



Whole School ICT Support

TRUSOL

**Supporting Teaching & Learning
through Technology**

www.trusol-education.com

Welcome

The experience Trusol has gained through delivering and supporting network, AV and ICT solutions in schools for over a decade enables us to deliver truly excellent whole school ICT support which offers outstanding value.

Since 2003, Trusol has been providing whole school ICT support to Schools, Academies and in recent years to Multi Academy Trusts in the form of annual or three-year service support contracts.

Discover the Trusol difference today!

- 03456 121302
- info@trusol.com
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Trusol Whole School ICT support



“Trusol are unique in their approach to delivering IT Support and I would recommend them to people who need to feel secure with the IT services provided at their schools, as they definitely don’t disappoint!”

Simoné Neil – Head Teacher – Wolfields Primary School, London Borough of Ealing

Our educational support contracts are tailored for each school based on their size, their individual teaching needs and their overall reliance on technology to deliver the Curriculum.

By working in partnership with your school and by applying our knowledge around the importance of well supported technologies in the learning environment, our involvement becomes a significant factor in the strive to improve student attainment levels and school Ofsted ratings.

Trusol's approach has set us apart from our competitors and has cemented our stronghold amongst those schools who engage into any one of our service support contracts. This has ensured a steady and manageable growth in the company for over a decade which has historically come as a direct result of inter-school recommendation and referrals.

We have extensive experience in the Primary school sector, including Primary Academy Groups, Primary Federations and Special Schools, all of whom have limited IT and AV experience amongst their full-time members of staff.

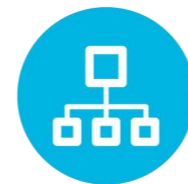
Quality of service and value for money have always been top priorities amongst the Senior Management Team at Trusol and as a result we employ all of our installation engineers and the majority of our support technicians to ensure that our professional but friendly work ethic is instilled into each and every one of our service delivery team members.

Every member of the Trusol education team has been enhanced DBS certified and each employee comes with a wealth of educational ICT experience.

Through Trusol, you can rest assured that your pupils and staff are supported to the highest and safest levels.

We take care of all your technology worries and strategic ICT development, leaving you to concentrate on the important things; teaching, learning and improving or maintaining the high performing standards of your school.

Trusol will support:



Your school's network infrastructure



Your internet connection, cloud and local Servers



Your Wi-Fi connectivity



Your PC's, Laptops and Tablets



Your classroom AV & Interactive Teaching Devices

We will manage your internet service provider relationships, will ensure compliance in system and data security standards, run regular anti-virus updates across your whole school network and most importantly, ensure that all your critical information is regularly backed up.

Designed to be flexible, our whole school ICT support packages offer strategic core services including scheduled on-site technician visits and unlimited helpdesk cover in the form of telephone or remote support.

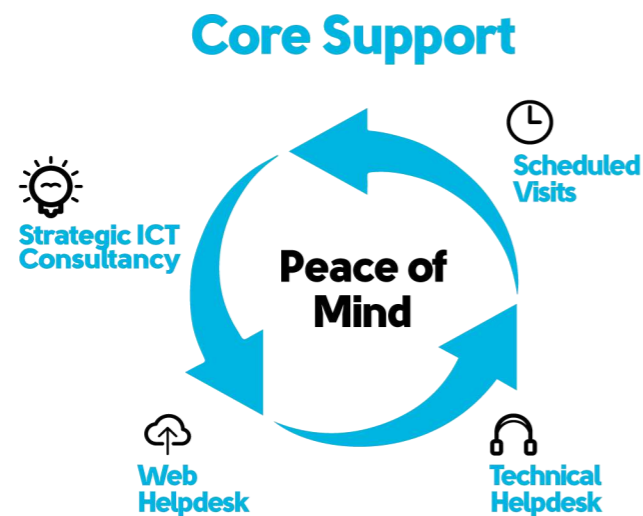
Our helpdesk and remote telephone support is available during normal school hours and our web based helpdesk system allows you to log issues at any time and to track each case through to resolution.

Every Trusol supported school also benefits from an annual hardware review and written report.

For those schools looking for extra value and cutting edge support, our new and exciting TRUSOL Plus+ Service offers extra support along with “in class” technical assistance from a second designated Trusol support engineer.

Bolt on services to any of our standard support contract options can add SIMS & FMS Support, Primary Computing, Teaching and Learning Support or additional school holiday IT support.

Our Core School ICT Support Contracts are delivered during the 40 schooling weeks of the year and consist of scheduled technician visits to your school, the regularity of which are governed by the SLA level that your school signs up to. We offer various levels of support to meet your school's individual needs, the core of which is based upon the following important services:



Scheduled Visits

On-site attendance at your school from one or more of our experienced and friendly school IT support technicians - tailored around the needs of your school and based on the level of support you need.

Technical Helpdesk

Unlimited telephone and remote support helpdesk from 8.30am to 4.30pm Monday to Friday

Our Online Web Helpdesk

A Web-based helpdesk system that is managed and updated by Trusol, allowing your teachers and staff to log issues and track the progression through to resolution.

Strategic ICT Consultancy

One of our strategic consultants will work with your school to produce a long-term vision for your school's future IT requirements in the form of a 3 year ICT Strategy or Development Plan. You will also be kept aware of emerging technologies which may be of consideration to the future strategic plans of your school.

Our Core Support Services include:

- Hardware troubleshooting, maintenance and repair arrangements for Servers, PCs, Printers, Laptops, Tablets, Touch Screens, Interactive Whiteboards, Projectors, network devices and other ICT peripherals that may cause issues on a day to day basis.
- Support for the LGfL portal or other independent internet service provision.
- Network setup and management including software installation, security, and administration.
- Support for network connectivity issues.
- Support for classroom teaching aids including; interactive whiteboards, touch screen panels, projection systems and classroom audio.
- Support with wireless device connectivity in and around your school.
- Additional emergency call outs, delivered on an hourly basis when required.
- Liaison on behalf of the school with 3rd party suppliers and contractors.
- Organisation of product demonstrations of educational software and hardware.
- Installation, upgrade and support for SIMS & FMS software (If the Admin support module is required).
- A full IT hardware audit of each school, which includes all current hardware and a strategic ICT Development Plan for budgeting (for Advanced, Premium and Ultimate subscribers only)

Our Packages



Number of half day visits per year	6	0	18	40	80	160
Telephone & Remote Support	✓	✓	✓	✓	✓	✓
Web Helpdesk	✓	✓	✓	✓	✓	✓
ICT Hardware audit & Review	✓	X	✓	✓	✓	✓
Hardware support + Trouble shooting	✓	X	✓	✓	✓	✓
Server hardware management & maintenance	✓	X	✓	✓	✓	✓
Server software management & maintenance	✓	X	✓	✓	✓	✓
System & data recovery	X	X	✓	✓	✓	✓
Internet connectivity support	✓	✓	✓	✓	✓	✓
Anti-virus maintenance & support	✓	X	✓	✓	✓	✓
Critical data backup & monitoring/ maintenance	✓	X	✓	✓	✓	✓
User account & Access Management	✓	X	✓	✓	✓	✓
School Network Support	✓	X	✓	✓	✓	✓
Interactive classroom hardware support	X	X	✓	✓	✓	✓
Wifi connectivity Assistance	✓	X	✓	✓	✓	✓
Strategic ICT planning & consultancy	X	X	X	✓	✓	✓
Emergency call out support	X	X	✓	✓	✓	✓
SIMS & FMS Support	✓	X	Optional	Optional	Optional	Optional

Bolt On Options



SIMS and FMS support

This package supports your school in the day-to-day use of SIMS or FMS while ensuring system upgrades are performed in a timely manner and with little or no disruption to the school.

The package includes:

- Support for all statutory and required returns to the LA and DfE
- Consultancy visits for on-site development and training
- Provision of all SIMS and FMS upgrades and patches
- Technical support for the SIMS infrastructure and database, including data recovery
- Support with data export to approved 3rd Party applications such as Fronter, GroupCall, LGfL USO Auto-update

Call or email our educational support team today to find out more about the full extent of our SIMS and FMS support cover.



Primary Computing, Teaching and Learning support

Through a strategic partnership arrangement with 3BM, Trusol is able to offer Teaching & Learning support in Primary Computing to all our contracted Primary schools.

We offer a core classroom Curriculum 'support package' and schools can thereafter buy into additional advisory teacher days at preferential rates.

Our 3BM Educational Partners bring together a very experienced team of advisory teacher consultants with national and regional experience who are able to offer Curriculum development, e-safeguarding and change management processes.

The standard package includes but is not limited to:

- On-site advisory teacher support (2 days) bespoke to the school's needs;
- Access to an extensive scheme of work for Computing (online) with full lesson support and assessment (Over 250 lesson plans);
- Regular ICT e-newsletters;
- Unlimited helpdesk advice throughout the schooling year.

Additional service options are also available. Call or email us to find out more information.



AV and Interactive Whiteboard Support options (for non-SLA Schools)

Most schools have interactive teaching systems in every classroom and many of these products are well outside of their manufacturer's warranty period.

When issues occur with a classroom projector, the interactive whiteboard itself, the audio system integrated with the solution or the cabling between the teachers PC and the classroom system, there is very often nobody to turn to for immediate help.

Our Classroom AV and Interactive Whiteboard support packages are available to any schools not subscribing to Trusol for ICT Support and whose teachers suffer regular frustrations from the reliability of the hardware in their classrooms.

The packages are available dependant on the number of systems you have in your school. All packages include pro-active annual hardware servicing as well as emergency support.



Supported Holiday Periods

Trusol is now able to offer a holiday support option for those schools who require additional IT support during school holiday periods. These additional scheduled visits will provide support at times when staff are still in school and require IT assistance or for schools that would like a visit before the school term starts to ensure the school network is up and running with no issues.

This package is based on 6 half day visits per schooling year comprising one half day scheduled support visit for each of the 6 annual school holiday periods.

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