



### Computer & Multimedia Support

For more than 20 years this service has been supporting and repairing audio visual equipment, computers and peripherals in schools curriculum and administration areas.

#### What do we do?

Two computer services are available as site technician or response while multimedia is a response service. Two support levels for computer support are available, standard or reduced. A computer site technician will visit school on a regular agreed schedule for three hours. Response visits are on school request. Standard level computer and multimedia services are all inclusive of support time for unlimited emergency cover, remote support and response calls as appropriate in between scheduled visits. The reduced level computer support is a prepaid amount of support time which reduces as computer support tasks occur. Our goal is to proactively keep the systems operational, remove the burden of ICT issues from school staff and help them to get the best out of their ICT resources.

#### What do we support?

All popular makes of equipment e.g. Apple, HP, RM, Sanyo, Toshiba are directly supported but as there are many different types of new equipment appearing every year we will include support for them all. Support includes configuration and repair of existing equipment and warranty management. Support for administration or curriculum is best as a whole school linked service although separate support for either is available.

#### What does the school need to do?

For fault reporting, support or advice just contact the helpdesk. Faults recorded and logged on the helpdesk prior to any scheduled visits will be handled more effectively.

#### Are there any hidden extras?

Insurance excesses are not included but we will handle equipment under claim. Some items may not be repairable due to age or circumstances but we endeavour to fix everything and inform you what the options are. Senior officers monitor the amount of time used to complete assigned tasks in school. If additional blocks of technician time are needed the standard hourly rate is charged at £35. For any additional recommended services, a quote will be provided e.g. Installation of a new computer suite. Our promise is to provide the best advice and service to save schools money.

#### What extra services are included?

A comprehensive list of all services is overleaf but if something is not listed or you have any ICT issue or question, please call the team via the helpdesk.

#### What does IT Services offer above other ICT providers?

We have a highly experienced team of technicians who collectively understand all aspects of ICT and work together to provide a unique local resource for schools.

We develop solutions centrally to provide solutions to secure and improve ICT for schools.

We support the whole schools administration and curriculum with the integration of systems.

We have high level access with colleagues in Council teams.

We have support agreements with partner organisations and businesses.

We provide a consistently high quality of service focused on school needs.

You have our guarantee to stick with any support matter until it is satisfactorily resolved.

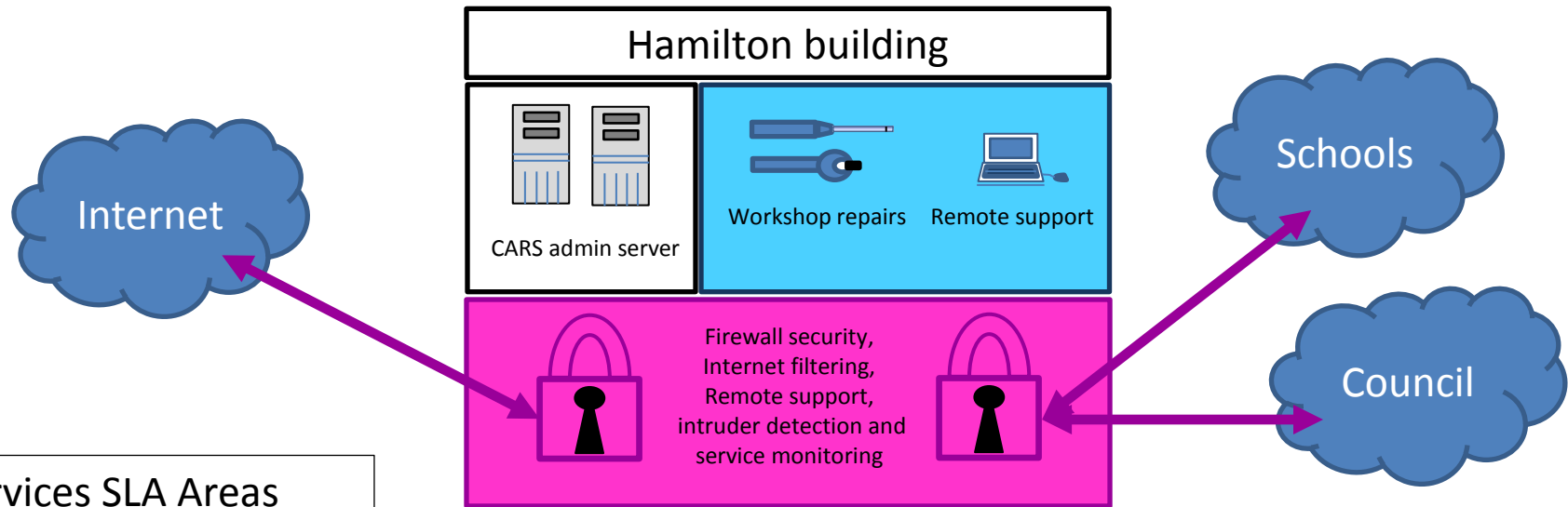
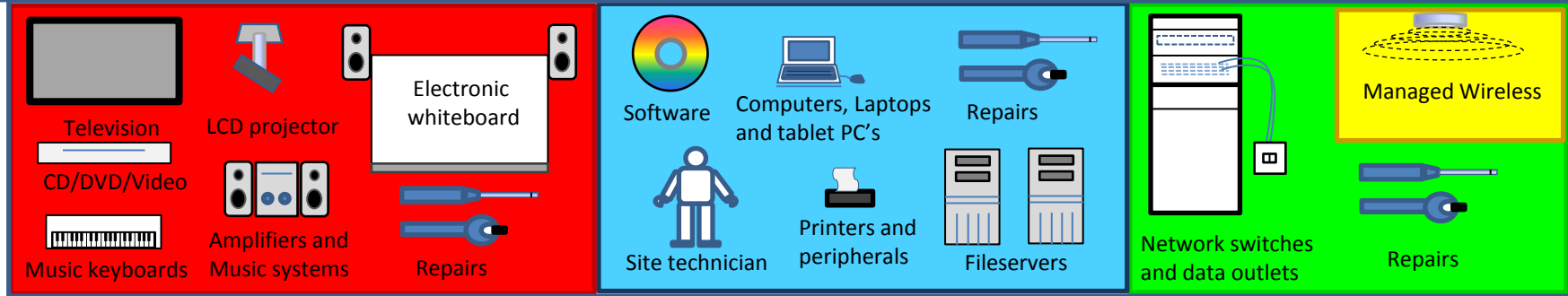
#### What does it cost?

Every school is quoted an individual cost of the standard recommended service. For schools that wish a bespoke service, which may fit their needs better, this is also available.

To arrange a consultation visit or have any of the services explained please speak with the group leader overleaf.



# Summary of maintenance services for Schools



## IT Services SLA Areas

- Multimedia
- Managed wireless
- Network Infrastructure support
- Computer support
- CARS admin server
- Internet connectivity and security



# WIRRAL

## IT Services

### Computer & Multimedia Support

Computer & Multimedia Support Services	SLA	
Administration fileserver solutions, installation, support and management	<input type="checkbox"/>	
Anti Virus and Anti spyware management	<input type="checkbox"/>	
Amplifiers & audio systems repairs and advice	<input type="checkbox"/>	<input type="checkbox"/>
CD/DVD/Radio/cassette players and recorders repairs and advice	<input type="checkbox"/>	<input type="checkbox"/>
Curriculum fileserver solutions, RM CC3 & CC4, installation, support and advice	<input type="checkbox"/>	
Computer equipment configuration, repair, support and advice	<input type="checkbox"/>	
Computer software configuration, repair, support and advice	<input type="checkbox"/>	
Computerised Administration Replacement Solution (CARS ) hosted and managed	<input type="checkbox"/>	
Data Backup solutions, restoration, support and advice	<input type="checkbox"/>	
Data recovery services, for when data is lost and there is no backup!	<input type="checkbox"/>	
Data Projectors repair and advice	<input type="checkbox"/>	<input type="checkbox"/>
Digital still and video camera repairs	<input type="checkbox"/>	<input type="checkbox"/>
Encryption and computer security solutions, support and advice	<input type="checkbox"/>	
ICT Consultancy for BSF, Capital build and other projects	<input type="checkbox"/>	
Interactive white boards support and repair	<input type="checkbox"/>	<input type="checkbox"/>
Monitors and televisions support, repair and advice	<input type="checkbox"/>	<input type="checkbox"/>
Music keyboards and low voltage systems advice and repair	<input type="checkbox"/>	<input type="checkbox"/>
Mobile computer devices support, advice and repair	<input type="checkbox"/>	
Peripheral support and repair including USB devices, printers and scanners	<input type="checkbox"/>	
Procurement advice for computer or audio visual equipment	<input type="checkbox"/>	<input type="checkbox"/>
Research and development of solutions for schools	<input type="checkbox"/>	<input type="checkbox"/>
Scheduled Site Visits on a regular basis e.g. every week or fortnight	<input type="checkbox"/>	
Site visits for emergency support and by arrangement in or out of term	<input type="checkbox"/>	<input type="checkbox"/>
Warranty management services	<input type="checkbox"/>	<input type="checkbox"/>
WEEE disposal and recycling advice	<input type="checkbox"/>	<input type="checkbox"/>

### Computer & Multimedia Support Services

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