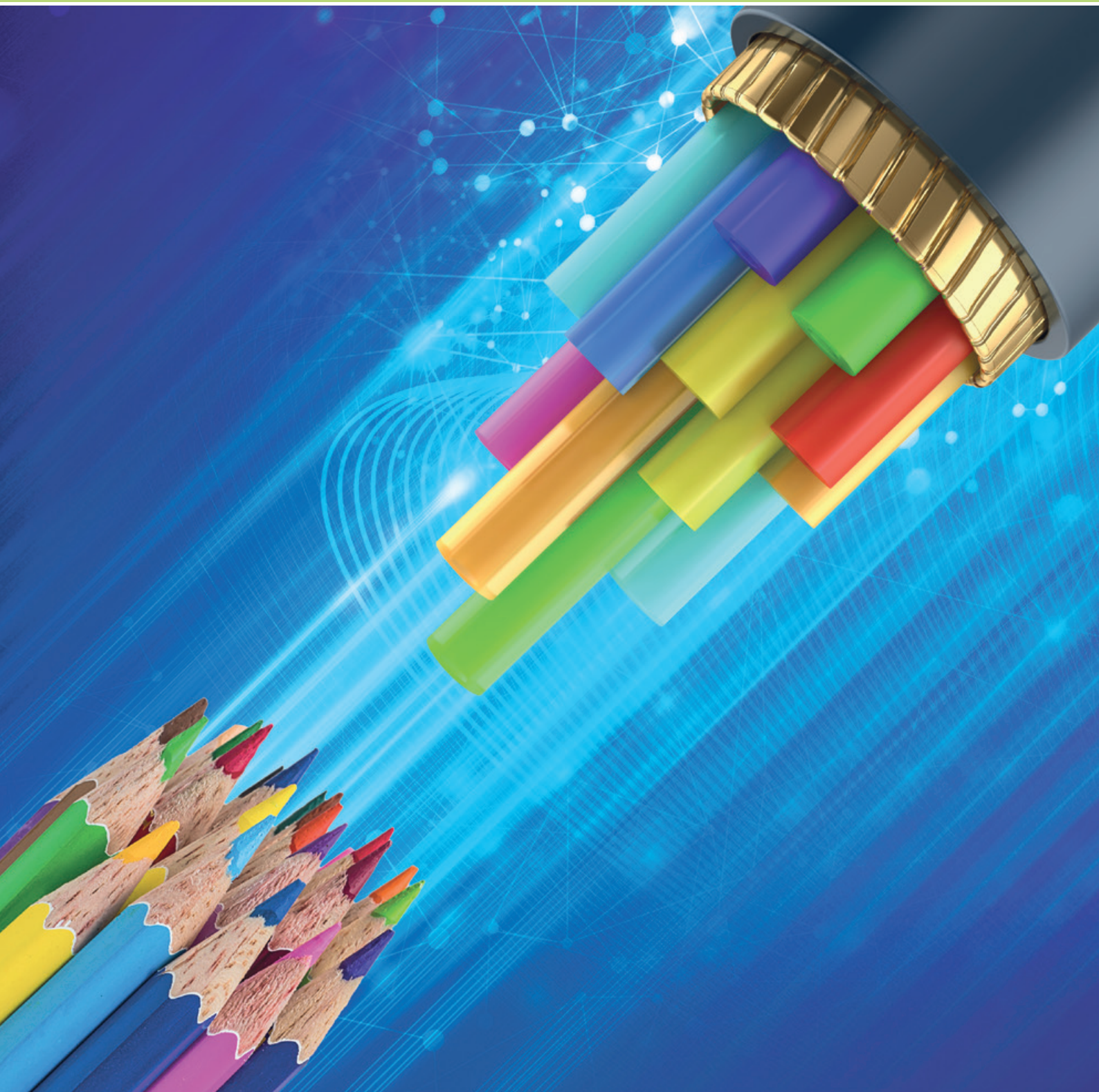


# Education IT Services



## Looking at Education IT services differently

Change can be a good thing and we recognise that academy status allows schools the opportunity to look at their IT needs differently.

With a proven track record of shaping technology to help our clients achieve more, we are bringing more than 30 years' commercial experience to the education technology arena. We believe we can deliver the service and flexibility you need to keep pace with the changing IT environment and deliver the outcomes you want for your staff and students.



## Lessons learned

Quiss Technology works with organisations of all sizes and complexity across the private and public sectors. Our pragmatic, service-orientated approach to delivering a comprehensive range of IT services, attracts clients who recognise the benefits of value over cost and experience over gimmicks.

The education sector is regarded as a special case by those looking to supply bespoke solutions that attract premium pricing, designed specially to address a range of issues 'unique' to schools and academies. There is no special case as far as Quiss is concerned.

We have taken the lessons learned in the competitive commercial world and applied them to the education sector to create a service that offers you the same high quality service all our clients enjoy, with no 'special case' premium to pay. Time to look at your IT needs differently?

Benefits of looking differently at education IT, include:

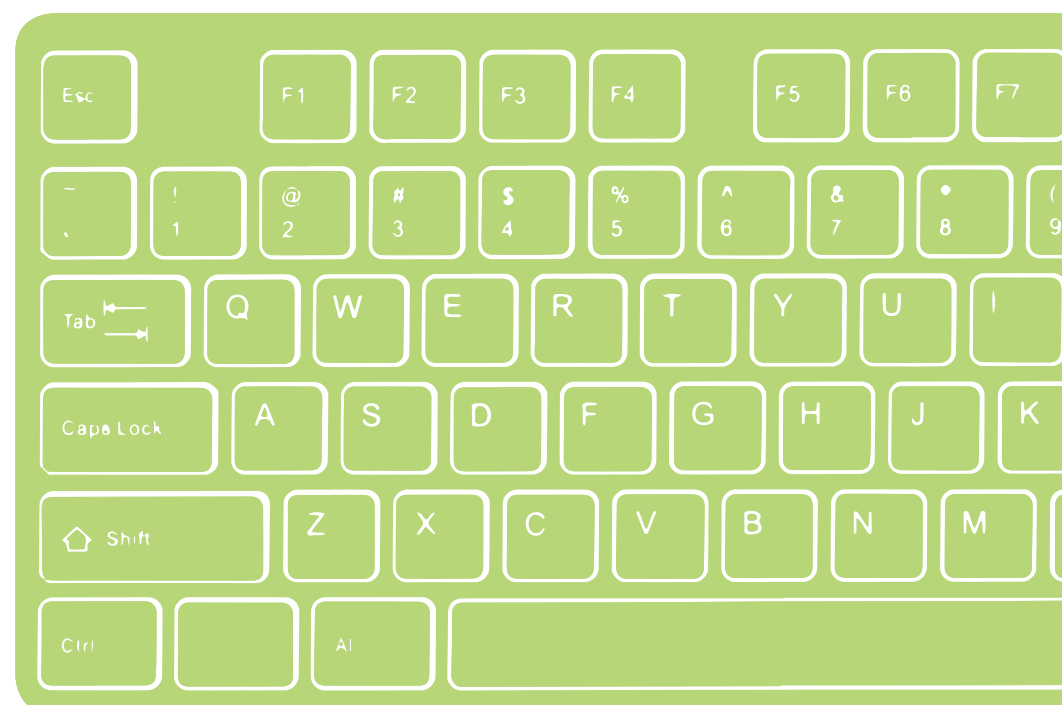
- ✓ Flexibility and adaptability of contracts
- ✓ Scalable resources with specialists
- ✓ Remote support and monitoring
- ✓ Service level agreements
- ✓ Support existing in-house IT staff
- ✓ Full-service outsourcing available
- ✓ Continual improvement programme
- ✓ All major systems supported
- ✓ Third-party software support
- ✓ Fast response to critical issues
- ✓ National team of network specialists

# Uniquely shaped

Our services are shaped for each client, with options available to help the resulting solution best meet the unique needs of each school or academy. We will tailor our contract to your needs and your favoured approach to paying – you can pay it all in one sum at the beginning, or receive monthly, termly or annual invoices, on an operating lease basis. The choice is yours.

We will never tell you all equipment should be acquired via an operating lease, for many items will have a lifespan significantly longer than the three-year length of a typical operating lease and outright purchase will make more sense. You can however rely on us for friendly, but direct and pragmatic advice on the best way we can support your choices.

No one knows the importance of every child making a good start with technology, better than those like us that work with it every day in so many businesses across the UK. Technology and its importance in the world will only increase and we will work with you to ensure every pupil gets to interact with technology that not only helps them learn, but inspires their future life choices.



# Bespoke support

We offer all the IT support you might need, from both an operational and strategic perspective. Our range of services have been designed to fit together to ensure the best possible support for your in-house IT resources or offer a practical alternative to managing your own team. We also offer access to specialist experience few in-house teams can match or justify employing for the few times a year they are needed.

We offer a fully managed solution that's designed to improve your service whilst helping reduce what you pay. Our experienced team undertake the function and management of your infrastructure, typically leaving your head of IT to focus on the future, not the day-to-day problems of maintaining an effective network.

We can also help manage and revitalise your existing in-house IT team, integrating our resources with yours to deliver a unified IT support team for your school or academy. Issues can be collaborated on, with your internal team escalating to us when they need specialist support or just an extra pair of hands. You choose the level of support you need.

Choice of services to create tailored support, include:

- Unlimited user helpdesk support
- Unlimited remote and on-site support
- Network administration and management
- Strategic consultancy
- Technical consultancy
- Project management services
- Training services
- Disaster recovery and continuity services
- Video-conferencing
- Digital signage
- Interactive projection
- Hardware & software procurement
- Consumables
- Asset and licence management
- Student safeguarding

# Entrance exam

If you feel it's about time you looked at your school's or academy's IT differently, the next step is a chat on the phone or a meeting. We offer a free comprehensive technology audit, assessing your network and technology environment, with a discussion of how you currently use technology and what you hope to achieve in the future.

From our initial meeting, we will create a plan outlining critical and optional changes to help improve your network – if we can't improve it we'll say so. You'll find all our support staff are friendly and able to make the most technical problems easy to understand and once we're providing support, all your staff will have access to our UK-based team, on first name terms.



## Think cars

For many of our clients, we make the choices simple and it really is all about what you want and how you prefer to pay for it, a bit like shopping for a new car. When you find the car of your dreams and you have enough money to buy it outright, you can negotiate a discount or trade in your current car to decrease the gap between old and new – it's the same with technology.

Of course sometimes you want a better car than you have the money for all in one go, so you spread the cost over a typical three year contract. These personal contract purchase (PCP) plans can include servicing, running costs and even insurance to take the guess work out of owning your car – and it's the same with technology and the support services we provide.

If you don't have the funds to pay for all your technology and support outright, then at the end of the operating lease, your school or academy has the following options:



### Return all the equipment

We collect all the leased equipment and cleanse all the data, providing you with a certificate to prove this work has been completed, before that we can discuss refreshing all your technology. Like handing your car back after 36 months and getting a new one.



### Extend your lease

We can extend your lease, utilising the existing equipment. This will help reduce the monthly cost, whilst guaranteeing the same great level of service. It's like re-financing your car for a further year or two.



### Keep the equipment

At the end of the lease we will assess a residual value for all the equipment you have leased so you can keep everything for a final payment. Just like paying off the balloon at the end of your car lease agreement.

## Next steps

For more than 30 years we have helped commercial organisations improve efficiency and productivity, through better use of technology. It is time the education sector looked at IT differently and adopted the same approach to removing the guesswork out of the long-term funding of the most appropriate technology solutions, backed by unrivalled 24/7/365 technical support.

Many of our clients measure their relationship with Quiss in decades rather than years, which stands testament to our commitment to consistently deliver only the highest level of customer service. Now is the time to look at your IT differently and Quiss can help - please get in touch and one of our sales team will talk you through the many options available to you and your school or academy.

