

The logo for ncsi TECHNOLOGIES is located in the top left corner. It features the lowercase letters 'ncsi' in a white, sans-serif font, with a small yellow square above the 'i'. Below this, the word 'TECHNOLOGIES' is written in a smaller, yellow, sans-serif font. The entire logo is set against a blue circular background.

ncsi
TECHNOLOGIES



IT Support for Schools
School Service Agreements

School Service

Agreements

At NCI we understand that ICT plays a major role in the running of your school and how it can be stressful if it's not working correctly.

Our team of Microsoft qualified engineers have been providing support to schools in Cornwall and Devon since our inception. Our aim is to ensure your school's IT is functioning smoothly, enabling you to do your job without any IT related stress.

As part of the service agreement, you will get regular and reliable technical support from an engineer who is assigned to your school. This allows a good working relationship to be formed and also means that the engineer builds up a better understanding of how your school operates and your requirements.



Benefits

- Regular visits from your designated engineer
 - Scheduled ICT visits to fit around your requirements making the most of your school's budget
 - Reduce the pressure on busy ICT Coordinators
 - Trusted and informed advice and guidance
 - Easy to budget with a fixed monthly price
 - Our team of Microsoft qualified engineers are on hand if you need them
 - Cost effective - avoiding the need to employ additional IT staff
 - Increase teacher's faith and trust in ICT
 - Emergency Admin PC and Server support
- We deal with IT problems, allowing you to concentrate on teaching

**Class
ICT Pod**



What does this include?



Your designated engineer will be working onsite for 10 days per year (that's 1 per every academic month) during this time any issues that you may have encountered will be resolved and all PC's and servers will be health checked and updated, to ensure that your system is working as efficiently as possible.



PC Maintenance

- Windows, Firmware & Software updates
- Housekeeping, including cleaning up of files, removing any temporary files and memory checks
- Network and connectivity checks
- Printing / Network Access
- Operating System efficiency



Server Management

- Ensure all antivirus is up to date
- Check the health of your server
- Centralise any Microsoft updates



Administration

- Account setup
- Backup checks
- Manage permissions and restrictions on network
- Sort out any IT problems that you have encountered

Call us on **01326 379 497** to find out how we can work with your school to provide you with the best learning environment for your pupils.

Who are NCI Technologies?

NCI provide IT solutions and support to schools and businesses. We strive to be at the forefront of IT developments helping organisations get the most from their IT systems.

With offices in Penryn and Plymouth we are situated to provide IT support to the whole of the South West.



Waterside House Falmouth Road
Penryn Cornwall TR10 8BE

Penryn 01326 379 497
Plymouth 01752 424 484
Email schools@ncitech.co.uk
Web www.ncitech.co.uk

Microsoft
Authorized Education Reseller



Microsoft Partner

Gold Midmarket Solution Provider
Gold Volume Licensing
Gold OEM Hardware
Silver Server Platform
Silver Desktop
Silver Mobility
Silver Search