

IT SERVICE

Meeting all your IT needs

TRUST OUR KNOWLEDGE AND EXPERTISE
octavopartnership.org

CROYDON
www.croydon.gov.uk

Giving you access to the tools and technology that will help children succeed and your school run smoothly.



“We would fully recommend the services of Octavo Technical Support. We have always been satisfied with the service we receive and have found them to be competitively priced in the market. The Octavo Team have supported the school’s strategic ICT planning and their technical support is excellent!”

HEADTEACHER DOWNSVIEW
PRIMARY & NURSERY
SCHOOL

GET IN TOUCH

If you would like further information on the services and support we can offer you please contact:

T 020 8241 5470

E octavo.servicedesk@croydon.gov.uk

Alternatively, please visit www.octavopartnership.org where you can find details on our services and the IT Team.

OCTAVO IT SERVICE

Octavo IT has more than a decade of experience supporting schools with technology and communications, ultimately helping children realise their potential through the power of IT. Our IT team is one of the most experienced in school systems with in depth knowledge and understanding gained over many years of working in schools. We offer a full range of IT services to schools including multi academy integration, SIMS support and incident management support.

BENEFITS

- Any staff member can contact our Helpdesk for assistance
- A flexible, tailored and cost effective service
- IT services to assist you in meeting your curriculum, budget and administrative outcomes
- Practical and responsive support with an emphasis on problem solving to ensure minimal interruption to your school
- Forward thinking team who provide IT strategic and budget planning guidance
- Faster resolutions through our preferential access to the Capita/SIMS help desk
- Experts in Multi academy trust integration and multi-site support

Passionately delivering
high standards and
quality performance



ANNUAL PACKAGES

SIMS SUPPORT SERVICES

This includes:

- Helpdesk and Remote Support
- Critical Incident Support
- SIMS updates
- SIMS awareness and update training
- LGfL/USO Management
- Log & action all incidents to third parties e.g. Capita, Atomwide, LGfL
- Census and end of year services

ON SITE TECHNICIAN - GOLD PACKAGE

This includes:

- 7 hours per week (during term time) on-site IT consultant support
- Helpdesk and Remote Support
- Critical Incident Support
- On site ICT maintenance including break-fix issues
- Installation, configuration and implementation
- Online and back-up monitoring and management
- LGfL/USO Management
- Supplier Management
- Anti-virus Management
- IT Strategic planning support
- IT Systems Security advice
- Server monitoring

SILVER PACKAGE

This includes:

- 12 hours per month (during term) time on site IT consultant support
- Helpdesk and Remote Support
- Critical Incident Support
- On site ICT maintenance including break-fix
- Installation, configuration and implementation
- Online and back-up monitoring and management
- LGfL/USO Management
- Supplier Management
- Anti-virus Management
- IT Strategic planning support
- IT Systems Security advice
- Server monitoring

BRONZE PACKAGE

This includes:

- 6 hours per month (during term time) on site IT consultant support
- Helpdesk and Remote Support
- Critical Incident Support
- On site ICT maintenance including break-fix
- Installation, configuration and implementation
- Online and back-up monitoring and management
- LGfL/USO Management
- Supplier Management
- Anti-virus Management
- IT Strategic planning support
- IT Systems Security advice
- Server monitoring



ADDITIONAL SERVICES

We have a range of services which can be purchased on an 'ad hoc' basis in addition to our contracts. We are highly skilled professionals and able to adapt our offer depending on your need. If you need a service that is not in our brochure, please contact us to discuss your requirements.

BACK OFFICE SERVICES

This includes:

- Helpdesk and Remote Support
- Critical Incident Support
- SIMS End of Year Procedure

MOBILE DEVICE MANAGEMENT SERVICE

This includes:

- Guidance on MDM solution licensing
- Installation and upgrade planning support
- Multi-tablet support
- Set up and Roll -out of cloud based mobile devices

MENU MANAGEMENT CASHLESS CATERING SUPPORT SERVICE

This includes:

- System set up
- Cashless technical support
- Termly menu management and updates

TERMS

- Helpdesk hours during term time 8am – 5pm
- On site visits are during the hours of 8.30am – 4pm
- Annual licensing of mobile device software and basic support are not included in the packages and must be purchased separately
- For managing back up and restoring data support, the school must subscribe to the service with LGfL

TRAINING

We are delighted to offer an extensive programme of central CPD at our offices in Croydon.

We deliver a wide range of SIMS user courses, including SIMS standard and extended reporting, SIMS School Census and SIMS Technology for Technicians, as full day and half day sessions to suite all staff.

For full details of our courses visit our website or contact octavo.enquiries@croydon.gov.uk

Innovative and forward thinking

Strong customer focus

Professional and approachable

WHAT HAPPENS NEXT?

All of our contracts, packages and ad hoc services are available to purchase via our online portal. If you would like to discuss the support we can provide your setting we would be delighted to hear from you.

The Information Services team can be contacted directly on 020 8241 5470 or email us today at octavo.enquiries@croydon.gov.uk

NOT SURE IF YOUR SCHOOL HAS AN ACCOUNT WITH US YET?

Contact octavo.enquiries@croydon.gov.uk or call **020 8241 5460** and we can set up your school and users right away.

TRUST OUR KNOWLEDGE
AND EXPERTISE



EDUCATION
DEVELOPMENT
& PARTNERSHIPS



GOVERNANCE



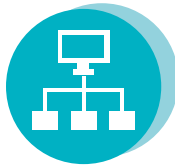
EDUCATIONAL
PSYCHOLOGY



EARLY CAREER
TEACHER



HUMAN
RESOURCES



IT



CPD

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