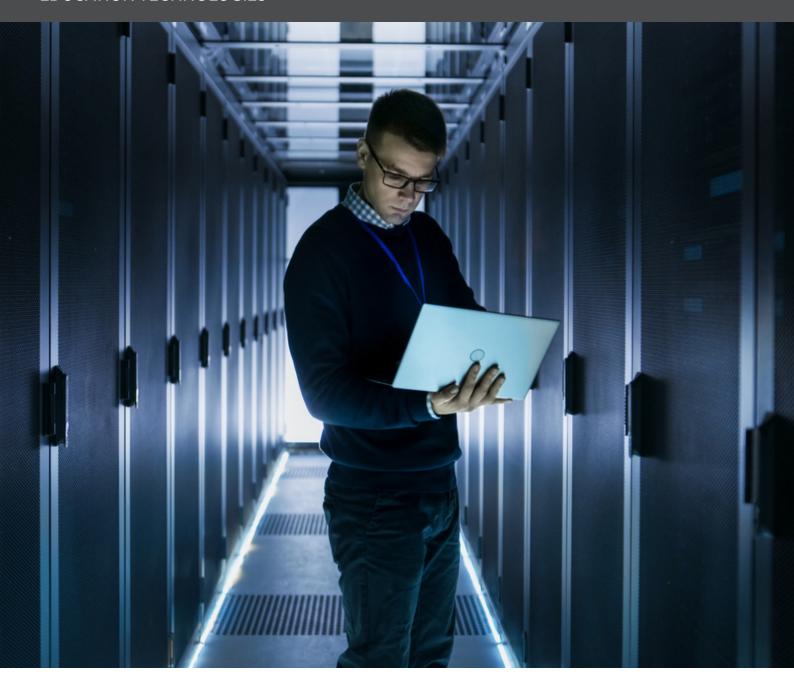# TECHNICAL SUPPORT

Specialist onsite support when you need it

EDUCATION TECHNOLOGIES
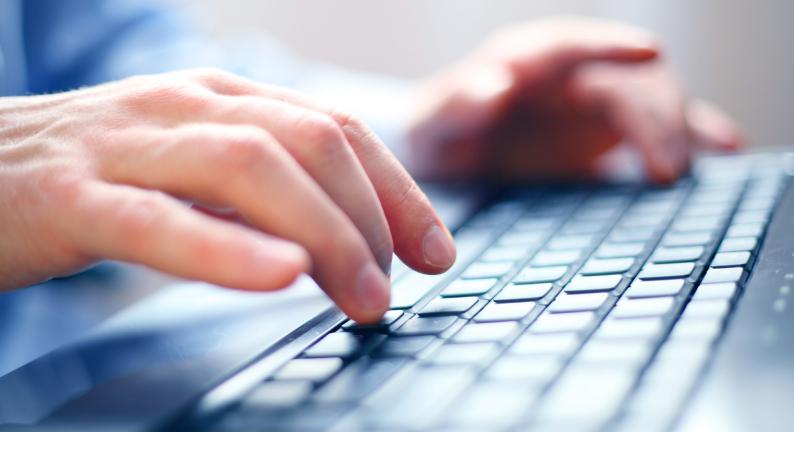
Call **0333 300 1900** Email **information@entrust-ed.co.uk**
or visit **www.entrust-ed.co.uk** to find out more.

f Entrust Education Improvement   in Entrust Support Services Limited   🐦 @entrustEDU

entrust
Inspiring Futures

Building on our expertise and knowledge of the education environment, Entrust offers specialist technician support to assist with the smooth running and effective management of your IT estate.

Our technical support service is a tiered provision that gives you the option to have an Entrust professional do as little or as much as you require. By assessing your school's varying technical needs, our skilled and dedicated technician will supply the most appropriate solution required at any particular time **reducing teacher workload and allowing you to focus on teaching on learning.**

These are full-day visits, that take place either weekly, fortnightly or monthly. If your school requires a more bespoke option, we can discuss this with you to **design a package that suits your individual needs**.

The Technical Support Service provides support for admin, curriculum and cloud networks, **as well as guidance on good practice and ICT standards.**

We've got you covered!
Our Technician Support Service can ensure you are always supported as we have a team of trained experts that can provide cover should your own technician take leave of any kind.

Daily Performance Monitoring
Both onsite and offsite we will make sure your IT estate is running as it should. Using specialist network and server monitoring tools, we can monitor your physical connection and the performance of your servers to ensure continuation of service.

Support for your whole establishment

The Technical Support Service provides support for both admin, curriculum and cloud networks, as well as guidance on good practice and ICT standards. Some of the key highlights of the service are:

- technical support to both curriculum and admin users
- routine server and system maintenance including backup monitoring installation of software and build packages
- interactive touchscreen support
- installation of SIMS upgrades
- checking monitoring of antivirus
- asset management of equipment
- procurement advice for curriculum and MIS

Additional Technical Support Features

Envisage Network

Envisage is a scalable network software solution designed with schools in mind. Regardless of the size of your school, Envisage builds on the latest Microsoft support tools included within the Windows Server operating system to manage your software deployment and workstation builds, helping you to meet the needs of the 21st century classroom while lowering costs. With fast user logon times, secure access to your school applications and remote working from anywhere Envisage is the perfect choice to upgrade or replace your existing network systems.

Installation Services

We offer a comprehensive installation service of audio visual and network solutions including:

- interactive touchscreens
- interactive whiteboards
- audio visual solutions for classrooms and halls
- managed wireless infrastructure
- network solutions, both wired and wireless
- high-speed fibre optic backbones
- visitor entry systems

Hardware Support (Break-Fix)

Any equipment purchased by your school - whatever the technology - we can fix it - quickly, easily and at a great price. The service is available as a yearly subscription which includes all call out and labour charges for unlimited visits over the year.

The Break-Fix Service is the efficient and cost-effective option for Hardware Support providing dedicated repair and support for all your ICT equipment, ensuring your ICT estate stays up and running. Whether it's your server, laptop, printer etc. our Break-Fix service helps you avoid the unexpected costs of breakdown.

We Fix your Stuff

We also provide a pay-as-you-go, break-fix service for privately owned devices.

Cracked screen? No problem - Entrust EdTech can fix your personal tech of any kind, from an iPhone screen to a buzzing amplifier and everything in between. Apple, Windows and Kindle devices, Microsoft Surfaces and Samsung tablets are just some of the many repairs we have performed to date.

This service is available for both onsite and offsite devices, allowing staff and parents, to take advantage of this cost-effective offer.

Find out more

To learn more about our Technical Support Services and how we can help you to get the most from your investment in technology, call **0333 300 1900** or email **information@entrust-ed.co.uk**

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