ATOMWIDE
MANAGED SERVICES
Part of the AdEPT Group

SchoolTechnician

On-site & remote IT support
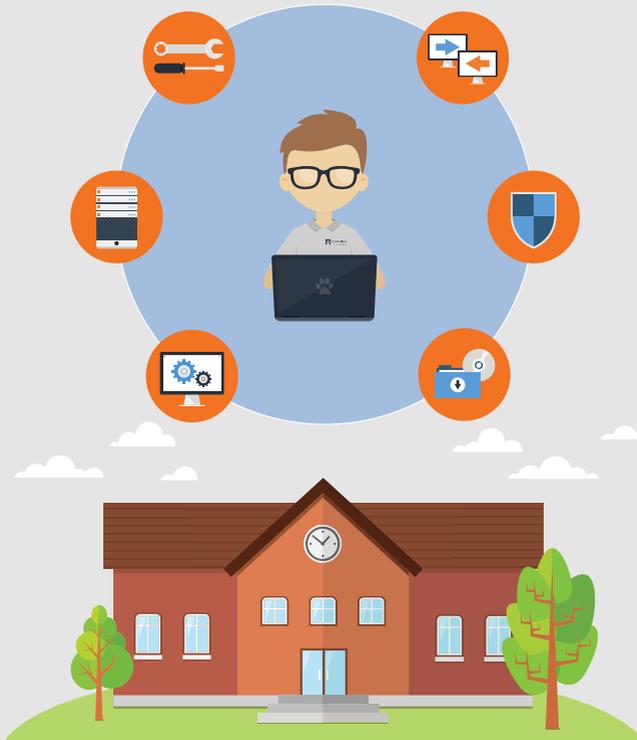
Proven IT Support

Schools are more dependent on IT than ever before yet many do not have access to the IT expertise they need. At Atomwide we employ a team of dedicated, knowledgeable IT technicians who specialise in providing IT assistance to schools.

Supporting a broad range of topics, our technician service helps ensure that a school's network and IT equipment is running smoothly. Not just there for if something goes wrong, our technicians will become a familiar and regular face around school who will truly work as part of your team to help develop ICT use and best practice as well as offering advice and guidance on all things tech!

If you have your own IT staff who could use some support we also offer a remote 2nd and 3rd line assistance service for school network or IT managers designed to give them a helping hand when they need it as well as act as a consultative resource for good ideas and best practice.

Why Atomwide?

We have 30 years' experience providing IT services and support to UK schools. Our bespoke ICT services are now in use by over 2 million users in over 3,000 schools across the UK. We know schools and we know IT.

Key Benefits of Atomwide Support

Whether opting for one of our in-school IT technicians to help out at your school on-site, or enlisting our incredible team of IT experts to be at the end of the phone should your own IT staff need help, there are great benefits to Atomwide support.

Dedicated, education-focused IT support, guidance and expertise

Committed professionals with decades of experience

Conscientious support whatever your level of IT expertise

Bett Award finalists for ICT Service and Support

Supporting over 2 million users nationwide

Over 3,000 schools across the UK use our services

1st, 2nd and 3rd line support

Working with hundreds of 3rd party support organisations

Online support

Telephone helpdesk

Remote assistance

Net Promoter Score of 90 (Feb 2017)

A free network health check

Dedicated website to log and prioritise tasks

In-School IT Technician

We 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.

Your own on-site IT technician

A time and basis suitable for your school

Fully DBS checked

Free network health check

Access to 2nd and 3rd line support

Dedicated website to log and prioritise tasks

Maintenance of IT hardware

Software updates and installations

Backup and disaster recovery management

Antivirus checks and updates

Network trouble shooting and advice

ICT consultancy and advice

Specialist guidance on hardware procurement

Education focused ICT support

Remote Network Support

Some schools may have on-site IT personnel who lack required time or resources, perhaps because IT is their responsibility in addition to other roles they may have around the school. Our remote network support service offers comprehensive, conscientious 2nd and 3rd line support to in-school IT staff who may appreciate a helping hand.

2nd and 3rd line support of your IT staff

Telephone helpdesk

Online support website

Hardware maintenance know-how

Antivirus, backups and disaster recovery proficiency

ICT consultancy and advice

Software updates and installations expertise

Specialist advice on hardware procurement

Dedicated website to log and prioritise tasks

Network trouble shooting and assistance

Site visits when required

Underpinning your school's infrastructure

IT support continuity during staff absences or holidays

Free Network Health Check

Making sure that the school's network is available and performing to its optimum capabilities is key to ensuring that information loss and downtime do not impact on teaching and learning.

Our network health check provides a view of your school's current network status from physical hardware inventory through to software configuration and performance analysis.

Conducted by our experienced engineers, it allows a school to gain an accurate view of its network status together with any weaknesses or recommendations for improvement. It also allows us the opportunity to get to fully know and understand your network so we can offer the best support possible.

The health check report should form the base upon which accurate remediation, improvement or network development plans can be based.

Our dedicated and experienced Atomwide engineers will visit the school at a time that suits you

A full audit of your LAN is performed and we'll let you know recommendations for areas of improvements

We'll highlight where costs can be saved and where things can be safer

We'll have all we need to properly support your school

mySchool Issue Tracker

The mySchool Issue Tracker is a dedicated website where staff can log and prioritise ICT issues for their in-school technician to work on when on-site or for an appropriate remote support engineer to assist with.

In this way, a school's staff members can build up a list of cases for a technician to work through at given times, and monitor the progress.

At the end of each term, we'll provide a report detailing all cases raised giving you an overview of the technical support service supplied.

What our schools say

"An excellent technician that communicates well with the team"

Head of School,
Forest Academy

"A personal service and broad knowledge base. Helpful and professional"

IT Co-ordinator,
The Minster Junior School

"We chose Atomwide due to the level of service that they provide in terms of support, knowledge, expertise and availability. They provide good knowledge and support across the whole MAT."

Head Teacher,
Cleves Primary School

SchoolTechnician

☑ Dedicated, personalised IT support

☑ Providing IT support for 2 million users across the UK

☑ Your own on-site IT technician

☑ Remote assistance for your school IT staff

☑ Experienced, DBS checked professionals

☑ The help you need whatever your level of IT experience

☑ 1st, 2nd and 3rd line support

☑ Free network health check

☑ Dedicated website to log and prioritise tasks

☑ IT continuity, consultancy and advice

☑ Underpinning your school's IT infrastructure

☑ Net Promoter Score (NPS) of 90 (Feb '17)

And much more...

For more information and a quote please contact:

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🐦 **@atomwide**

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