**NB** EDUCATION

# IT SUPPORT SERVICES

IT SUPPORT SERVICE LEVEL AGREEMENTS

REMOTE, RESPONSIVE, ONSITE AND MULTI ACADEMY TRUST SUPPORT

REPLACE YOUR IT PROBLEMS WITH A PROACTIVE MANAGED IT SUPPORT SERVICE, TAKING GOOD CARE OF YOUR TEACHERS AND PUPILS.

EXPERT IT SUPPORT FOR SCHOOLS IN WORCESTERSHIRE

## Request Your Free IT Health Check

More information at www.edu.netbuilder.com

# Your Choice of 5 Managed IT Support Service Level Agreements

| | CRITICAL ONLY | ONSITE APPRENTICE OR ONSITE IT SUPPORT | REMOTE ONLY | RESPONSIVE | ONSITE |
|---|---|---|---|---|---|
| Second Line Support | ✓ | ✓ | ✓ | ✓ | ✓ |
| Third Line Support | ✓ | ✓ | ✓ | ✓ | ✓ |
| Critical Support | ✓ | ✓ | ✓ | ✓ | ✓ |
| Recommendations and Consultancy | ✓ | ✓ | ✓ | ✓ | ✓ |
| Cloud Backups (Additional Charge) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Local client Installation of Independent FMS and MIS Systems | | ✓ | ✓ | ✓ | ✓ |
| Unlimited Email Support | | ✓ | ✓ | ✓ | ✓ |
| Logbook System | | ✓ | ✓ | ✓ | ✓ |
| Unlimited Remote Support | | ✓ | ✓ | ✓ | ✓ |
| First Line Support | | | ✓ | ✓ | ✓ |
| Onsite Technician (up to 72 hours per academic year) | | | | ✓ | |
| Overview of Network Infrastructure | | | | ✓ | ✓ |
| Weekly Scheduled Technician | | | | | ✓ |
| System Survey (Audit) | | | | | ✓ |

## SMALL & LARGE PROJECTS

All supported schools can make use of our technical staff who can assist in planning the future of your ICT strategy. Covering a wide range of specialist areas, we have qualified & accredited staff in Audio Visual, CCTV, Security, IT, Telephony and Data Communications.

## PROCUREMENT

Drawing on many years of experience, the dedicated procurement team can advise on the latest equipment, ensuring best value and specifications tailored to suit your strategy & budget.