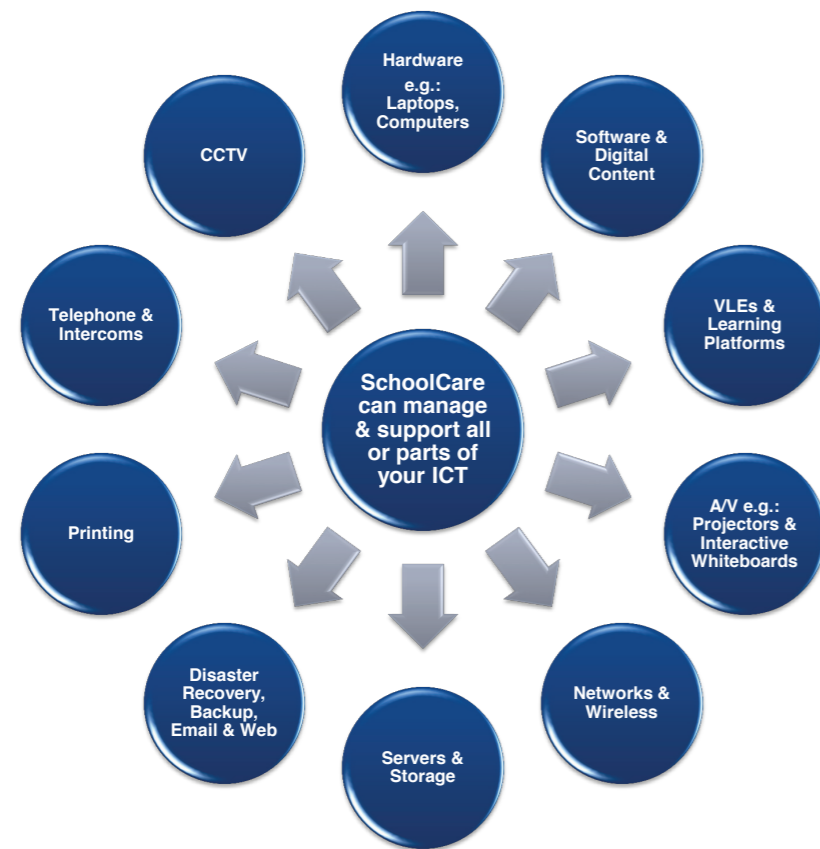


What SchoolCare Can Do



All SchoolCare plans utilise our team of certified helpdesk engineers and regional service engineers. Our Service Level Agreements ensure you receive the response you require. All equipment is covered by the latest managed services technology which provides 24 x 7 x 365 proactive monitoring and escalation. Benefit from a team who fully understand ICT in education and can ensure your investment directly correlates with your objectives and curriculum requirements. All SchoolCare plans provide you with:

1. SchoolCare Support Portal

Your organisation's very own, dedicated support portal - a secure website that you access with your log-in and password. From the portal you can manage ICT issues and also...

- Add or remove teachers.
- Add or amend service request.
- Manage support calls.
- Consult a knowledge base specifically for your school.
- Look at service reports and responses.
- Look at all agreements, software licenses and contracts.
- Set alerts to direct to you for all updates.



2. SchoolCare Support Team

While you can log a support request using the portal or email, most importantly you can call our team directly. You can:

- Speak to a member of the team who is familiar with your school.
- Have a member remotely log into your computer or server to fix an issue.
- Have an engineer dispatched to your site if an issue cannot be resolved remotely.
- Benefit from having your warranties managed by experienced professionals.
- Have your school network and data security reviewed and monitored.



3. SchoolCare Managed Services - Proactive Monitoring

We implement the latest managed services technology to remotely monitor and manage your ICT equipment. This technology ensures that:

- In many cases we know about your ICT problems before you do! Monitoring and alerts allows us to spot and fix an issue before it has an effect on your organisation.
- Tasks such as defragmentation, spyware and virus scans can be automated and scheduled to times that suit you.
- Updates, patches and viruses are monitored to ensure equipment is protected.
- Data backup is monitored and managed.



How Can Equipment Be Fixed Remotely?

In 80% of cases we resolve issues remotely, here's how:

- A member of the team will discuss the problem with you on the phone.
- Using remote management tools we will take control of your computer or server and run diagnostics and tests.
- Our managed services software will install all required updates and patches.

If the problem cannot be resolved remotely, an engineer will be dispatched to your site. If the product is under warranty we will action the warranty on your behalf.



SchoolCare Plans

Essential

With this plan we will proactively monitor servers and computers, and look after backup, anti-virus and software patch updates. All other tickets must be resolved using resource hours or outsourced engineer time which must be purchased. Loan equipment is not provided and any parts used outside warranty are chargeable.

Guardian

This plans cover all that is outlined in Essential Care plus unlimited time both onsite and remotely to cover any service tickets or client service requests. This plan provides unlimited time to ensure that the service tickets and client service related requests are dealt with.

Complete

This plan provides one cost to cover any IT requirement of the client. This covers all the items in Guardian Care plus any additional work the client may require such as new software installation, reconfigurations, relocations or any call that the

