



# ACS IT Maintenance and Support Pack

**Curriculum Managed Support Service Level Agreement**

## Main benefits of ACS Managed Support Services

- **ONSITE DEDICATED TECHNICAL EXPERTS**
- **FREE** Quartely Strategy planning to devise your school budget plan and general direction of your ICT
- **FREE** Fault Reporting Service with a dedicated help desk.
- **FREE** Quartetly review in line with strategy planning
- **FREE** Help desk and remote support where necessary to the school
- **FREE** OFSTED Watch, where calls are automatically escalated - to priority one status
- **FREE** Real-time monitor of all school servers.

## General Support Service

ACS has Microsoft Gold Certification, Microsoft Authorised Education Reseller status, VMWARE Enterprise Reseller, Dell Partner, HP Gold Partner and also Cisco accreditations. Therefore we have the expertise to maintain even the most complex of systems.



ACS has gained over 12 years IT experience (est. 1999) in working within the primary school education sector. From the most basic systems to complex network setups, we have the knowledge and expertise not only to create and support reliable, functional and efficient ICT systems, but also the ability to pass on key points of information to both staff and key decision makers.

Our expertise and experience allows users to understand how and why their network functions as it does, and where problems may occur. As a team we work with you to ensure that you receive best value at all times.

We have extensive experience in supporting all elements Primary School ICT support from basic PC/laptop hardware, projector faults and all windows based operating systems. The support team and on site engineers have a minimum of 5 years experience working with ICT applications with all onsite engineers trained to Microsoft standards.

Managed IT maintenance support is a key element of our support services. All ACS engineers are of Microsoft Certified Professional level or higher. As ACS holds the award of Investors in People we ensure that constant training on new applications are delivered to the technical team.

ACS has an excellent reputation within the region built up over a 10 year period for supporting over 200 local primary schools.



tel: +44 (0) 844 811 4202  
email: [sales@theacsgroup.co.uk](mailto:sales@theacsgroup.co.uk)  
web: [www.theacsgroup.co.uk](http://www.theacsgroup.co.uk)

## Hours of Availability (Working Hours)

Monday to Friday 8.00hrs - 17.00hrs  
Excluding Public & Bank Holidays

All support requests must be logged via the customer portal, email or with the central help-desk via 0844 8241234

## Contact Details

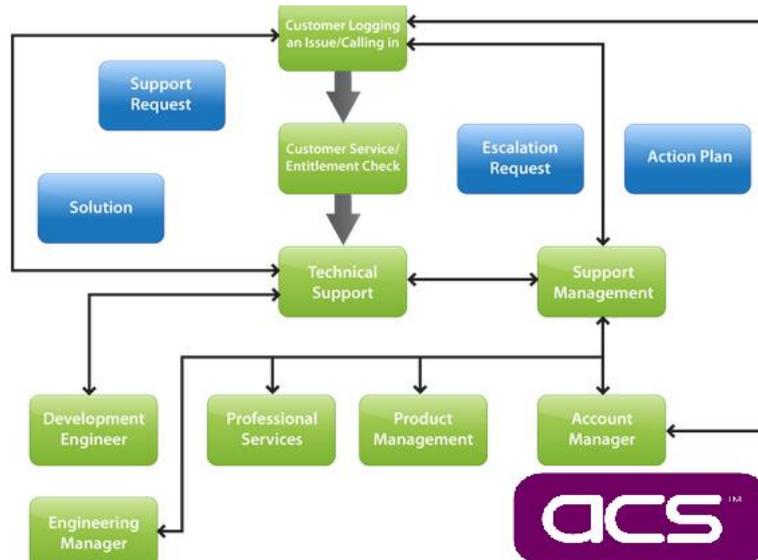
Service incident reports  
Helpdesk Telephone: 0844 8241234  
Helpdesk Fax: 01302 381606  
Helpdesk Email: support@theacsgroup.co.uk

## General Support Service

The ACS support team always works to ensure that the appropriate resources and level of focus are applied to your request to ensure a timely resolution.

### Typical Process:

1. Call logged and ticket open by the school via telephone/email/web portal with appropriate priority assigned.
2. Ticket reference number generated
3. SLA identified against the priority
4. Response time met against call priority
5. Diagnosis identified
6. Escalation routines applied if necessary
7. Resolution



## System Management:

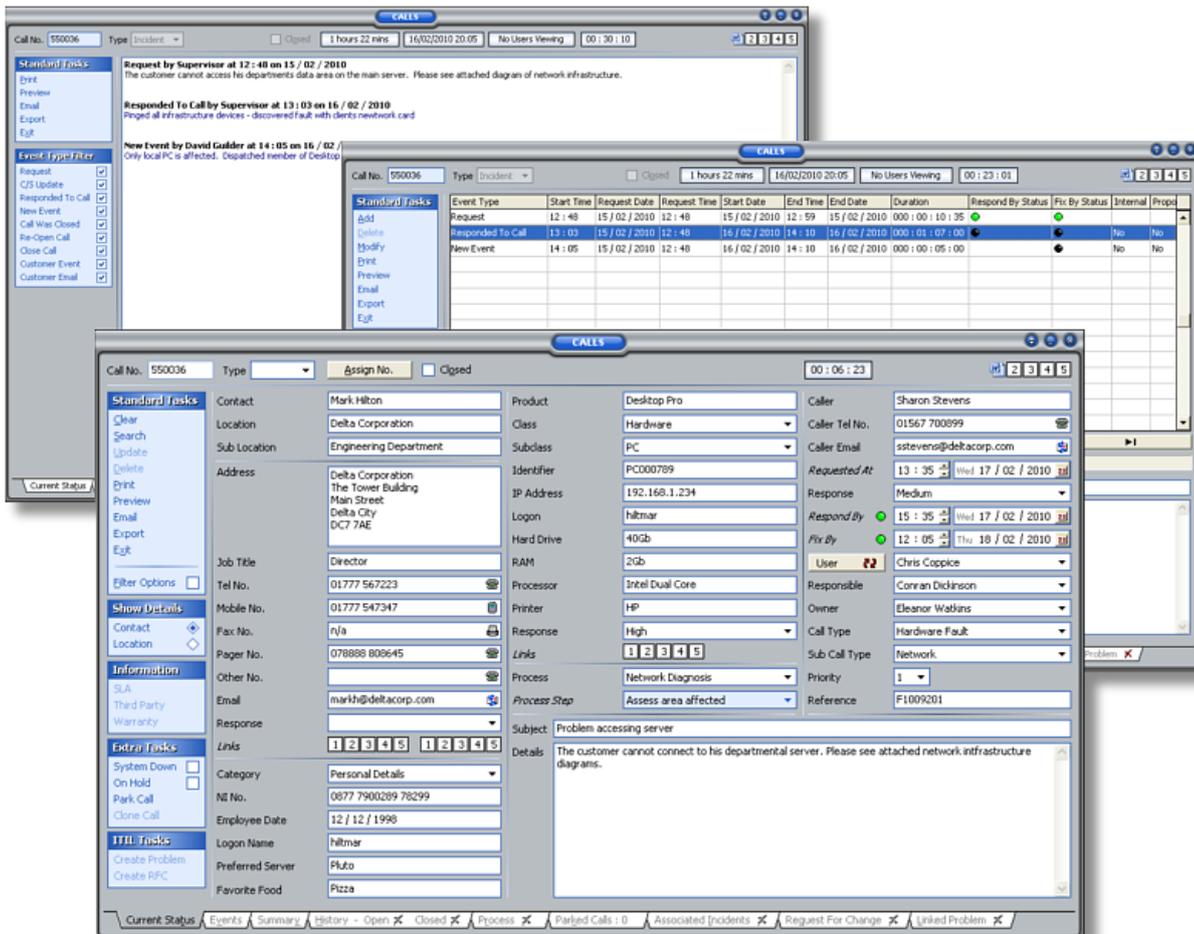
ACS will hold an Inventory all of your hardware and software and other assets on your system - either locally or across multiple networks

## Technical diagnosis and resolution:

Basic diagnosis is performed over the telephone via our dedicated helpdesk. Once full diagnosis has been performed we would attempt to resolve remotely, if a resolution is not possible then this would escalate to a site visit or referred to the managed maintenance visit if necessary.

## Strict Service Level Agreement.

All aspects of our work is delivered via a service level agreement, our business is totally focused on service deliverables. From procurement to helpdesk to onsite services, we are here to provide best service. All tasks are centrally logged and therefore can be reported upon; reporting is provided by an automated routine as below:



Calls logged to our service centre are logged with a call reference number defined. All calls are dealt with by priority status. The end user has the facility to log the call via four methods...



Web portal



Email



Telephone



Fax

With each method a call reference number is provided for traceability, calls can be monitored via the 24/7 support web portal.

The priority is determined by the urgency of the call and the below structure named schedule C is adopted, please note that service level priorities can be tailored to your organization

## SCHEDULE C

### Definition of Support Request Priorities

Helpdesk priorities are defined as follows. Due to the wide variety of issues that can occur the descriptions and examples below are intended as a guide.

Status	Description	Target Response Time
<b>Priority 1 Emergency</b>	Wide spread critical system failure. A problem which satisfies any of the following criteria: <input type="checkbox"/> Prevents the effective use of any major service <input type="checkbox"/> Seriously affects a substantial number of computer users <input type="checkbox"/> Implies a serious breach of security <input type="checkbox"/> Has serious implications for the reputation of the client <input type="checkbox"/> Has immediate and potentially serious Health and Safety implications	<b>10 Minutes</b>
<b>Priority 2 Critical</b>	Localised critical system failure A problem which satisfies any of the following criteria: <input type="checkbox"/> Prevents the effective use of any service and affects a substantial number of computer users in any location <input type="checkbox"/> Implies a minor breach of security <input type="checkbox"/> Has possible implications for the reputation of the Client <input type="checkbox"/> Has very serious implications for an individual user <input type="checkbox"/> Has Health and Safety implications	<b>20 minutes</b>
<b>Priority 3</b>	A problem which satisfies any of the following criteria: <input type="checkbox"/> Prevents the use of any fully supported service by an individual <input type="checkbox"/> Causes inconvenience to a number of users in the company <input type="checkbox"/> Has possible implications for the reputation of the client <input type="checkbox"/> An individual user does not know how to proceed in a fully supported application <input type="checkbox"/> Has minor Health and Safety implications	<b>1 Hour</b>
<b>Priority 4</b>	A problem which satisfies any of the following criteria: <input type="checkbox"/> Causes inconvenience to an individual <input type="checkbox"/> Causes sporadic error message affecting a few users.	<b>2 Hours</b>
<b>Priority 5</b>	A long-term request. <input type="checkbox"/> Help monitoring an issue <input type="checkbox"/> Investigating a solution	<b>48 Hours</b>

Please note a system down “priority call” takes precedence over all calls.

## Systems and Tools

ACS utilises an in-house software application developed by internal programmers to manage problems and requests that are received at are logged. This system will hold a full inventory of each end users technical setup and configuration at the School.

## The support centre application

A powerful enterprise-wide IT problem management solution. ACS has invested in the deployment and utilisation of this application to streamline the many complex processes required to support our Primary Schools.

## Web application

This is a web-based “front-end” to the helpdesk database and application engine. It provides the capability to allow users to enter request tickets directly into the system from their desktop and also allow them to check the status of an open request ticket from their desktop

The process is effectively split into three levels and complimented by our IT managed solution.

### Level 1

Basic level of support where service calls are logged into the ACS Help Desk, triaged, troubleshot, and elementary problems are resolved. Examples of this include basic “how to” questions, hardware diagnostics, password resets and account creation, typically priority 4 and 5 calls types.

### Escalation to Level 2

This level of support is where support tickets are escalated from Level 1 and/or are logged as priority 3 levels. The relevant problem or request details are obtained and the call is routed to an appropriate support resource (Desktop, Network, Development, or Operations Support).

### Escalation to Level 3

This level of support is where support tickets are escalated from level 2 and/or are logged as priority 1 or 2 tickets. The relevant problem or request details are obtained and the call is routed to an appropriate support resource (Senior engineer, Network Manager, Technical Manager).  
The technical manager provides the authority for an onsite call out.

## Managed IT service

This service is essentially provides a dedicated on site engineer present at weekly, fortnightly or monthly intervals.

The managed IT service will provide the School with a consistent and efficient IT service with the same engineer visiting at regular intervals, working in conjunction with the IT helpdesk and the quarterly strategy the Managed IT service provides the close management that we believe the School require to make the most of technology and to receive value for money on investment.

## ACS Procurement

The procurement of equipment is centrally managed and reported via our pipeline facility, a dedicated account manager will manage procurement requirements. However during the system analysis and quarterly strategy we will pinpoint requirements and provide a budget plan.



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The industry standard programs we use for stock control allow a full audit trail from purchase to sale, this means warranty and return management can be easily actioned.

## Value Added Services

We provide regular updates on all new innovations and applications that may be of benefit to the school, this being highlighted within our quarterly system analysis. As we deal with a vast number of schools we of course are able to pinpoint areas for improvement and elements that need to be placed within the IT budget.

We provide innovation sessions on site at our head office in Doncaster, at no cost to ensure that you are aware of options in the market place and essentially getting the most from your IT investment.

As part and parcel of our managed IT service we provide a hand holding, proactive solution. Generally, this comprises of a dedicated IT engineer, dedicated internal account manager and our help desk team with quarterly strategy visit by a senior account manager.

With all IT maintenance agreements, we provide a quarterly IT analysis; this essentially is a road map and your budget planning. This is a consistent approach to ensuring that you are made aware of new technologies and innovations in the market place and is a key element to our IT maintenance support.

It is critical that a plan is devised at the outset of exactly where you are with the IT platforms and a plan drawn out of where to take the IT, communications, applications and overall infrastructure. The IT analysis is normally drawn up over a 3-5 year terms and broken down into a monthly spend patterns.

## ACS Customer satisfaction

On a weekly basis call stats are produced and forwarded to relevant bodies within the school.

These stats highlight the number of requests the school has made, the root cause of the request and the response/resolution times. These stats are reviewed by the technical department, so that frequent issues can be identified and resolved. **SAMPLE BELOW:**

All of the above is accessible from a simple web link direct to our call system. This shows calls in progress along with any call updates. It is also possible to view historical information from here. Calls that are outside of SLA are reported upon in a exception report which is discussed at quarterly intervals.

From: mspooner@acsdoncaster.com [mailto:mspooner@acsdoncaster.com]  
 Sent: 25 November 2011 16:11  
 To: ian.jenkinson@cooplands.co.uk  
 Subject: Weekly ACS Call Stats

Hi Ian,

Please find listed below your support statistics for dates: **Nov 17 2011 to Nov 25 2011**

Total calls taken: 4  
 Total calls resolved: 4  
 Total calls outstanding: 0

Call ID	Call Date	Engineer	Caller	Location	Details	Call Type	Resolved within SLA
853	Nov 21 2011 10:55AM	Richard Patterson	Sarah Walsh	Cooplands	Issues with haring calendar	SW_MS EXCHANGE	Yes
877	Nov 22 2011 8:48AM	Jamie Gillespie	Diane Rogers	Cooplands	Dave Powell needs to be able to access the terminal server from the office. He currently uses external's hotspot.	SW_RDP	Yes
912	Nov 22 2011 13:58PM	Richard Patterson	Ian Holden	Cooplands	Internet down, cannot browse the web	SW_INTERNET	Yes
915	Nov 25 2011 9:12AM	Jamie Gillespie	Diane Rogers	Cooplands	PC has gone off and will not start back on	SW_DESKTOP O/S	Yes

**Ian Spooner**  
 Technical Team Leader

Tel: 01302 3819  
 Fax: 01302 3816  
[www.acsdoncaster.co.uk](http://www.acsdoncaster.co.uk)

**ACS** INVESTOR IN PEOPLE

When You Work With Technology Works For You

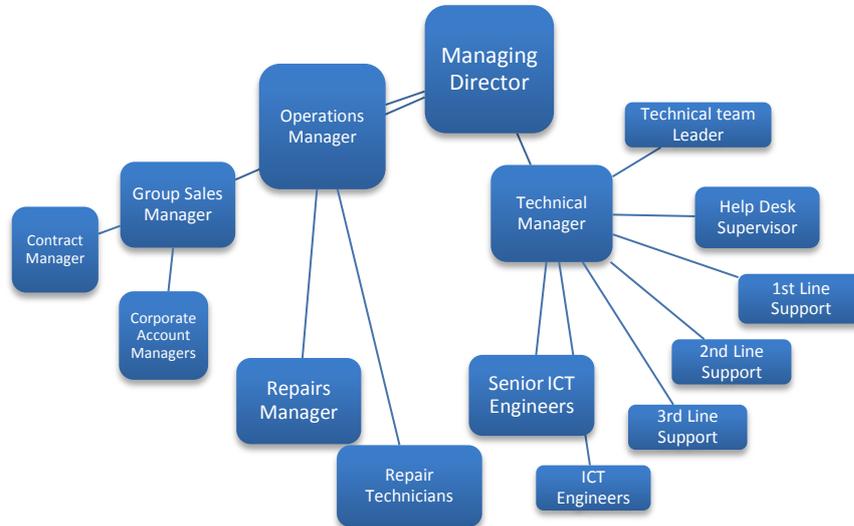
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Opinions and positions contained in this message are those of the author and do not necessarily reflect those of ACS UK LTD.

Authorized Reseller:

## Additional Information

### ACS ICT Service Team



### List of Qualifications

Microsoft Certified IT Professional  
Microsoft Certified Technology Specialist  
Microsoft Certified Desktop Support Technician  
Microsoft Certified Professional  
Microsoft Certified Systems Engineer  
CompTIA A+ Certified IT Technician  
Microsoft business intelligence development  
Business Object (BI) Crystal reports specialist  
Toshiba qualified service engineer  
HP qualified service engineer  
Dell qualified service engineer

NVQ Level 3 for IT Professionals  
Advanced Diploma Level 3 for IT Practitioners  
Advanced Apprenticeship in IT Services and Development  
Apple Certified Macintosh Technician (ACMT)  
Microsoft SQL Database development and maintenance  
Microsoft .net web application development  
Microsoft .net windows application development  
Microsoft .net data abstraction development  
VMWARE enterprise qualified  
Promethean Authorised Partner and installer

ACS Managed IT maintenance approach will provide the school with a selective team of qualified and experienced staff to control all aspects of IT service, support, planning and innovation as below:

Managed IT Service - Dedicated Professional, the engineer will effectively visit site on predefined intervals and perform all IT support routines that have been logged prior to his/her visit. Feedback and general reporting for this engineer visit is provided on the support web portal.



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## Typical Senior ICT technician visit



As standard on a weekly or fortnightly basis we will perform a set amount of proactive duties, such as:

- Critical security and windows updates
- Backup routines (Also checked daily by help desk)
- Server event viewer logs
- Server Disk space analysis
- Server Memory Usage
- Security products (Anti Virus, Anti Spyware, Anti Spam)
- Interactive whiteboard and projector maintenance and upkeep.
- All administration routines and management

**Microsoft**  
**CERTIFIED**  
Systems Engineer

**Microsoft**  
**CERTIFIED**  
Professional

## Typical ICT consultant visit

With over 10 years IT strategy and planning experience and expertise we will be responsible for performing the Quarterly School System Analysis and budget planning. Our experience involves IT strategy, project management, deployment and maintenance. All consultants are accredited with Microsoft Certified Professional and Microsoft Certified Systems engineer status.

On a quarterly basis we will perform a system review and analyse:

- Network Switches (speed and capacity)
- Backup routines performance and enhancements
- Communications – performance and enhancements (Digital Region and Schools Broadband)
- Wireless facilities – performance and enhancements
- Server review - operating system, memory and disk space
- Desktop review – operating system, specifications and performance
- Technology review, ipad, promethean, projectors
- Manufacturer offering, Promethean trail, HP cashback, HP trade in for primary schools.
- VLE and web based information and advice
- Clever touch devices – features and benefits

This is an essential part of the IT managed service providing the school with a clearly defined plan of where you are currently positioned and a 3-5 Year IT plan and roadmap.

## Dedicated School Account Manager



ACS account managers have been with ACS for over 8 years and manage a vast number of schools. We are extremely customer focused and specialises in providing excellent customer service levels and all ICT procurement.

## Pricing Information

### Managed Service

Managed service pricing is typically priced based upon how regular the visits are required

Item Code	Item Description	Qty	Price	Net	10% discount for family order
ACS Annual Maintenance	<p>ACS Annual ICT Maintenance ½ Day per weekly Managed Service Agreement</p> <p>4 Hours Per Week - Including Help Desk and Consultancy Services</p> <p>3 Months FREE (15 Months for price of 12)</p> <p><b>Includes emergency call outs</b></p> <p><b>Additional scheduled visits (if required)</b></p> <p><b>£250.00 per day</b></p> <p><b>£125.00 per half day</b></p>	1	£3,300.00	£3,300.00	<p>£2,970.00</p> <p><b>Saving</b></p> <p><b>£330.00</b></p>

10% discount applied for a family of schools

Contract period is normally 12months although reductions can be made for a longer duration

## References

### Customer Reference 1

Company Name:	Hill Top Primary School
Contact Name:	Mrs Beryce Nixon
Contact Phone Number:	01709 863273
Length of time providing the services:	5 years +
Brief description of types of services provided:	IT Managed Maintenance (dedicated professional engineer per week) IT Consultancy and strategy planning Entire dual touch Smartboard rollout Hardware and software maintenance Procurement Management for Best Value Complete IT management of all IT platforms, systems and infrastructure Cost and best value analysis IT Strategy and budget planning Audio/Visual maintenance and support Wireless System management 3 weekly consultancy and analysis support SIMS Support services, consultancy, training and advice

### Customer Reference 2

Company Name:	Bentley High Street Primary School
Contact Name:	Janis James / Sarah Gallacher
Contact Phone Number:	01302 874536
Length of time providing the services:	5 Years +
Brief description of types of services provided:	IT Managed Maintenance (dedicated professional engineer per week) IT Consultancy and strategy planning Hardware and software maintenance Procurement Management for Best Value Complete IT management of all IT platforms, systems and infrastructure Cost and best value analysis IT Strategy and budget planning Audio/Visual maintenance and support Help desk support services

### Customer Reference 3

Company Name:	Scawsby Saltersgate Juniors School
Contact Name:	Mandy Oxer
Contact Phone Number:	01302 782100
Length of time providing the services:	5 Years +
Brief description of types of services provided:	IT Managed Maintenance (dedicated professional engineer 1/2 day per week) IT Consultancy and strategy planning Hardware and software maintenance Procurement IT Project Management for New Build of school Complete IT management of all IT platforms, systems and infrastructure Cost and best value analysis IT Strategy and budget planning Audio/Visual maintenance and support

## Customer Reference 4

Company Name:	Wincobank Primary School
Contact Name:	Jane Taff
Contact Phone Number:	01142 490590
Length of time providing the services:	3 Years +
Brief description of types of services provided:	IT Managed Maintenance (dedicated professional engineer 1.5 days per week) IT Consultancy and strategy planning Hardware and software maintenance Procurement Complete IT management of all IT platforms, systems and infrastructure Cost and best value analysis IT Strategy and budget planning Audio/Visual maintenance and support

## Customer Reference 5

Company Name:	Thorne Brooke Primary School
Contact Name:	Sue Spink
Contact Phone Number:	01405 812200
Length of time providing the services:	4 Years +
Brief description of types of services provided:	IT Managed Maintenance (dedicated professional engineer 0.5 days per Fortnight) IT Consultancy and strategy planning Hardware and software maintenance Procurement Complete IT management of all IT platforms, systems and infrastructure Cost and best value analysis IT Strategy and budget planning Audio/Visual maintenance and support

## Customer Reference 6

Company Name:	Holywell Green
Contact Name:	Paul McVeigh
Contact Phone Number:	01405 812200
Length of time providing the services:	4 Years +
Brief description of types of services provided:	IT Managed Maintenance (dedicated professional engineer 0.5 days per week) IT Consultancy and strategy planning Hardware and software maintenance Complete IT management of all IT platforms, systems and infrastructure Cost and best value analysis IT Strategy and budget planning Audio/Visual maintenance and support