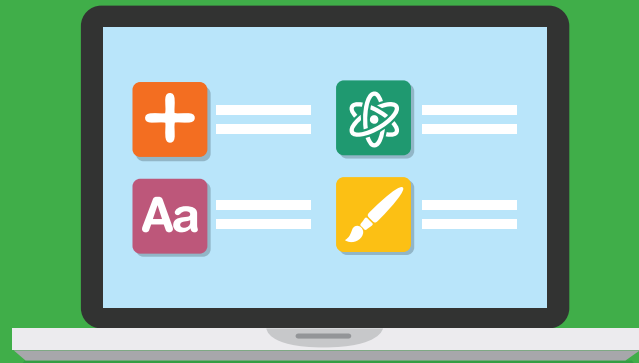


## Looking for faster response times for ICT issues?



NCI is always striving to improve the services we provide to the schools and businesses we support and on a regular basis discuss with our staff what elements of the services we provide they feel could be improved or streamlined.

As you are aware our current schools contract gives you unlimited support for your server and one admin PC plus an engineer onsite for either 1 day a month or a morning/afternoon a fortnight. The feedback we have on this from the engineers is that they feel 80% of what they do for you on-site could easily be fixed remotely with the right access. Because of these findings we would like to offer you a new kind of support service which we at NCI feel will benefit the school as a whole in terms of IT support.

One of the issues schools face with our current support contract is the wait they have in between engineer visits. This can delay the resolution of issues for devices other than the main admin PC and server sometimes up to three weeks! This also has a knock-on effect in terms of what issues get prioritised on each visit and whether the engineers have enough time to get through them all in the time provided.

We know that for the discounted cost we charge our contracts out for we tread a fine line on profitability but we don't intend to increase our charges in any way, just provide a better structured service for the money you currently pay.

Some schools need an engineer onsite more than others and that is fine, we don't intend to do away with what we provide now, just offer an alternative.

We will provide a roaming engineer whose job it will be to visit any school with IT issues that the helpdesk determines require an onsite engineer. They will within 3 working days of the problem being reported have visited the school and identified the issue and attempted to fix, or have fixed the issue to the best of their ability. If the hardware is unrepairable or requires a warranty call being induced we will inform the school before the engineer leaves site. Once they have dealt with that issue they will then leave site to attend another school or business that requires onsite support.



Your server and admin PC are critical to the smooth running of the school so will be covered on a same day/next day (dependant on time of call) repair.

All hardware will be monitored and maintained proactively by NCI's monitoring platform to recommended standards and technologies available us to, including windows updates, anti-virus and backup functionality on a regular basis remotely.

Should you have an issue that can be fixed remotely then we provide a team of first line engineers that will attempt a repair within 24 hours. We currently provide this service to our business customers at a much higher cost and repairs are generally fixed within a 4-hour period.

At current when you call in for support on devices that are not the admin PC or Server you will be told we can work on the issue at a chargeable rate or wait for your next visit. The new service is intended to provide a much better and quicker response time for your school at the same cost as you are currently paying us and eliminate the need for additional charges and extended wait times.

## Key Benefits

- No additional Charge
- No charge for remote work or onsite work whatever day of the month it is called in on
- Any member of staff can raise support issues directly via Phone / Email or the NCI support portal
- No more waiting until the next school visit for issues to be investigate
- Engineers no longer running out of time on their visit to complete all the logged issues
- No more scheduling clashes or need to re schedule engineer visits

## Q&As



### Will your remote engineer require the school to have someone on-site to be hands on?

To speed up any resolution we will need the schools to work with us. Schools won't need to have their own technical expertise but will on occasion be asked to plug in cables/switch on devices or other routine things under the direction of the remote engineer.

### If I don't have the time to explain a problem or explain the issues to an engineer on the telephone can I demand an engineer on-site?

Under this new support service NCI is investing in its first and second line team to speed up resolutions for schools so an engineer will only visit the school if NCI determine an on-site visit is required, not the school. If the school demands a visit we will attend but that visit will be chargeable on an hourly rate in addition to the contract charges. Rest assured, NCI have operated this way for the businesses we support for many years with no complaints and quick fixes.

I've logged a ticket but am too busy to talk to your engineer or I am using the device with the issue and can't spare it right now, will your engineer call me back when I am free?

NCI logs all tickets for all customers so we are aware of any issues our customers have. What we are not aware of is when you will be free to talk. If the problem is fixable remotely without your input then we will work on it as soon as possible and update our ticket to inform you its complete. If we do require your input and you are not available then we will ask the school secretary to leave a message for you to call us when you are free or you can let someone else know what the issue is so we can speak with them instead.

Will we still get an onsite engineer once a month?

No, this is an antiquated method to providing support that more often than not can be prohibitive to getting issues resolved quickly and efficiently. You will no longer have to log issues in a book (that can sometimes not be found or be illegible!) and save them up for weeks on end, you can log issues directly with our helpdesk so they can be addressed by any member of our large support team rather than have a single assigned engineer.

Will I be charged for new hardware or software installs?

Yes. This is no different from your current contract and we can quote on a per install basis. All contracts that NCI offer are based on a break / fix style contract, so if its broken, we fix it. If its new or needs installing this is quoted.

How do I get help?

Simply call 01326379497 or email [help@ncitech.co.uk](mailto:help@ncitech.co.uk)



Cloud Services



IT Support Contract



Security



On-site Installation



BDR



Broadband



Telephone Systems



IT Procurement

NCI was founded in February 2004, by Directors Andy Trish, Chris Penrose and John Andrew, with a vision to provide great IT support to the local community. Over the last decade, the company has grown considerably and is now a 30 strong team of passionate and dedicated professionals delivering IT solutions to businesses and schools across the UK.

NCI continually strive to improve their services and increase customer satisfaction. Years of experience working closely with small and medium sized businesses and schools have led NCI to develop products and services that empower their customers to progress and lead the way.



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