



Get with  
the IT  
crowd



## Support

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Remote, telephone  
and site support

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**IT Support**  
Education

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# Support

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# Educational Support

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## Introduction

### **Brindley Data Services understand Computer Technology is an important tool to enhance the delivery of education for both Staff & pupils.**

Throughout our years supporting Schools we have learnt that it is now hard to find a curriculum subject which does not require the aid of computer technology. Educators are encouraged to show diversity and evaluate learning in multiple ways. In such an environment the right tools & systems actively present ways to Support Students, Present a variety of Work, Access Information and the ability to share resources.

At the same time these technologies you rely on have advanced becoming more complicated and you are increasingly reliant on more complex hardware, technologies and systems on which the whole School runs.

The IT support provision which Brindley are offering to Schools is increasingly popular, not only with our current number of partner Schools, but with a number of Schools looking for a different approach. We are support providers who are more in step with today's technologies and how best to provide them . Importantly we are completely realistic about decreasing budgets and the impact that is having on trying to effectively maintain your services.

'In a nutshell, we can do better than your current providers for less, we stand very proudly by this absolute fact.'

Our model is cost effective, time saving and helps to solve many of the challenges you face .





At Brindley Data Services we aim to keep things simple, we combine a full range of services providing solutions designed to optimise the ICT resources available to you at an affordable level. We have a fully proven comprehensive support service which is both flexible & efficient.

- A dedicated Onsite Technician (CRB Checked)
- Over 15 yrs of experience specifically in Educational services
- Ofsted Emergency support
- Projector & Smart Board installation
- PC, Laptop & Mac management
- Server management
- E-safety
- GDPR Compliance
- Web Filtering
- Remote backup service
- Data Recovery / Disaster planning
- Switch Cabinet Upgrades
- Network planning, installations & maintenance.
- Teacher IT training
- Advice & Procurement Service





## Google School Partner Services

One of the many ways we have succeeded in the Educational field is by migrating schools to the Google for schools model. This allows us to provide the following suite of services to aid schools and bring them right up to date.

### Communication Tools

- Send emails & search messages with Google Mail
- Hold Video meetings and Hangouts
- Stay organised with Google Calendar

### Cloud Storage

Store, share and access resources from anywhere with Google Drive

### Collaboration Tools

- Create online surveys with Forms
- Create a team site for your staff with Google Sites
- Write reports with Google Docs
- Handle Lists , Analyse Data with Charts using Google Sheets
- Create project presentations with Google slides

**Delivery** Via Web, desktop, tablet or phone

**Compatibility** Apple, Windows, Android, Chrome (Software)  
Mac Products, Laptops, Pc's, Tablets, Phones, Chromebox (Hardware)







# Support

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Our support packages (SLA's) are provided in three levels.

## **Option 1 £2700.00**

3 Hours onsite support (60 hrs/yr)  
(frequency bi-weekly)  
Unlimited remote support

## **Option 2 £1800.00**

2 Hours onsite support (40 hrs/yr)  
(frequency bi-weekly)  
Unlimited remote support

## **Option 3 £3510.00**

2 Hours onsite support (78 hrs/yr)  
(frequency weekly)  
Unlimited remote support

(NB, Charges cover Term time only, 39 weeks, as standard.

Where applicable additional services and software eg. Data Backup Services , Security software , Domain hosting costs and any hardware purchases etc will be quoted and invoiced separately and are not included as part of any SLA quotation)

