ictservices)