



ATOMWIDE

MANAGED SERVICES

Part of the AdEPT Group

ICT Services & Support for Schools

2019
—
2020



Online Safety



Help & Support



Cloud Services



Communication Tools

Crown
Commercial
Service
Supplier



www.atomwide.com • info@atomwide.com • 01689 814700

What our customers say...

“

“LGfL have used Atomwide as a partner supplier for many years. They are **knowledgeable, efficient**, and have a great understanding of **supporting ICT services** to the education sector.

With their **help and on-going support** LGfL is able to pass on increased savings and better services to London schools through the **effective use of technology in the classroom.**”

**Operations Manager,
London Grid for Learning**



“We have moved from a reactive to a **pro-active** approach with our Atomwide Technician...
...I would **highly recommend** the Atomwide School Technician Service”

**Network Manager,
The Minster Infant and Nursery School**

“We have been using Atomwide for over 4 years. They provide a number of services that we use at New Woodlands including their **VoIP system, Digital Signage, Onsite Technician Support, CCTV and WiFi networks.**

We are **extremely satisfied** with Atomwide and have never encountered a problem. We have always found them to be **professional and willing to help** with any issues.”

**School Business Manager,
New Woodlands School**

“SIPS Education approached Atomwide in July 2015 to help to source a suitable replacement for the ageing regional Broadband Network used by our supported schools. Atomwide’s response then, and their support since, **could not have been better.** They were, and continue to be, one of the most **professional teams** we have had the pleasure to work with. From the speed of the response to any call that is logged, to the **expertise of the engineer** on the other end of the phone, they deal with every query, big or small, **efficiently** and with a **high standard** of service.

We are looking forward to a long and **prosperous relationship** between our two companies. We would, without hesitation, **recommend working with Atomwide.**”

**IT Service Manager,
SIPS Education, Sandwell**

”

The UK's Leading Technology Provider for Schools...

Atomwide have been supplying ICT solutions to schools and the wider education sector for 30 years. In 1987 BBC Micros and Acorns were the computers of choice for schools, and Atomwide built and developed hardware and software for them. Things have moved on since then, and Atomwide is now a team of over 60 staff that designs, creates and supports a range of over 50 products and services specifically geared for the UK education sector.

All your ICT for education needs under one roof

We now provide managed IT services and support to over 3,000 establishments nationwide in over 60 Local Authorities, across 3 Regional Broadband Consortia.

Whether it's web or email filtering, texting services, CCTV or VoIP phone systems Atomwide produce and support a whole host of services for schools. The more you bundle together, the greater the savings that can be made. All along with the added peace of mind that whatever IT related query or assistance you might need, Atomwide are there to help.

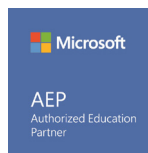
Atomwide delivers services and support to over 2 million users

1,000,000 pupils

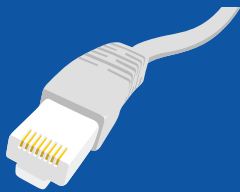
245,000 staff members

12,000 governors

800,000 parents



INTERNET CONNECTIVITY



Broadband



Safeguarding
Tools



Educational
Resources



Communication
Tools



Help & Support



Cloud
Services

Atomwide is delighted to be the Technical Partner to the London Grid for Learning, a not-for-profit charitable trust that promotes the interests of schools. LGfL, and its TRUSTnet service, provides 'designed-for-schools' managed internet connections that have successfully helped subscribing schools save millions of pounds a year when compared to schools purchasing the same services individually.

More than just broadband...



Atomwide have been working with LGfL since their inception in 2001 to deliver our tailored ICT services to support teaching and learning in schools.

LGfL TRUSTnet schools benefit from access to dozens of Atomwide products and services across a range of areas such as security and safeguarding, communications, administration tools, parental engagement, help and support and much more.

If you are an LGfL or TRUSTnet connected school then many of the services in this brochure will be included as part of your subscription. If you are not an LGfL TRUSTnet school but interested in broadband, or indeed any other ICT services, feel free to get in touch to see how we can help.

“The service we've experienced from Atomwide has been professional and reliable, and we have found their support to be invaluable. We wouldn't hesitate to recommend the TRUSTnet service to any other schools looking to change broadband and ICT services provider.”

Network Manager, Hertswood Academy

ONLINE SAFETY & SAFEGUARDING



Tools that help keep you, your users, communications, data, network and premises safe.
All underpinned by the latest safeguarding and best practice.


- ➔ WEB FILTERING
- ➔ AUTHENTICATION
- ➔ EMAIL FILTERING
- ➔ ANTIVIRUS
- ➔ REMOTE BACKUPS
- ➔ CCTV
- ➔ SECURE WIRELESS

Web Filtering

WebScreen is a web filtering solution designed and built specifically for use in UK education establishments. It is a reliable and flexible system that puts schools in control of the policies and settings that keep their staff and students safe online.



WebScreen

	School-focused internet filtering		Internet Watch Foundation compliant
	Filter by machine, user and/or time of day		Industry leading Netsweeper technology
	School control of filtering policies		Full reporting of internet use
	Default educational policy lists available		Dedicated UK-based support

WebScreen offers schools age-related web filtering, a key Ofsted indicator for good/outstanding practice, and is fully compliant with not only the Internet Watch Foundation but also adheres to the latest Home Office Block Lists to help ensure that inappropriate sites are not available to be viewed.

Further to this the service also fulfils the requirements set down in the Department for Education's revised statutory guidance 'Keeping Children Safe in Education' as of September 2018 for filtering and reporting.



More information on this can be found online at www.saferinternet.org.uk

With WebScreen being used by over 3,000 UK education establishments the cumulative knowledge gained from the browsing activity of millions of users can be securely shared to better enhance the service for all. For example if a user in one school encounters a new unsuitable site then that site will be categorised and consequently added to relevant block lists everywhere within minutes.

Helping keep over 1 MILLION pupils safe online in schools across the UK





WebScreen makes
40,000
filtering decisions
PER MINUTE

“ We find using WebScreen very easy and straightforward. It's brilliant being able to block a site instantly using our own discretion rather than filling in and submitting forms to third-party companies. Should we experience any difficulty, a phone call to the Atomwide Support Desk quickly resolves any issues we have. I cannot compliment the staff enough. ”

IT Technician,
White Meadows Primary Academy

Identity Provision & Authentication



USO Authentication

Atomwide can supply all staff and pupils with their own username and password. These details can serve as their login for all the Atomwide services your schools uses. USO (Unified Sign On) not only serves to provide access, but also to authenticate it. USO usernames and passwords are created using data directly taken from your MIS, meaning that USO will recognise the difference between head teacher or staff member, pupil or parent allowing different privileges, and a tailored experience where needed.

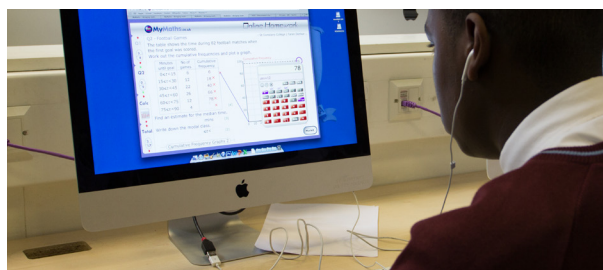
Amongst many things, this could allow members of staff less-restrictive internet access than pupils, or parents to see information about their own children's progress but not others.



It also helps make your life easier. Using underlying USO technology we can, for example, use data from your MIS to automatically populate contact lists for our VoIP phone or texting services, or ensure classes are allocated to the right teachers in our online homework service.

The main thing is, this is all fully automated, secure and reliable.

Over
2 million
USO users across the UK



Active Directory Synchronisation

We can also integrate USO with Windows Active Directory, Microsoft Office 365 and Google for Education accounts, meaning even fewer usernames and passwords to keep track of whilst enhancing these services via the USO link to the school MIS. This offers more granular and personalised user experiences.



USOSync

Email Filtering

A robust email filtering service is crucial to the safe and secure running of a school's network as many cyber threats are distributed via email. MailProtect is a powerful email filtering product that harnesses the power of multiple industry leading scanning technologies to offer round-the-clock protection from email-borne viruses, malware and other cyber-nasties, as well as filtering general spam and unwanted bulk mail.



MailProtect

- ✓ Works with a range of email services
- ✓ Protection from email-borne threats
- ✓ Full support from the Atomwide Service Desk
- ✓ Reliably 'set and forget' helping free up your technical staff
- ✓ No complex, locally installed software
- ✓ No costly hardware
- ✓ Evolves to respond to threats in real-time
- ✓ A customisable, flexible service giving users the control they require

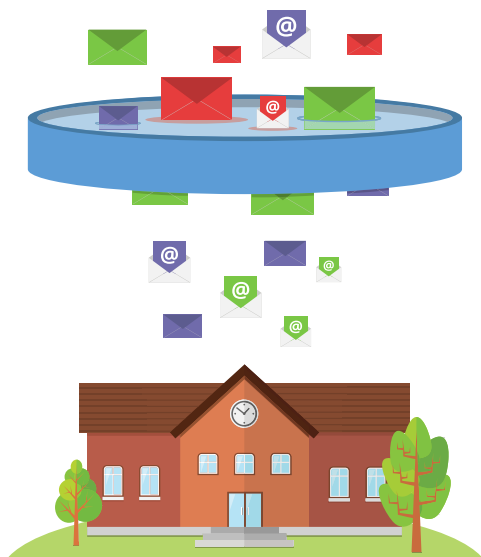
Each day

MailProtect **SCANS** OVER **2 MILLION** emails

for harmful content

By using multiple scanning engines in a coherent fashion MailProtect is able to offer real-time protection on a global scale where users can be protected from threats as soon as they are discovered, anywhere in the world, helping defend against 'zero-hour' attacks.

As well as providing safeguards against cyber-attacks, MailProtect also helps shield users from unwanted spam and bulk mail. Users can receive daily spam digest emails informing them of any mail that has been caught in the filters, and are able to 'preview' or 'release' depending on the nature of the threat.



“We faced the daunting task of changing email security providers after years of having setup bespoke rules and customisations on our previous product. MailProtect was the chosen solution and the whole migration process was smooth, trouble free and expertly managed by Atomwide who skilfully implemented all customisations, and a few more. MailProtect has reduced the number of support calls as compared with our previous email security product, whilst reducing the number of false-positives.”

Head of Client Services,
Serco

Antivirus

Protecting a school from viral attacks is of course a high priority for all involved. Schools need a strong, proven and far-reaching antivirus solution to make sure their network, machines, users and data are kept safe and secure. Sophos have over 30 years' experience producing antivirus products which today help secure networks used by 100 million people in 150 countries.

Atomwide are a Sophos Gold Partner and employs Sophos Certified Architects. When securing their Sophos antivirus protection from Atomwide, schools also benefit from Atomwide's personalised, dedicated help, support and expertise, making sure a school's protection is always up-to-date, operating, and at its most effective.



SOPHOS Gold



- ✓ Universal antivirus protection
- ✓ Available for staff to use at home
- ✓ Full access to configuration settings
- ✓ can be centrally managed or as standalone

Malware & Ransomware Protection

The ultimate protection from ransomware attacks helping keep your users safe - Sophos Intercept-X helps prevent threats from reaching your devices, stops them before they run, detects them if they have bypassed preventative methods, and helps clean up malware, analysing and undoing everything it does to your endpoints.



- ✓ Stop ransomware by blocking the unauthorized encryption of files
- ✓ Block zero-day threats with signature-less anti-exploit technology
- ✓ Deep clean your system, removing all lingering traces of malware
- ✓ Understand attacks with easy-to-use Root Cause Analysis

PROTECTION
FOR ALL
SCHOOL
MACHINES



Secure Data Backups

Where security and safeguarding products such as antivirus and effective filtering can help to keep you and your network safe from harm, cyber dangers are ever-evolving. The best way to ensure your school or establishment is protected, is to ensure that in the event of an attack, repercussions are as minimal and short-lived as possible.



To this end it is crucial that all important data is securely and remotely backed up.

Atomwide offer schools the GridStore backup service. This means that in the event of sudden data loss, be it from cyber-attack or act of God, we can get you back up and running quickly and efficiently.

- ✓ Secure off-site data backups
- ✓ Benefit from the peace of mind that your school's data is safe and recoverable
- ✓ Remove the need for backup tapes or removable media storage devices
- ✓ 'Set and forget' with automated, overnight backups
- ✓ As much storage as your school requires
- ✓ An integral part of a school's 'Disaster Recovery Plan'
- ✓ Data Protection Act and Information Commissioner Office compliant
- ✓ A fully-supported service by the Atomwide Service Desk

“The GridStore service means that we no longer need to remember to manage our back-ups every night and we can sleep soundly knowing that our precious data is being backed up securely and off-site. This ticks a big box in our disaster recovery plan.”

Head of School,
South Norwood Academy



CCTV

Atomwide provides a complete CCTV solution to help protect, staff, pupils and the school premises. Our CCTV solution uses the latest in IP camera technology, and is designed to have as less an impact on your budget as possible, whilst providing all the functionality schools need.

The system allows for any number of cameras to operate across a site making it an incredibly scalable solution that meets the needs of small, large and growing schools.



SchoolSecurity

Benefits of the Atomwide CCTV service



Support for up to 32 cameras per NVR* for schools of any size



High-definition video recording clearly identifies what you want to see



Scalable solution that can be added to as your school or need grows



Wide range of cameras available giving a choice for any budget



Power over Ethernet (PoE) allowing for greater flexibility and fewer cables



18TB of storage as standard



Infra-red illumination options allowing for night time monitoring



View recordings and live footage via a PC/laptop or mobile device



Monitor away from school via the ParentComms:Mobile app



Technical support Monday – Friday, 8am – 6pm



Remote system status monitoring, helping you keep track



Training available to show you how to get the best from your system

*Network video recorder (NVR)

How it works

Schools are provided with the appropriate amount of CCTV cameras to suit their requirements and an on-site storage device to control and store/view recordings. Recordings are also sent to a dedicated website that can be branded with school colours and logos, and also to a mobile app for staff to quickly view when they aren't in school.

“We have had Atomwide's CCTV since 2013 and cannot fault it. The first attraction was the cost which was considerably lower than alternatives because of the way Atomwide integrates its systems together, we were already running our Wireless and VoIP telephony systems with them, so could share some of the infrastructure. The pictures are clear and the system is easy to use and review. Functions such as saving a bit of footage or creating a photo are simple, and adding cameras to the system has been easily undertaken. Being able to see the pictures on a mobile phone can be very useful, and the very few technical problems we have encountered have all been fixed remotely and quickly. We are very happy to recommend Atomwide.”

School Business Manager,
St Matthew's School

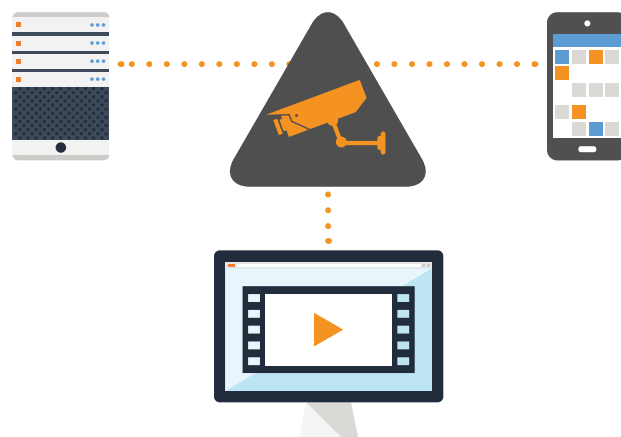


ANPR

Automatic Number Plate Recognition

Our ANPR solution offers schools increased efficiencies and further peace of mind for less than you might think. Special ANPR cameras can automatically scan and record the number plates of vehicles as they arrive at and depart your premises. Notifications are then sent of arrivals and departures based on rules you create, keeping you informed of all visitors to your school's site.

- ✓ State-of-the-art cameras
- ✓ Full installation on-site by Atomwide engineers
- ✓ Easily set your own rules via a dedicated website
- ✓ Get notifications by text, email or data push
- ✓ Fully supported should you need any help



Wireless Networks

Reliable, secure and strong WiFi bringing the best the internet has to offer wherever you are in school. We can offer a variety of different hardware options, and after a comprehensive site survey will suggest a setup that ensures you get the best coverage, kit and value for money.



Managed WiFi

- ✓ Strong, resilient, school WiFi
- ✓ School-level management
- ✓ Multiple SSID networks
- ✓ Simple creation of guest accounts
- ✓ Free technical support
- ✓ Working with leading WiFi partners



“We are loving the new WiFi! It has fitted in perfectly with our day to day schooling and the transition has been effortless. We now have all our mini laptops working hand in hand with the WiFi too which will bring great benefits in the immediate future. Thank you guys at Atomwide for your support and first-class service. It certainly has made a difference at St Thomas.”

ICT Resource Manager,
St Thomas of Canterbury Catholic
Primary School

COMMUNICATIONS



Cost-effective communication technologies that meet schools' needs whilst helping to save time and money.

- ➔ VOICE OVER IP TELEPHONY
- ➔ TEXTING SERVICE
- ➔ EMAIL SERVICES
- ➔ DIGITAL SIGNAGE

Voice over IP Telephony

Atomwide can provide your school with a **modern, future-proof reliable phone system**. As well as offering much **more functionality** than a typical analogue-based phone system, we've also built in a host of **designed-for-schools** features that makes our phone system an ideal choice when looking to **save cash** and **boost performance**.



Bundles of functionality at a fraction of the cost

The Atomwide VoIP service offers schools a range of special features that have been tailor-made for use in a school environment and, through secure integration with your MIS, provide many time and money saving tools.



Easy access to contacts



User-friendly admin website



Click-to-dial functionality



999 alerts



Call log tracking



Public address feature



Real-time billing information



Easily scalable



Technical support



Keep your existing phone numbers

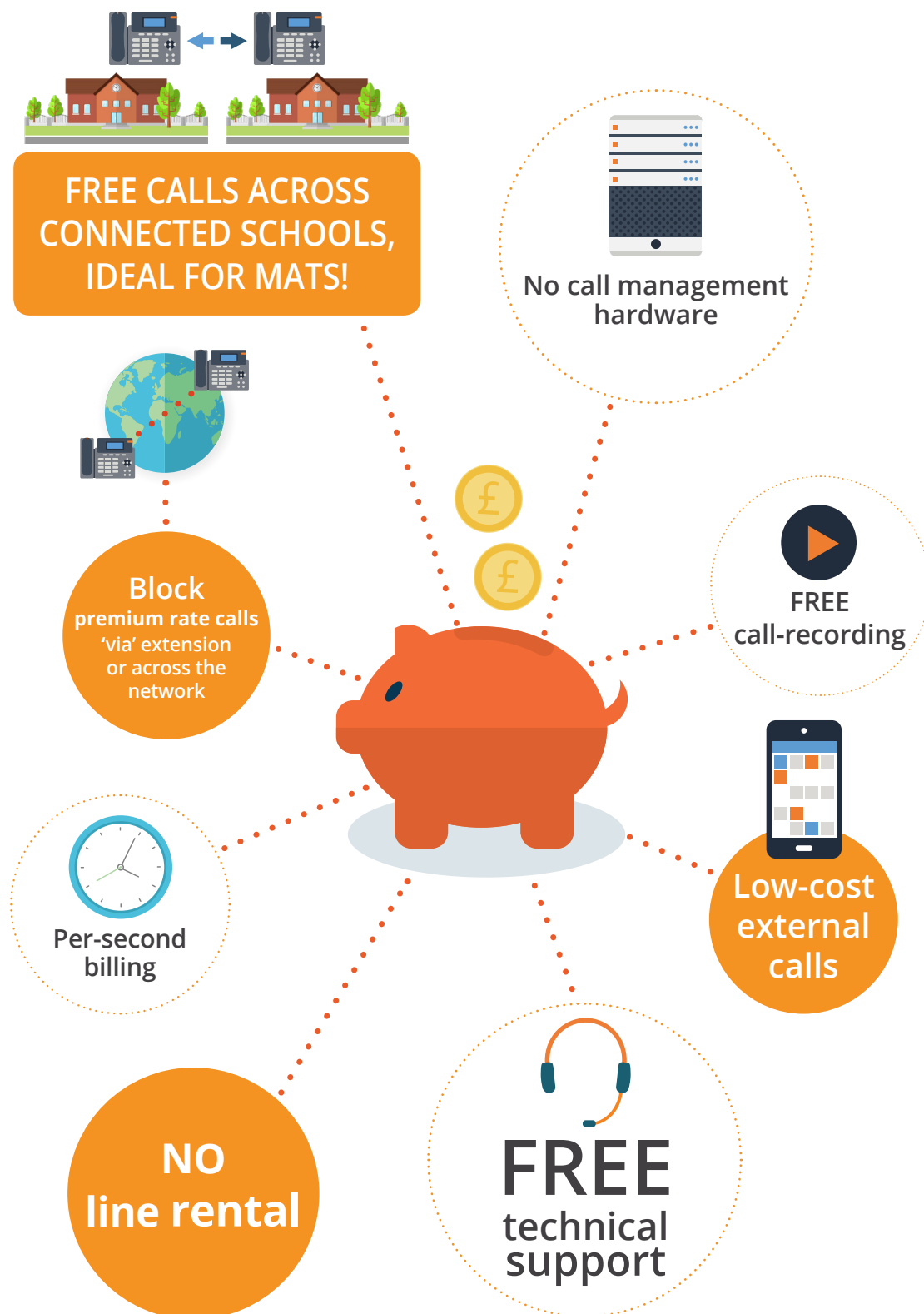
“

What I like about the VoIP system is its cost-effective, easy to use, user friendly and benefits the whole school. From initial enquiry to installation, it only took two weeks and we found the team at Atomwide to be really helpful. Key features are the online phone book, fax service and managing the phone system through the website. Overall we are really happy with the system and would recommend it to any other school - we love it!

”

School Business Manager, New Woodlands School

How VoIP can save you money



School to Parents Texting Service

AutoText is an easy-to-use, low-cost, service that allows schools to send text messages to the mobile phones of parents, and staff, at just the click of a button. The service securely integrates with your MIS in an automated fashion meaning reduced administration time and presenting you with distribution lists broken down by whole school, year group, class, house and even after school clubs where relevant. You can also create your own bespoke groups and/or send to individuals. If your MIS holds email data you can send unlimited email to parents and staff too.



AutoText

A Mobile App that Saves Schools Money

In conjunction with the AutoText service Atomwide also provide a mobile app, ParentComms, that can be downloaded onto any smart phone device. All messages sent to recipients who have downloaded the app will be free of charge thus greatly reducing the overall cost of texting.



ParentComms: Mobile

Automated Absence Alerts

With AutoText you can also generate reports on absentee data and send texts to parents or guardians informing them and asking them to contact the school office. Not only does this again cut down on administration time compiling messages but also helps schools react as quickly as possible to potential safeguarding issues.



Dear Mrs Smith,

James was absent at morning registration.

Please call the school office or text a reply to explain.



“AutoText has proved to be a very fast and efficient method of communicating with parents especially for monitoring absence and informing them of any unexpected school closures or cancellation of after school clubs.”

Office Manager, Sir John Heron Primary School

Email for Staff & Pupils

Our email services can provision users into either Microsoft Office 365 or Google's G Suite for Education with USO authentication either being used to grant access or synchronised in the background via our secure links to the school's MIS and/or Active Directory to enhance and provide more personalised and granular service functionality.



Email Services

We can also offer full mailbox migrations, helping you move from your existing email service to either a new Google or Microsoft option with full alias provisioning available.

- ✓ Personal calendars and address books
- ✓ Accessible via mobile devices
- ✓ Hosted email services
- ✓ Dedicated cloud-based storage
- ✓ Access to Microsoft Office 365 and G Suite for Education apps



AEP
Authorized Education
Partner

Google for Education

Azure / Office 365 Services

We also offer expert Azure and Office 365 consultancy or integration services. Please see below or get in touch to speak about your requirement in more detail with a specialist member of the team.

- ✓ Provide and set up Office 365 tenancies and domains for schools
- ✓ Provide licencing for Azure and Office 365
- ✓ Provide on-going support
- ✓ Setup Azure AD sync with your school's existing active directory structure
- ✓ For schools using USO, we can provide matching of USO accounts to your existing active directory



Digital Signage Solutions

Atomwide offer low-cost digital signage solutions that allow messages, photos, videos and announcements to be displayed on screens. The service is easily managed by the school via a simple, dedicated website with no computer expertise required to keep displays up-to-date. It is a low-cost, low-maintenance solution that is designed to meet your school's specific requirement with options to display on just a single screen, or multiple content across multiple screens throughout the school more affordably than you might think.



Digital Signage



Communicate with students, staff & visitors



Display photographs, videos, presentations & more



Show live RSS feeds from relevant websites



Display local weather information & the current time



Post messages, updates, schedules & lunch menus in an easy-to-update text-based format



Scalable solution can display the same or different content via single or multiple screens



Compatible with a range of display screen models & sizes



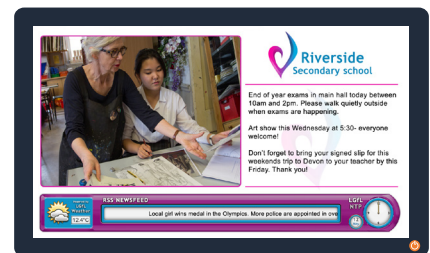
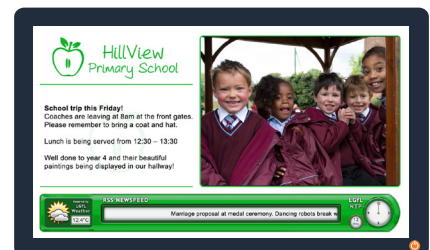
Easy to manage via a secure, web-based interface



Free software updates



Display school calendars & events



For a school our size, effective communication with staff, pupils and parents is essential. The digital signage solution from Atomwide was the obvious way forward to ensure that everyone is kept up-to-date with school events. Excellent advice with a personal touch, Atomwide provided just what we were looking for. Their efficient after sales support has also been invaluable.



School Business Manager, Belleville School

PARENTAL ENGAGEMENT AND SCHOOL RESOURCES



Providing essential tools that schools need to do three important things; promote teaching and learning outcomes, ease the administrative burden and engage with parents.

- ➔ SCHOOL RESOURCE ZONE
- ➔ CLOUD STORAGE
- ➔ ONLINE HOMEWORK SERVICE
- ➔ SECURE DATA TRANSFER
- ➔ SCHOOL OPEN STATUS CHECKER
- ➔ CASHLESS PAYMENT SYSTEM
- ➔ SCHOOL TO PARENT TEXTING SERVICE

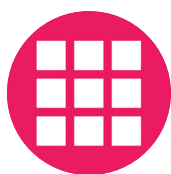
myUSO

School Resource Zone

Everything you need in one place, securely accessible anywhere you have an internet connection and on any device. myUSO is your digital gateway to useful, tailored resources for staff member, student or administrator alike.



- ✓ Your platform to a wide range of school-focused resources
 - ✓ Dedicated cloud space to save or share files
 - ✓ Securely and simply transfer sensitive data
 - ✓ Easy ways to log in for younger or SEND pupils
 - ✓ A service that puts the entire homework cycle online
 - ✓ Cloud-based Microsoft document creator & editor
 - ✓ Enjoy on the move via a dedicated app
 - ✓ A noticeboard for school-wide announcements
 - ✓ Create, print or email letters in bulk
 - ✓ Organise links to your favourite services, resources or websites
- And much more...



Resources

School staff can create and manage a set of links to online learning resources for themselves and their pupils. Pupils can then safely enjoy online content and resources that have been chosen for them from the secure myUSO platform, either in school or at home. NEN – The Education Network provide a variety of online teaching and learning resources for UK schools and we highly recommend the London Grid for Learning resources available on online safety and safeguarding.

www.nen.gov.uk/learning-resources | www.lgfl.net



myLinks

Additional web-based services can also be linked to from within myUSO, including any services hosted within the school. It is a helpful way to bundle your favourite bookmarks together in one place, such as preferred websites or useful Atomwide services such as the Support Site.



myHomework

The whole homework cycle online, not just helping reduce the admin burden on teachers, but also the need to carry around heavy books! Teachers can set, receive, mark and publish results online and Head Teachers / Heads of Department can monitor the homework that is being set.



myDrive

A secure file storage and sharing platform that allows users to upload and save their documents into the cloud. Files can then easily be shared out with other users within the school. myDrive can also be used to create, edit, and save Microsoft Word, Excel and PowerPoint documents in the cloud. As opposed to some other cloud-storage services, with myDrive staff can monitor pupils' content for safeguarding purposes and remove items where necessary.



Document Library

Document Library is a service that can be added to myUSO to compliment myDrive. It allows establishments to create a central store of folders and files with individual file permissions, more advanced folder permissions, the assignment of administrators who are not Nominated Contacts and auditing. As well as unlimited storage, a major benefit is the inclusion of a publicly accessible area, which would allow establishments to make all public documents that parents, pupils and other parties need to access easily available. For a quote to add Document Library to your existing myUSO bundle please get in touch.



USO-FX2

Within myUSO is a service to securely transfer data from one user or establishment to another. Great for sending sensitive data, files are stored on a secure server and can only be retrieved by the appropriate recipient. Second-factor authentication can be included to ensure that sensitive information is only viewed by those who need to see it.



myVideos

Where online video sharing platforms can be a great way to view educational content, they also come with the risk of inappropriate material being seen. With myVideos, staff can search for and categorise videos on popular online video sharing platforms as being appropriate to be viewed within school. Pupils can watch what they need to from the safety of myUSO.



LetterMerge

An easy way to create bulk letters or emails. Using data from your MIS, staff can quickly and simply create templates and messages for LetterMerge to then add the correct information to, ready to be sent out or emailed en masse.



Training

Atomwide offer a variety of training courses throughout the year. Covering a number of our products and services including WebScreen, myUSO and SIMS. All courses are available to be booked in the myUSO training tab.

ParentComms

We've developed a range of services that schools can use to make communicating and engaging with parents easier. Increasingly studies say that the more involved a parent or guardian is with their child's education, the better the child will perform.

Our parental engagement tools are cost-effective, easy-to-use and tried and tested by schools across the country. Best used in conjunction with each other the suite can be purchased as a bundle, or if it's just one or two things that you need then each can be bought individually.



Parent Comms



OpenCheck

School Open Status Checker

With the OpenCheck service from Atomwide schools can quickly and easily let everyone know if school has to close, either in the event of an emergency or bad weather, or to offer timely reminders of term dates or inset days. OpenCheck is a free service available to all UK schools.



AutoText

School to Parent Texting Service

The AutoText service gives schools the ability to send text messages to staff, pupils, parents or indeed any group of people with just a few clicks. It is a fully supported, easy-to-use service that helps boost efficient practice and promote parental engagement whilst keeping costs down.

ParentComms
Pay+

Online Cashless Payments

Pay+ allows schools to receive online payments for a variety of services including schools meals, trips, clubs and funds. Pay+ also provides schools with their own, school branded, online school shop. It includes access to a range of financial reports and a full audit trail with a breakdown of all payments. The monitoring of arrears is easy and, as Pay+ includes the AutoText service, payments can be chased by text, email or letter.

ParentComms:Mobile

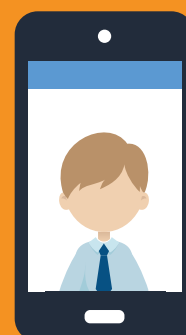
Our ParentComms suite is all tied together by this nifty little app - free to download and for staff as well as parents, the ParentComms:Mobile app makes sure everyone is kept informed for as little expense as possible.

The ParentComms:Mobile app is available for download on your Apple or Android device.



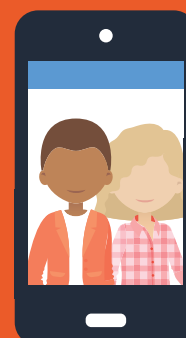
Staff can...

- ✓ Update the school's open status with OpenCheck
- ✓ Check security feeds with Atomwide's CCTV
- ✓ Get alerts if the emergency services have been called with Atomwide's VoIP service
- ✓ Get updates on help cases and new product announcements from the Atomwide Service Desk
- ✓ Send text messages to individuals or groups with AutoText



Parents / guardians can...

- ✓ Get updates if school has had to close
- ✓ Get notifications about term dates, inset days and parents evenings
- ✓ Save their school money by receiving free push notifications instead of texts
- ✓ Check real time dinner money account balances



"Very cool app. As a parent I receive school information and save the school money by replacing text messages with this app."

Google Play Review

"Good for school dinner money payment. Great for school information."

Google Play Review

School Open Status Checker

With the OpenCheck service from Atomwide schools can quickly and easily let everyone know if school has to close, either in the event of an emergency or bad weather, or to offer timely reminders of term dates or inset days.



Open Check

OpenCheck is a **FREE** service for all UK schools.

To get set up visit opencheck.atomwide.com

Then simply update your status on the OpenCheck website and publish in 3 easy ways...



"School is closed today due to bad weather"



One.

Send as a free push notification to those who have downloaded the ParentComms:Mobile app



Two.

Publish on the OpenCheck website, with an RSS feed to your school's website



Three.

Publish as an automated phone answer message via Atomwide VoIP



It's
FREE!



Great app to keep my morning organised!! When it snows it is nearly impossible to get through to my son's school to find out if it's going to be open or not. The poor girls on reception must just field calls all morning! As a working mum I find this very frustrating as I'm trying to get myself ready for work and put alternative arrangements for my son in place so that when I finally do find out if the school is open, I'm good to go. I now get alerts from the school to tell me whether it's open or not, even for things like inset days and half term. It's great! Long overdue proactive system to keep me informed. Thank you.

Parent, Google Play



SUPPORT SERVICES



NET PROMOTER
SCORE **87**
(JAN '19)

98%
RETENTION
RATE

95% OF CASES RESOLVED
WITHIN 4 HOURS

Reliable, knowledgeable and proven help and support from professionals who know schools inside out and are there for you when you need them.

- ➔ UK-BASED HELPDESK
- ➔ 24/7 SUPPORT WEBSITE
- ➔ SCHOOL TECHNICIAN SERVICES
- ➔ SIMS SUPPORT SERVICES
- ➔ NETWORK HEALTH CHECKS

UK-based Help Desk & Support Site

All Atomwide products and services are underpinned by our industry-leading support. A dedicated team of 1st, 2nd and 3rd line technicians and engineers are on-hand Monday to Friday from 8am-6pm both in term-time and the holidays.

Not just a resource for if things go wrong, but a helping hand offering support and 30 years' expertise to make sure the services you receive from us are working especially well for your school, whatever your level of IT expertise.

Our Support Site exists to give our schools the control they need to configure some of our services the way they want them to work. Through the Support Site our schools can:

- ✓ **Configure, manage and report on their own Atomwide services**
- ✓ **Raise and monitor support cases with the Service Desk**
- ✓ **Access a series of helpful user-guides**
- ✓ **Monitor their network status**



Support
Services

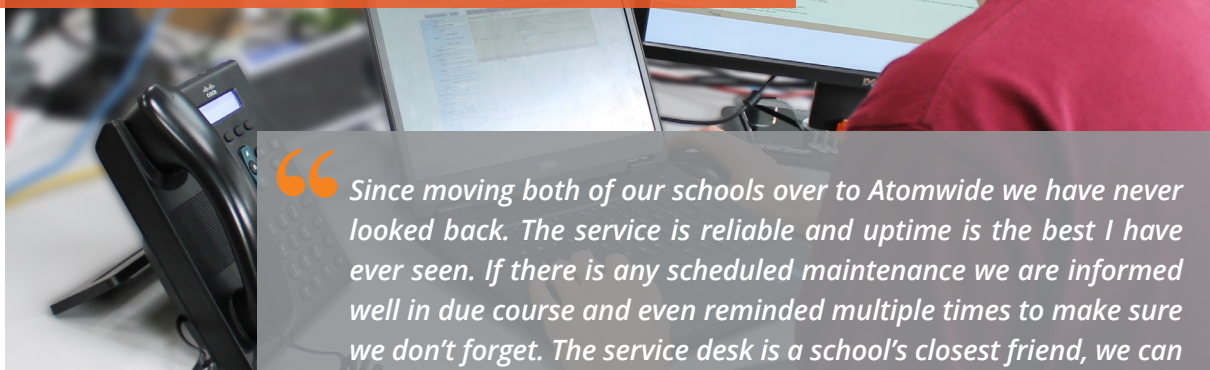


“

I have used the Atomwide support desk on many occasions over recent years and have always been very happy with the prompt service. Booking a case via the support site is very easy, with immediate feedback and they are always patient with my ignorance of the more technical side of their work. If only all support providers were as efficient and understanding of their audience!

”

IT Technician,
Biggin Hill Primary School



“

Since moving both of our schools over to Atomwide we have never looked back. The service is reliable and uptime is the best I have ever seen. If there is any scheduled maintenance we are informed well in due course and even reminded multiple times to make sure we don't forget. The service desk is a school's closest friend, we can ask anything and get the answer - this is such a vital part to the service that other providers sometimes lack.

”

ICT Network Manager, Albert Pritchard Infant School

In-School ICT Expertise

We can put highly trained, dedicated and professional ICT technicians in your school at a time and on a basis that suits you. Each of our technicians is fully DBS checked, polite, willing to go the extra mile and great at working as part of your team.



School Technician

- ✓ Maintenance of school IT hardware
- ✓ Software updates and installations
- ✓ Antivirus checks and updates
- ✓ ICT consultancy and advice
- ✓ Backup disaster and recovery
- ✓ Network trouble-shooting and assistance
- ✓ Free network health check

mySchool Issue Tracker

Schools using the Atomwide School Technician Service also have access to the mySchool Issue Tracker, a dedicated website where staff can log and prioritise ICT issues for their technician to work on when they are on-site.



mySchool Issue Tracker

Support your School ICT Team

Some schools may have on-site IT expertise but not necessarily the right resources to be able to support them. We can also offer remote 2nd and 3rd line ICT support to in-school IT Technicians or Network Managers who may appreciate a helping hand in underpinning their school's infrastructure.



Remote Network Support

- ✓ Online and telephone support
- ✓ ICT consultancy and advice
- ✓ Advice on hardware procurement
- ✓ Software and hardware expertise
- ✓ Network troubleshooting and assistance
- ✓ IT continuity when your Network Manager is on holiday
- ✓ Free network health check



Network Health Check

The Atomwide Network Health Check helps you to detect any causes of poor performance and potential threats to your Local Area Network (LAN). Our dedicated and knowledgeable engineers will test and evaluate the performance of your network and provide an assessment highlighting key issues along with recommendations for improvement specifically for your school.



Network Health
Check

A Network Health Check visit will...

- ✓ Identify your switch makes and models
- ✓ Perform a scan of the LAN to identify any issues
- ✓ Attempt access to all switches to check they are all up to scratch
- ✓ Identify usage levels and highlight near capacity problems
- ✓ Identify any potentially dangerous power situations
- ✓ Identify other networking hardware such as WiFi and VoIP kit
- ✓ Take a general look at network sockets around the school
(identifying labelling issues on the LAN)
- ✓ Run speed tests in various locations around the school

Don't accept poor performance as normal



We'll let you know the results
and make recommendations for improvements

SIMS Services

Our comprehensive suite of SIMS Services will help ensure that you are getting the best value from both your data and SIMS. We offer dedicated SIMS Support, Training and Consultancy by professionals with decades of experience that can help schools monitor and boost progress and attainment whilst saving time and effort in the process. Schools can subscribe to the entire package including SIMS Support, Training and Consultancy, or separately depending on their requirements. All for incredible value.



SIMS Services

SIMS Support



Dedicated service desk

SIMS support website - mySchool Issue Tracker

Site visits

Remote support

Important SIMS notifications

Email bulletins

Capita upgrades & patches

SIMS Training



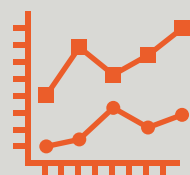
Scheduled training program

Training centre

Online training manuals

WebEx sessions

SIMS Consultancy



Focused data analysis

Strategies to assist with raising performance levels

Specialist help for data cleansing

Custom frameworks to suit school requirements

Informed SIMS support when you need it. Over the phone, online or at your school.



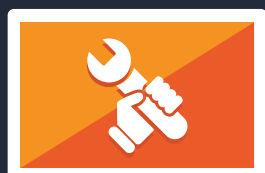
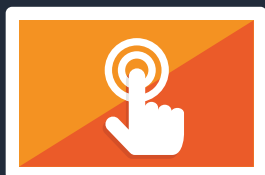
ATOMWIDE

AUDIO VISUAL



- ➔ INDUSTRY LEADING BRANDS
- ➔ DEDICATED PROFESSIONALS
- ➔ PERSONAL SERVICE
- ➔ COMPREHENSIVE TRAINING
- ➔ PRODUCT DEMONSTRATIONS
- ➔ FULLY SUPPORTED

**30 years
experience
supplying
ICT services
support
and
solutions**



Audio Visual (AV)

As technology becomes more commonplace, it's important that schools benefit from the latest the industry has to offer. The right tech can help hold attention spans, save time, allow for new resources and learning experiences and help excite the classroom for all involved. Most importantly, it might not be as expensive as you might think.

At Atomwide we strive to fulfil a school's every IT requirement, and as the classroom becomes more digital, we're delighted to now be able to offer a suite of quality audio visual products from affirmed brands, all underpinned by our leading customer service and support.

Why Atomwide AV?

- ✓ Partnering with industry leading AV brands
- ✓ Providing a wide range of AV equipment
- ✓ Dedicated and knowledgeable AV professionals
- ✓ Personal service from procurement to installation and beyond
- ✓ Comprehensive demonstrations and training
- ✓ Free trials
- ✓ Full Atomwide support

What we supply

Whether looking for LED touch screens, digital projectors, digital signage or sign-in systems we can provide a solution that will work for your school. For more information about the individual options we can supply, please see below or get in touch to speak with a dedicated member of the team.

- | | |
|-----------------------------------|---------------------------|
| ✓ Interactive Flat Panel Displays | ✓ Projector Bulbs |
| ✓ Sign-in Systems | ✓ Cabling and Accessories |
| ✓ Digital Signage | ✓ Software Licenses |
| ✓ Digital Projectors | ✓ and more... |



AV installation & support

We've built up our reputation for effective, reliable and helpful support over 30 years and it underpins our entire range of products and services.

When buying AV equipment from us, you can rest assured that the whole process will be expertly managed. We know that no two schools are the same so we give a tailored service. Everything from helping you choose the right solution to on-site installation by qualified engineers, product training and full support thereafter from a team of dedicated professionals.



“

“As a relatively new partner to Promethean, Atomwide have demonstrated their ability to provide high levels of service and support to schools when selling the Promethean ActivPanel. Partners like this are intrinsic to a manufacturers success in the AV Market.”

Promethean

“Atomwide deliver a first class service as an InVentry Premium Reseller. They always go that extra mile to make sure they fully understand the needs of schools to provide solutions that echo our own values and ethos as a market leader.”

InVentry

”

Our partners include:

IN V ENTRY

Promethean

Gold Partner

SMART

SHARP

HITACHI
Inspire the Next

CTOUCH
Smart innovation!

NEC



CLEVERTOUCH

EPSON
EXCEED YOUR VISION

CASIO

ViewSonic
See the difference™





Manage your visitors, staff and student sign in and registration with InVentry; the site access and safeguarding management solution.



System Features



20" Touch Screen Monitor

Includes integrated webcam, customisable front screen and widgets.



Swipe Options

Fully customisable ID badges for staff. Swipe technology available includes Paxton, MiFare, HID, UPC barcode and QR code.



Visitor Pass System

Multiple badge options for visitors including thermal and colour passes.



Email Staff Notification

Notifies staff that their visitor has arrived by e-mail and/or SMS text message.



DBS & Safeguarding Module

Serves as your single central record of DBS checks for staff and visitors.



Language

Automated translation to any world language and custom questions are automatically translated without user interaction.



Multiple Entry Points - Quickscan

For sites with more than one staff entrance point. These systems will synchronise with your central database.



Facial Recognition

The facial recognition feature recognises visitors that have previously been on site to speed up the sign in process.



Events Management

Ability to pre-book visitors into school events such as parents' evening or meetings. Customisable email invitations can be created in the invitation builder.



Full Installation Service

InVentry certified technicians will install the system and configure the InVentry software to suit your requirements. Staff members will also be provided with a complete training session.

SCHOOL AUDIT

Designed specifically for education, the InVentry asset management system simplifies the management of assets in your school. An engineer will visit your premises to conduct a full audit of all of your assets including anything from tablets to minibuses and place the findings in an easy to use cloud-based portal which can be used to keep track of any item's location, warranty, supplier details and more giving you complete control over the life cycle of your assets and budget planning.

- 1. Simple** – Scan the QR code using the app to quickly add assets and locations
- 2. Smart** – Make changes to assets on the go, report faults or remove assets from the register
- 3. Effective** – Use the portal to produce reports, make bulk changes and see the value of all your assets

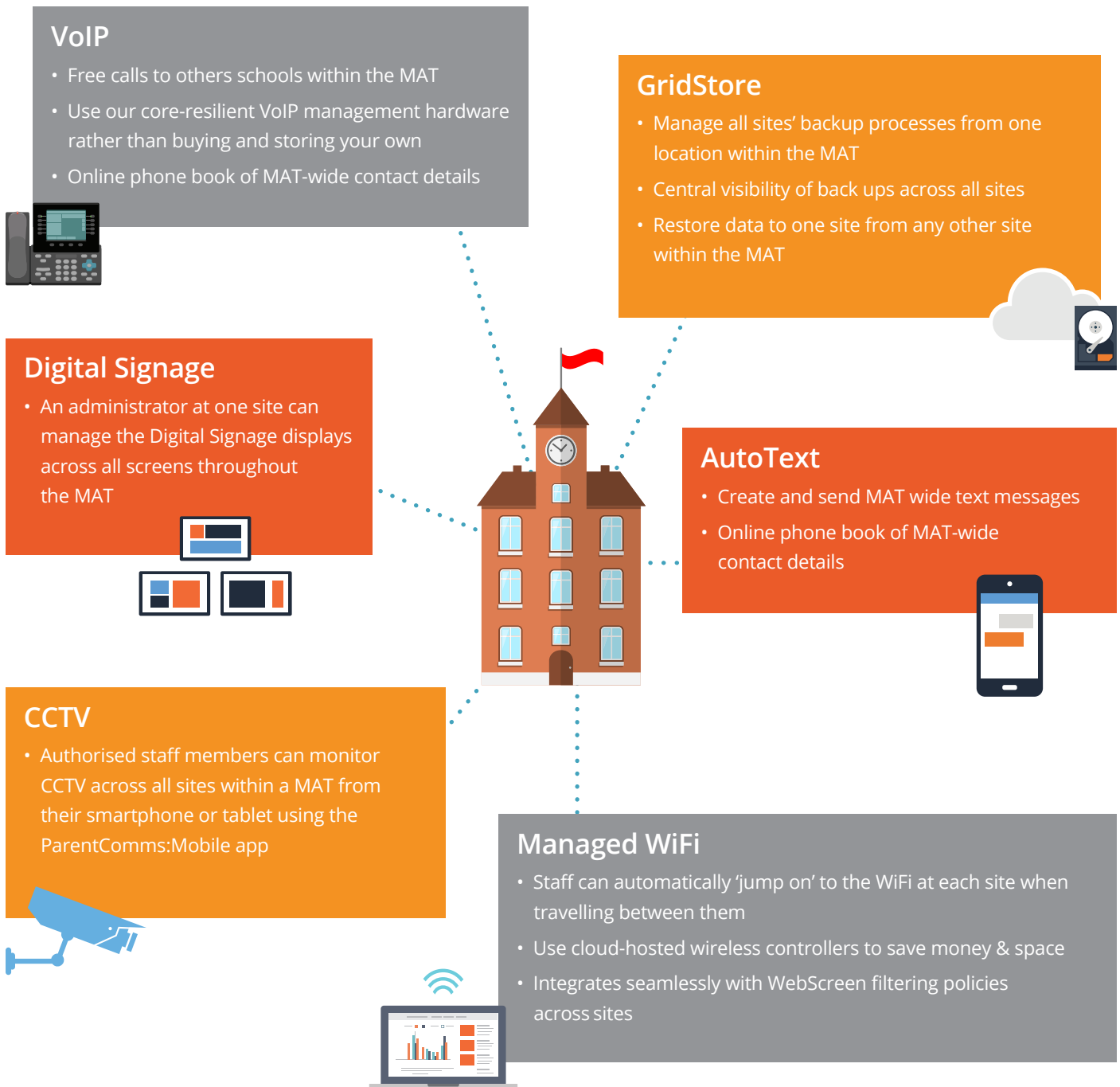
MULTI-ACADEMY TRUSTS



Whilst Atomwide's services can be deployed into individual school sites we also recognise the growing number of multi-academy trusts and federations of schools across the country and the rising demand for flexible ICT services and support that meet their needs.

Many of Atomwide's services afford a range of benefits for establishments that operate across more than one location.

- ➡ MANAGE SERVICES ACROSS ALL SCHOOLS FROM A SINGLE LOCATION
- ➡ COST-EFFECTIVE SOLUTIONS SAVING TIME & MONEY ACROSS THE MAT
- ➡ ACCESS RESOURCES ACROSS ALL YOUR SCHOOLS
- ➡ DEDICATED HELP & SUPPORT IN ONE PLACE



Through our work supporting schools subscribing to the TRUSTnet broadband service we are also able to provide full IP communication between federated schools enabling staff to work seamlessly across multiple sites and securely access files and network resources across their whole estate of schools regardless of which one they are physically located in.

“ We chose Atomwide due to the level of service they provide in terms of support, knowledge, expertise and availability across the whole multi-academy trust. ”

Head Teacher, The Boleyn Federation

Hardware Procurement

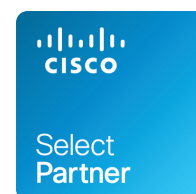
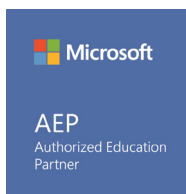
With a supported network of over 3,600 establishments and as part of The AdEPT Group our buying power is considerable and we can help pass those savings on to schools. We secure hardware from leading brands and will get you the best possible pricing. If your school is in need of any of the following please don't hesitate to get in touch for a quotation:

Laptops • Desktops • Printers • Tablets • Switching

Firewalls • Servers • Cabinets • Charging Trolleys • OfficePODs



We are not restricted by vendor, so if there is anything hardware related that you are looking to acquire please ensure you give us the opportunity to quote.



What our customers say...

“

“Atomwide understand our needs and requirements for ICT and have supplied an **excellent solution** within budget constraints. More importantly they provide us with **exceptional ongoing ICT support.**”

**Network Manager,
Townley Grammar School for Girls**

“Atomwide have provided an **excellent level of service**, their expertise has proved invaluable to the smooth running of our school's infrastructure.”

**ICT Systems Manager,
St Paul's Catholic College**

“The team at Atomwide are always eager to help, are **very professional, courteous** and know their stuff. I am always very grateful for their assistance. In my experience the **level of support offered surpasses that of far larger companies.**”

**IT Manager,
St Dunstan's College**



“I have been fortunate to have been in 3 schools that have had Atomwide services in place already. Their **expertise has proved invaluable to the running of our school's infrastructure.**”

**Network Manager,
Sinai Jewish Primary School**

”

All your ICT for education needs under one roof



Web Filtering



Help & Support



Email Filtering



VoIP Telephony



School Security



Wireless Networks



Remote Backups



Audio Visual



Antivirus



Email Services



Parental Engagement



Texting Service



School Technicians



SIMS Services



Hardware

For more information about Atomwide, any of our services or to book an appointment to discuss how we can help please get in touch.

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