iCT4 SIMS Support Services

iCT4 SIMS support - helping you get the best from your Management Information System.

What's included as standard?

✔ Experienced support from SIMS experts
✔ Access to iCT4 24/7 self-service Helpdesk
✔ Access to iCT4 SIMS.net Knowledge Base
✔ Account management meetings
✔ Annual server healthcheck
✔ Encrypted, secure trasfers of files when transferred between school and iCT4

OPTIONAL SERVICES
Extra help and support

✔ All database updates and client application updates automatically deployed
✔ Cloud backup service - copying vital data off-site with 256 bit encryption
✔ End-of-year procedure support, census support pre-Ofsted services , data cleansing services and Capita SIMS training courses available

SIMS - it's home to the data that keeps your school running and helps inform vital decisions. As education specialists, we know it's crucial. That's why, as an official Capita SIMS Support Unit, we offer full support for SIMS.net in primary schools, secondary schools and academies.

Our standard package offers high-quality remote support for escalated issues raised by your staff, e.g. your Business Manager, Data Manager or administration team, working with you to resolve your SIMS issues.

Need a bit of extra help? We can even provide experienced on-site staff to do the 'boots on the ground' administration of SIMS in your school - ideal for carrying out complex procedures such as end-of-year processes or data cleansing to keep your information as up-to-date as possible!

The bigger picture

It's important you have everything you need to be able to make the most of SIMS - that's why we include AS STANDARD 24/7 online incident reporting, self-service helpdesk and an annual 'health check' of your server hardware and network to make sure you're able to get the best performance possible from SIMS, removing common barriers to use such as slowdowns and crashes due to hardware or configuration issues.

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EDUCATION ADVISORY SERVICES