

Integrated Data Needs School Support Services

Key Features

- Wide range of flexible services
- Remote Helpdesk as standard
- Group discounts available
- One number to call
- Dedicated Engineer
- Dedicated Account manager
- Highly experienced team

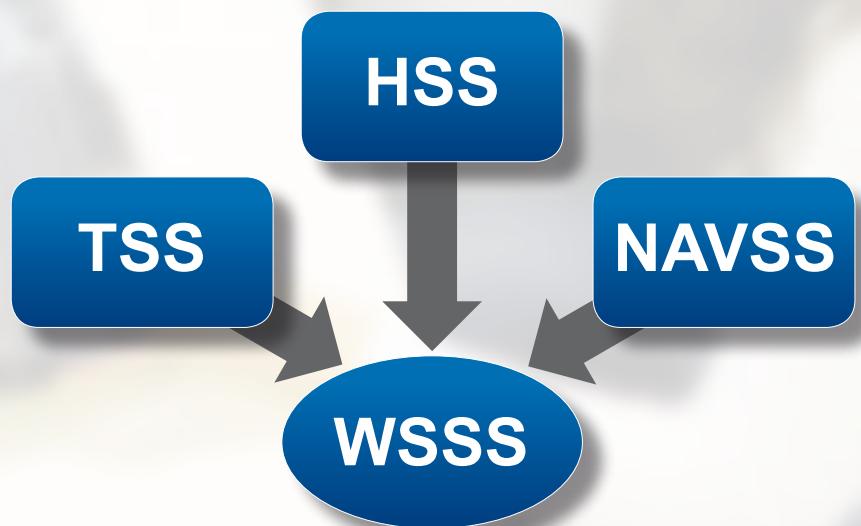
Specifically designed to ensure that issues and problems are dealt with professionally, effectively and, where possible, avoided altogether, the Integrated Data Needs Ltd (IDN) support services provide a proactive fault resolution and preventative maintenance services for educational ICT systems.

We support all the main technologies in use in schools, not just equipment we supply, and will liaise with third party suppliers to deal with any warranty issues.

Our main Primary School services comprise 3 key services enabling the school to be confident that any ICT problem is covered.

The 3 services include:-

- Technical Support Services (TSS) (Including Remote helpdesk and visits)
- Hardware Support Services (HSS)
- Network and AV Support Services (NAVSS)



Schools can purchase either an individual service or take all 3 services – the IDN Whole School Support Service (WSSS) which we recommend.

Technical Support Service details (TSS) Synopsis

Comprising a series of regular, scheduled visits the IDN Visiting Technician Service is focused entirely on being responsive to the needs and priorities of each school - we are utterly committed to providing our customers with professional services of the very highest standards.

By subscribing to the IDN Technical Support Service your school will benefit from the following:

- Regular, scheduled visits on days and times¹
- Visits conducted by the same IDN technician² who will very quickly gain an understanding of your School's network and specific requirements
- Access to the IDN Helpdesk and call outs³
- A dedicated Customer Account Manager who will oversee all our services to you, ensuring they meet your needs and are consistently of the highest quality
- An annual Hardware & Network "Health Check"

¹ Visits can be weekly, fortnightly or four weekly and are normally of two or three hour's duration during term-time

² Subject to operational constraints

³ Subject to fair use policy

Hardware Support Service details (HSS) Synopsis

We realise that some schools feel tied to an ICT provider simply because they supplied the server and workstations. The good news is that we can provide hardware support for almost any existing server or workstation hardware irrespective of original supplier. What's more we're quietly confident that not only can we provide a better support service but that we can also provide the service at a lower overall cost compared to your current provider.

Customers include:

- Oake, Bradford and Nynehead Primary School, Somerset
- Exford First School, Somerset
- All Saints Primary Dulverton School, Somerset
- Sedgemoor Manor Junior School, Somerset
- St Gildas Catholic Primary School, Somerset
- Wellesley Park Primary School, Somerset
- Wellsprings Primary School, Somerset
- Selwood Middle School, Somerset
- Oake, Bradford and Nynehead Primary School, Somerset
- Oakfield School, Somerset
- Bishops Tawton School, Devon
- North Molton Primary School, Devon
- Mrs Ethelston's Primary School, Devon

By subscribing to the IDN Hardware Support Service your school will benefit from the following:

- Remote Technical Support - enabling us to diagnose and resolve a variety of issues
- Restoration of hardware to original operation
- A range of options to choose from are 4hr response, NDB response, 3 day response
- A dedicated Customer Account Manager who will oversee all our services to you, ensuring they meet your needs and are consistently of the highest quality

Network and Audio Visual Support Service (NAVSS) Synopsis

Supporting the Network and Audio Visual equipment in the school is sometimes missed but can have some of the biggest impact if a fault occurs.

IDN's Network and Audio Visual Support Service offers your school piece and mind that if a problem occurs with an Interactive whiteboard, a network switch right to a network point, you won't have to waste time dealing with the manufacturer.

Why IDN?

By choosing IDN, you're working with a Trusted Somerset Local Authority approved supplier and have been for the last 10 years.

We are known for our highest quality of work standards and our customer focused approach. We are often seen by our customers as "partners" rather than just suppliers.



Traditionally you may have several numbers to call if you have an ICT fault, dependant on where you originally purchased the product from. This can often take time and being passed from pillar to post, or worse, being stuck in the middle between suppliers is very frustrating! By choosing IDN's Whole School Support Service, your school will have one number for your ICT Support, whether this is a fault with a laptop, server, projector or any ICT related problem, it's the same number. We take ownership of the problem from beginning to end, dealing with other 3rd parties that may or may not be involved. You can be confident that any ICT fault will be dealt with swiftly and efficiently leaving you free to carry on with your work

FAQ

Do you offer SIMS support?

No, as we are an approved supplier and partner of the Local Education Authority, we would not like to compete directly against them. Having said that, if you are unsure of where the problem lies, then we are more than happy to deal with the 1st line enquiry and pass to the SIMS team if necessary.

We are part of a CLP, can you offer further discounts?

We believe that our prices are very competitive, however should wish to buy as CLP further discounts can be applied

Will I have the same engineer?

In the majority of cases we always assign the same engineer to all visits and faults to the school. If your engineer is unavailable, we will always assign an engineer who has knowledge of your school. More importantly, all of our staff are solely employed by IDN and we do not use contractors to carry out our contracted services.

Will I have a dedicated contact?

Yes, your account will be assigned a dedicated account manager who will look after and manage your account on a day to day basis.

If you can offer a better service, will that mean more cost?

Generally no, and in most cases we have saved our current customer base between 10-15% on their annual support cost. To discover how much we can save you please contact us today; we will be happy to visit you to discuss your specific requirements.

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