

# ICT4



# SIMS

helping  
schools  
inspire

## SIMS Support SLA

### What's included as standard?

- Experienced remote support from SIMS experts ✓
- Access to ICT4 24/7 self-service helpdesk ✓
- Access to ICT4 SIMS.net knowledgebase ✓
- On-site visits where remote fix not possible ✓
- Account management visits (3 a year) ✓
- Annual server healthcheck ✓
- Encrypted, secure transfer 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, Ofsted preparation, data cleansing services and other Capita SIMS training courses available ✓

Local SIMS support – helping you get the best from your school's Management Information System

SIMS: it's home to the data that keeps your school running and helps inform vital decisions. As education specialists, we know your Management Information System is crucial to the smooth running and administration of your school – that's why as an official SIMS Support Unit, we offer full support for SIMS.net in primary schools and academies.

Our standard package offers high-quality remote support by phone for issues raised by your staff, e.g. your Business Manager, Data Manager or administration team, working with you to resolve your SIMS, FMS and Discover issues. If you need that extra bit of help we can even provide extra on-site staff to do the 'boots on the ground' administration of SIMS in your school – ideal for complex tasks such as end-of-year procedures 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 healthcheck 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.

### Local support, from experts

You'll receive support from local engineers who are already familiar with your school. If you're an ICT Support SLA customer, we'll be sure to keep your engineer in the loop, ensuring everyone is kept informed and incidents are dealt with as efficiently as possible – it's the personal touch that we are famous for!



To find out more about how ICT4 can help your school with technology in and out of the classroom

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