



Part of the AdEPT Group



School**Technician**

On-site & remote IT support



[tech.atomwide.com](http://tech.atomwide.com)

01689 814700 | [info@atomwide.com](mailto:info@atomwide.com)

# 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

**NPS**

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

**DBS**

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.



# 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





School**Technician**

- ✓ 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:

[tech.atomwide.com](http://tech.atomwide.com)

01689 814700 | [info@atomwide.com](mailto:info@atomwide.com)

 [@atomwide](https://twitter.com/atomwide)



**ATOMWIDE**  
MANAGED SERVICES

Part of the AdEPT Group

© Atomwide 2017