

EDUCATION ICT SUPPORT PROGRAMME

The
Partnership
For
Success

www.oakforduk.com

ICT Support and Consultancy Services

As part of a continued programme to assist schools and colleges in the South West, Oakford Technology is offering each institution professional ICT support services, ICT consultancy and development services.

Building on the success of proven network design, implementation and support in other educational institutions Oakford are attempting to help schools to reach or exceed ICT levels in other schools.

The ICT support and consultancy service is divided into a number of areas:

- **Regular On-Site Visits**
Either by fully managing your system or working with your existing technical staff, our experienced and trained engineers will help you manage and develop your system. Regular visits during term time, will keep your system updated, allow time to resolve problems, add new software etc.

As the Oakford engineers visit many different schools they have a wide variety of experience of the different educational software and systems which they are able to share with you. All the staff have CRB clearance.
- **Online Technical Helpdesk**
A fully staffed technical helpdesk facility is provided. Accessed either by telephone or the web. The helpdesk is staffed by Microsoft trained and experienced engineers and is specifically geared to education.
- **Quarterly Review and Planning Meeting**
Every term an on-site meeting with our consultants will be arranged. A performance review of your system will be presented and suggestions will be put forward concerning developments and improvements that could be made to your system.
- **Emergency Response**
Your support contract entitles you to between 1 and 5 emergency on-site call outs per year. Such call outs can be used when, for example, your system is unavailable for use by a number of people as a result of a failed server. Our engineers hold a set of replacement parts for emergency use and will work with you to get your system back up and running as soon as possible. They aim to be on site as soon as possible and usually within 4 working hours.
- **Access to Additional Support and Services**
If additional support is required, for example to install a new server, install projectors or whiteboards etc., then a very competitive written quote will be provided in advance.



Helpdesk Logon✓

Please login using your UserID and password.

UserID

Password

If you are unable to remember your password, make sure that you have entered your UserID above and click [here](#) to request a new password.

Above : Online Helpdesk Login

Key Advantages

Flexibility

Our support contracts are designed to be as flexible as possible. Simply call forward hours from your support contract during busier periods e.g. new software installation. Alternatively hold back hours during quieter times.

Experienced & Trained Engineers

All of our engineers are Microsoft certified and bring relevant experience from both commercial and educational institutions.

Strategic Planning

As part of our ICT support programme we will work with you to develop IT throughout the school . Combining the schools ideas with our experience in other schools we can help you achieve your goals.

Proven Track Record

All schools and colleges interested in joining this scheme are welcome to visit another school or college which currently uses an Oakford ICT Support package to assess its quality. Oakford has experience with Primary, Secondary and Special Schools in addition to Colleges and Universities.

"Oakford are a fantastic company who have moved technology on in our school tremendously & sorted out many problems for us. As suppliers they are always honest & deliver the goods when they say they will"

M.Bryant—The George Ward School

Further Information

The Oakford comprehensive support service package is tailored to the needs of each of our supported schools. All costs are calculated after an on-site audit – please contact us for further details and a free consultation at your premises.