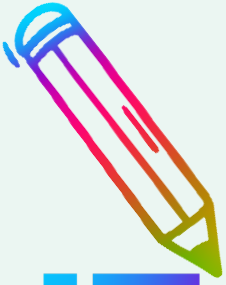




**NORTH EAST
SCHOOLS**
TECH FOR EDUCATION



IT SOLUTIONS FOR SCHOOLS SERVICE LEVEL AGREEMENT 2023 - 2024



POWERED BY

madhouse



TELL ME MORE...



North East Schools is a multi-service ICT Support business. We are passionate about focusing on the Education Sector and ensuring that all staff are capable of understanding, and handling, the ICT needs of Primary Schools across the North East.

NES is based in Chester-Le-Street, Durham and have clients from various backgrounds all over the UK, including the education sector. We offer a friendly but professional service, where you can trust us to fit right in as part of your in-house team. We promise you that once we're part of your team, you'll never look anywhere else.

We cover all aspects of ICT support within schools, from wired and wireless networks, through to PCs, laptops, tablets, servers and their support, along with so much more. NES can bring a wealth of experience in terms of advice and guidance for schools due to our combined 25 years background consisting of multiple roles within the education industry, including working within the Local Authority.

NES's aim is to act as your school's own ICT department so that we feel like part of your own in-house team, rather than an external company. Providing you with a fast response and first-class service, backed up with accreditations from the IT industry's biggest names (e.g. Microsoft, Dell...etc)



HELLO PARTNER



Our School's SLA has been designed to provide schools with an onsite ICT Technician on a flexible or agreed frequency that provides cover for curriculum and admin systems identified by the school.

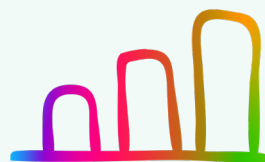
The school partnership allows the following complete end to end service:

- Installation & Setup
- User Training
- On-Going Support (Remote/ Telephone or Local)
- ICT Network Maintenance and Development
- Consultation Service
- Fault reporting

WHAT IS INCLUDED?

- Support, repairs, restoration and configuration of declared servers
- Full support, repairs, restoration and configuration of declared devices and peripherals managed via remote management software
- Proactive monitoring, management, and repair of declared servers (where enrolled).
- Proactive monitoring and management of client devices (where enrolled).

- Critical service monitoring.
- Troubleshooting of any server, device, or printing issues.
- Support of network services including active directory and group policy.
- Re-installation of software (where evidence of licence is available).
- Management of escalations to third parties, where appropriate.
- Disaster recovery of any declared servers after failure. This also includes software re-installation and configuration.
- Network connectivity support for issues deemed to be within the local area networking equipment including:
 - Wireless infrastructure
 - Switching
 - Network investigation and troubleshooting
 - Provision of loan networking equipment, where required and available



YOUR EXPECTATIONS



This is for implementation and support only. North East Schools will act as an intermediary should technical problems arise with any cloud software, however, responsibility for its availability rests with any third party applications as appropriate.

FIRST LEVEL – Provide a help desk between 8am & 5pm Monday to Friday. Attempts will be made to resolve the call by telephone using remote support software.

SECOND LEVEL – Should the problem not be solved by telephone using remote support software, a support officer will visit.

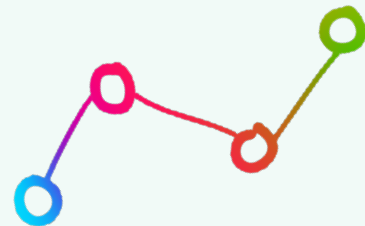
THIRD LEVEL – Should the problem not be solved at an initial visit, a support officer will inform the school within 24 hours when they will return.

FOURTH LEVEL – If a problem persists, the support officer will consult with the manufacturer, an external consultant or Capita Education Services and follow their guidance.

Any major technical problems with the server which affect the whole system will be responded to within 24 hours. All calls will be responded to within 2 hours.

Any faults that arise during an **OFSTED** inspection will be responded to within 2 hours.

All calls for support will be logged in an electronic format to include caller details, nature of the problem, the solution given, response times, time taken and support officer involved.



OFFERING YOU



TECHSHARE

An appointed North East Schools technician will visit your school on an agreed frequency (e.g. weekly, fortnightly etc.) and address any requests you have logged. They will only work term time in line with your school and will be part of your school team. However, all essential maintenance can be carried out during the school holidays where available access to the school is possible. North East Schools provide on-site Ofsted support completely free of charge to all schools. Your North East Schools technician will be backed up by our manned service desk and 3rd /4th Level support team where any issues can be escalated.

ON-SITE SUPPORT

Any issues that cannot be resolved remotely or by telephone will be escalated to on-site support. North East Schools standard SLA is an 2 hour response and an 48 hour fix time so you can expect a next day site visit for calls that require them. Parts depending.

REMOTE SUPPORT & MONITORING

North East Schools have invested in Remote Control software to allow remote resolution of most reported faults. This is done via a secure connection and all activity is logged.

BROADBAND

We offer educational grade broadband based on ADSL, Fibre, Cable or Wide-area Wi-Fi. A free survey will initially be performed to determine the ideal solution. North East Schools project manage the process from ordering through to installation and commissioning.

REMOTE ACCESS

We provide secure VPN's and this facilitates secure remote access for verified users to access resources from home.

ADMIN SUPPORT

North East Schools provide the Admin environment of network (LAN), workstations and server as well as providing all upgrades where required. North East Schools typically work in co-operation with a school's LA as and when changes are required.

FAULT LOGGING

Our fault logging system allows the logging of any kind of faults via Telephone, Customer Portal or Auto Detection. As soon as a fault is logged a unique reference is passed back to the customer and status updates are generated as the fault progresses to resolution.

INTERNET FILTERING

One of the most important parts of any broadband implementation. North East Schools's filtering is based on an in school state-of-the-art firewall. Filtering is based on keywords, websites and categories and changes can be requested by the school and actioned within the hour. Filtering can also be done by groups (e.g. pupils and staff) as well as per user.

SERVERS

The core of any school's ICT is their server and we target an immediate response to any faults. North East Schools can specify and supply servers from their preferred suppliers of HP & Dell.



OFFERING YOU



COMMS MANAGEMENT

Most schools are engaged in multiple IT related vendor relationships from routers through to telephone systems. North East Schools's partnerships ensures that we can act as a single point of contact for all issues and liaise with third parties on the school's behalf.

REMOTE BACKUP

All school data (Curriculum and/or Admin) is backed up daily to a central secure data centre (stored encrypted) and from there, replicated to our North East based office in County Durham. This ensures that at any one time, your data is held separately in 3 secure locations.

AUDIO VISUAL

AV equipment is a key part of a school's infrastructure and we have a wealth of experience in designing, installing and maintaining every aspect of Audio Visual.

DATA ENCRYPTION

North East Schools are a Microsoft partner, offering centrally managed data encryption on PC, Laptop or Memory Sticks. The central management allows remote password reset in the event of a failed login.

OFFICE 365

As a Microsoft Partner, North East Schools are able to offer Microsoft Office 365 (shared calendar and cloud based email) at a reduced rate to all of our schools to save to money. We also offer a domain name registration and setup as part of the standard service.

SUPPLY & INSTALL

We also supply and install ICT equipment, from PCs and Laptops, to Servers up to a full range of AV equipment. Equipment is installed by trained technicians to ensure safe working practices and we strive to provide your schools with the highest spec for lowest price.

RECYCLING SCHEME

All redundant ICT equipment can be recovered and recycled by our Recycling Partners free of charge. Every hard disk is factory formatted to erase all data and a certificate is returned to the school.

ANTI-VIRUS

North East Schools evaluate a huge range of anti-virus solutions. All anti-virus is centrally managed and updated by us, so no need to worry.

WIRELESS NETWORKS

We are trained to survey and install whole-school Wi-Fi networks. We have over 15 years of experience in Wi-Fi and many of our installations have been operating for over 5 years.

WIRED NETWORKS

North East Schools are able to offer Cat5e, Cat6 and Fibre network cabling.

MOBILE DEVICE MANAGEMENT (MDM)

MDM is a strategy that involves the use of software to manage and secure mobile devices (such as smartphones and tablets) that are used by employees in an organization. The primary goal of MDM is to ensure the productive use of mobile devices for work-related tasks while maintaining the security of corporate data.

TECH CHECK

Our IT Engineers will perform a security audit for your schools' IT infrastructure which is crucial for identifying vulnerabilities and ensuring the integrity of sensitive information.

THE EXTRAS



WEBSITE DEVELOPMENT

We deliver inspired website design, website development, ecommerce development and content management solutions to schools to boost their online performance and digital brand awareness.

GRAPHIC DESIGN & PRINT

Turn your design briefs and ideas into something amazing. Let our award winning agency bring your school to life with modern creative designs for your business. We also offer print, so just ask us.

MARKETING

Let us communicate your schools story and raise your profile to explore the best voice to your parents via social media marketing, SEO, PPC, inbound marketing, email marketing, and PR.

SCHOOL WEAR

Turn your design briefs and ideas into something amazing. Let our award-winning agency bring your school to life with high-quality logo designs, print material and uniforms for your school.



OUR PACKAGES



The North East Schools IT Support SLA offers schools a Hybrid IT Support Package, consisting of on-site & remote support. This allows schools to tailor their package to best suit their schools individual requirements. We operate on an annual billing structure and **all prices shown are plus VAT.**

Explore our package options for Hybrid IT Support below and tailor the package based on your schools individual requirements:

SCHOOL SUPPORT PACKAGES:

- Off-site back up service - From £750.00
- Admin Hardware Repair Services -From £260.00
- Antivirus Service (Pending a site audit) -From £250.00
- Audio & Visual Aids Support Service -From £300.00
- Curriculum Hardware Repair Service From £950.00

- Management Information Systems Service - From £1600.00*
(Not required if your school uses Arbor or equivalent system)

COSTS FROM £4,110.00 (ALL PRICES ARE SUBJECT TO SITE AUDIT)

TECHSHARE SERVICE OPTIONS: (ONLY AVAILABLE ALONGSIDE OUR)

BRONZE PACKAGE (BEST SUITED TO NURSERIES AND SMALL PRIMARY SCHOOLS):

9 sessions per year of Hybrid IT support. (31.5hrs total)

TOTAL: £1,102.50 PER YEAR

SILVER PACKAGE (BEST SUITED TO MOST PRIMARY SCHOOLS):

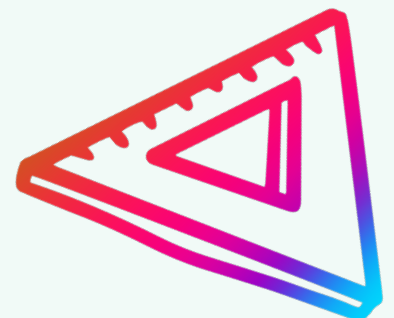
22 sessions per year of Hybrid IT support. (77hrs total)

TOTAL: £2,695.00 PER YEAR

GOLD PACKAGE (BEST SUITED TO LARGE PRIMARY SCHOOLS AND OR SECONDARY SCHOOLS):

44 sessions per year of Hybrid IT support. (154hrs total)

TOTAL: £5,390.00 PER YEAR



**Any additional support required in excess of the agreed sessions, would be chargeable at £50 per hour.

Please refer to our policies at the foot of our website for further information here:

<https://madhousemedia.co.uk/north-east-schools/>



HOW DO I PROCEED?

It's really simple! In order to start a partnership with North East Schools, all you have to do is book a school visit where we can perform an in-depth school audit on your current IT infrastructure, hardware, third party applications, and a cyber security review.

BOOK A SITE VISIT!

9a Lumley Court, Drum Industrial Estate,
Chester le Street, County Durham, DH2 1AN

Web: www.madhousemedia.co.uk/north-east-schools

Email: schools@madhousemedia.co.uk

Telephone: (0)191 492 3526