SIMS Support Service

Order ONLINE

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 tailor made SIMS Webinars for School and Workforce Census returns at no additional cost to schools.

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.

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

- 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 support and advice for day-to-day maintenance of SIMS .net.

▶ Technical support and advice for software upgrades, application of patches, database errors and school mergers P.O.A.

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

ScholarPack Support Service

Order ONLINE

Our ScholarPack Support Service includes access to our dedicated and experienced Service Desk for advice and guidance in all areas of ScholarPack. Our ScholarPack Centre of Excellence supports remote access to your PC and your database, to enable our experienced technical staff to resolve your issues without logging onto your PC, or the need to visit you onsite, making this a convenient and cost effective way to access the support you require.

In addition, we provide specialised notes and guidance documentation via the Schools Portal, and telephone support for statutory annual processes, financial and academic end of year. You will also receive regular updates from your support team advising of software updates in ScholarPack and handy hints and tips in a personalised area on our portal for ScholarPack users. We also provide the opportunity for you to attend our User Group Meetings which are held in conjunction with ScholarPack so you can take a closer look at the functionality within ScholarPack, discuss product development and receive face to face support from the Support Team.

What we offer

- Support for ScholarPack core products.

- Specialist support and notes for statutory returns, workforce census and academic year end.

- Access to a comprehensive range of training documentation and support information via the Schools Portal.

- Free to attend webinars.

- Specialised support notes.

- Opportunity to join our ScholarPack Focus Group termly.

- Telephone and web chat support and call-backs.

- Bespoke support for additional ScholarPack modules, school mergers etc. (P.O.A.).

Our pledge

Nottinghamshire ICT Services are committed to providing reliable, sustainable, value for money and assured services to our customers and high quality consultancy, professional services, hardware, technical and support solutions to meet all of your ICT needs.

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 ScholarPack.

- Support via remote services and via the Schools Portal.

- Cloud based infrastructure that minimizes support costs.

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

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Order
ONLINE

Technology Products,
Cloud Solutions & Professional Services

We provide access to an extensive range of innovative specialist education technology products and solutions through our partner network and pre-tendered framework agreements. We provide independent advice and guidance on how to develop and cost your ICT Strategy to deliver improved outcomes for teaching and learning.

With our easy access portal to an 18 category portfolio of technology products, services and solutions ranging from competitively priced hardware, audio visual & installation services, to specialist education software, cutting edge technology, consultancy and procurement assistance we can support you to realise your ambitions large or small.

What we offer

- Our ICT Security Consultants can carry out security audits and provide advice and guidance about how to minimise your risk exposure to the increasing cyber-security threats, and should the worst happen, our team of experts can provide support to recover your systems and get you back up and running as quickly as possible.

- The General Data Protection Regulations (GDPR) comes into force from 25 May 2018. Our team can help you to prepare your evidence and compliance regime, and debunk some of the myths already circulating about what GDPR will mean for you.

- An independent assessment of the health and integrity of your ICT estate including a written report providing advice and guidance on how to leverage more from your annual ICT spend.

- Consultancy & Project Management Services via our team of experts who can help you to define, procure and implement your technology strategy to help you gain maximum benefit from your technology spend.

- Technology Products & Solutions Portal enabling access to 18 categories of technology products, solutions and services from pre-tendered specialist educational providers, ensuring best value for your school.
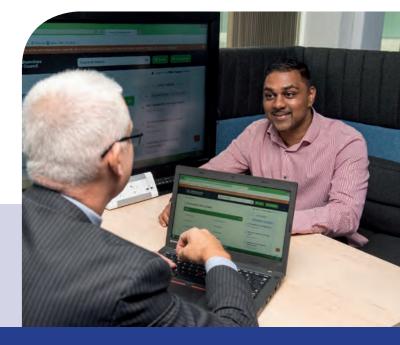
Benefits to your school

- Access to latest technology solutions to facilitate administrative and communication efficiencies, and drive improvements in the teaching and learning experience via our bespoke portal

- Access to expert advice and guidance on GDPR, ICT Security and compliance, technology project management, independent strategy and procurement advice that can help to reduce costs and maximize the return on investment in technology in your school.

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School Website Service

Our multi skilled team design and build visually stunning websites that are easy for staff, pupils and families to use. All websites are fully responsive, so they look and perform well on mobiles, tablets and modern web browsers.

Our team will work with you to develop ideas, then design and create a bespoke site for you. The award winning Content Management System (CMS) means you can easily add new content using a simple visual interface, so there's no tricky code to learn or difficult administration area to master.

Parents and Ofsted start making judgments about your school from the moment they access your website. Our design and maintenance service ensures that a great impression is made from the moment they log on.*

What we offer

- Site visit to share designs and develop the concepts.

- Website built on the world's most popular website building system.

- Hosting and email support provided for one year.

- Mobile responsive design and browser tests.

- Full training and support at your school and further 2 hours support session onsite.

- Site visit to take professional photographs and video.

- Ofsted website compliance check.

- Our compliance website checks can be purchased separately, please contact us to enquire about this service.

* Special Terms and conditions apply.

Benefits to your school

▶ A complete website design package to launch your site.

▶ Face to face meetings to discuss and plan development of the website with our friendly team.

▶ Professional photography and videography work are all included in package.

▶ Ofsted compliance test in order to pass an Ofsted inspection.

▶ Flexible maintenance packages after the first year.

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