

## Managed ICT Solutions from the education specialists

### **What is a managed service?**

An ICT managed service is a service that a school or college has specified which is managed on their behalf by someone else. A managed service will ensure the investment you have made in your network enables a more productive learning environment.



Becta's recent survey of 29 schools found...

1. *'All of the managed service sites interviewed have a positive experience of their managed service and can identify a range of benefits'.*
2. *'For most establishments, the process of engaging with a managed service provider has led to a better understanding of the costs associated with ICT'.*
3. *'The majority of new ICT spend arises from new hardware procurement and installation and is therefore not directly attributable to the managed service. However, the managed service does deliver improved value for money from that investment'.*

LuxTech has 2 distinct offerings to achieve these results;

#### Fully Managed Services

- With a fully managed service we take care of your network on a day-to-day basis – fixing problems, installing new software, protecting the school from outside virus attacks, making sure the ICT works. You can then focus on what you do best – running the school.

#### Co-Managed Services

- For schools that have an onsite IT presence LuxTech work in partnership providing, systems, work-flows and engineering expertise to achieve the benefits of a fully managed service.

### **Key benefits of a managed service?**

A managed service approach to all or part of the ICT service can offer a wide range of benefits to your school, including:

- Increased reliability leading to greater staff confidence in technology, and an increased willingness to embed ICT into everyday practice. In addition, this leads to both efficiency gains for staff and a wider range of experiences for learners
- Management teams are more able to define ICT in terms of educational outcomes as opposed to managing the technical delivery of ICT services
- Clearer requirements often develop after the service has been introduced, with suppliers suggesting improvements and innovative solutions

- Increased specific on-site training and development opportunities for support and teaching staff
- Reduced time spent dealing with technical problems, greater sharing of teaching resources, and better communication through emails and networked services
- Predictability of expenditure
- Significant savings from aggregated purchases through the supplier
- Revenue savings arising from having access to high levels of technical expertise on an infrequent basis rather than full-time or through consultancy
- Improved learner confidence in technology
- A likely increase in the adoption of e-learning as a result of more reliable and robust technology
- Longer term transformation of your school to a genuinely e-enabled organisation

#### Pro-Active Monitoring / Maintenance

Using our **GreenLight** monitoring software we are able to remotely identify and remedy issues often before they impact teaching. If the issue cannot be resolved remotely we will dispatch an engineer to your school according to your SLA.

#### Problem Management

If you encounter a problem you can contact us via our dedicated technical support line or via your direct web portal. We will assess the situation, understand the impact and fix the problem. If you have a co-managed contract we will supply our helpdesk software **TaskFire** to allow the person responsible for the IT within the school to manage the issues. If the issue needs escalating to Luxtech we are a simple mouse click away.

#### Reports

We provide access to *termly reports* that tells you how many tasks and issues we have been involved with in order to maintain your network successfully. Specific reports can be run in-house at any time to improve understanding and visibility of issues.

#### *What's included in our co-managed services?*

- Optional Pro-Active Monitoring / Maintenance
- Flexible Support Hours
  - Problem Management
  - Planned Visits
  - Reporting
  - Access to 17 fully trained engineers
  - Change Management
  - Training

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***To talk to someone about how LuxTech's managed services can improve your school learning environment please contact [education@luxtech.co.uk](mailto:education@luxtech.co.uk) or call 0208 7362828 and ask for the education team.***