Virtual ICT Online Resource

Order ONLINE

VICTOR, our eTechnician Service provides access to our extensive online technical resources.
Our online technicians can undertake much of the routine maintenance and housekeeping necessary to keep your ICT estate up to date including security and operating system patches and upgrades, management of assets (devices connected to your network) and support of MS Office products, all without the need to visit your school. This service compliments our MIS support packages and provides an affordable alternative to onsite technical support for both your administrative and curriculum estates.*

What we offer

- Service Desk and online problem reporting.
- Remote management and maintenance of operating system and antivirus (currently Sophos).
- Support in the use of Microsoft Office Suite.
- Support for Office 365.
- Remote diagnostics and advisory service.
- Access to a named account manager.
- Telephone and web chat support.
- Telephone call-backs.

Benefits to your school

▶ Affordable and reliable, VICTOR does not take holidays or go off sick, so you can be sure that your estate is monitored regularly and any issues flagged up will be resolved where possible and reported back to you.

▶ Access to friendly, highly experienced and knowledgeable staff via our service desk.

▶ Access to 'How do I?' support for users in the use of Microsoft products.

▶ Support via remote services, Schools Portal and our website **www.ictservices.nottscc.gov.uk**

▶ A service that is professional, reliable, flexible and provides excellent value for money.

ICT Service Desk
Tel: **0115 977 2010 option 1**
Email: **helpdesk@nottscc.gov.uk**
Webchat: **ictservices.nottscc.gov.uk/news/support/**

* Special Terms and conditions apply.