

Does managing your school's ICT infrastructure create challenges for you?

"In order to make a judgement about the quality of education provided in the school, inspectors must first make four key judgements. These are:

- *the achievement of pupils at the school*
- *the quality of teaching in the school*
- *the behaviour and safety of pupils at the school*
- *the quality of leadership in, and management of, the school"*

Source: Ofsted School Inspection Handbook (Jan 2014)

ICT lies behind success in all of these Ofsted areas of judgment. But managing the pressure of technical change, and the changing needs of staff and pupils, is challenging. **Striking the right balance** between efficiency and flexibility, growth and cost control, becomes critical to success.

Achieving this balance requires a deep knowledge and understanding of a wide range of technologies that have nothing directly to do with Education. But gaining and maintaining this understanding demands time and money.

The risk is that ICT becomes a distraction from the core focus of the school; that it becomes an obstacle that holds back progress in teaching and learning. Somehow **the balance must be struck, or even better, tilted in your favour**. ICT capacity, functionality and security must line up with your school's needs and budget to support quality delivery. **The question is, how?**

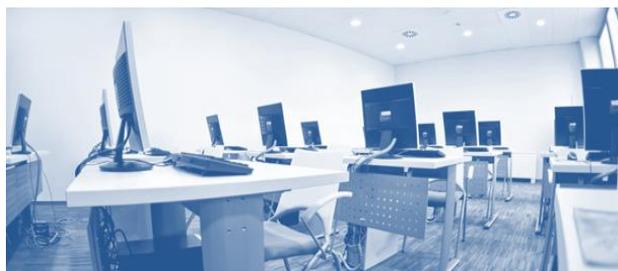
Totalcare Programme

Discus Systems' unique **Totalcare Programme** has been designed to **tilt the balance** in your favour. We provide full on-site and remote ICT support under your management control, or provide additional support to your own internal resources.

This support covers new technical needs, repairs, updates, hardware and software installations, and cover for holidays or illness. We keep your focus on learning and results by using our skills and expertise to make your ICT infrastructure a safe, secure and reliable enabler – one that supports your users rather than distracts them.

The **Totalcare Programme** can be tailored to suit different needs and levels of support. But in overview, here is what the Programme provides for you:

- **One contact.** A single organisation you can work with to ensure all of your ICT support needs are met. A trusted source of expertise, skilled resources and information that keeps you fully up to date with required system maintenance, updates, repairs, changes and new applications.

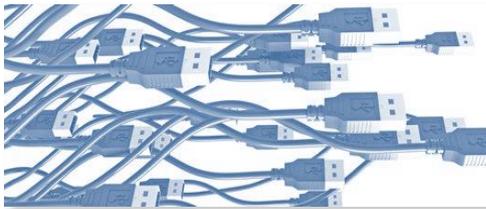


- **One Call.** One number to ring when you need support, advice, help or guidance. No need to waste time trying to identify how and where a problem has arisen before calling the supplier. One call takes you to our experts who resolve the issues for you and keep you informed of what's happening.
- **One Partner.** One organisation that has the breadth of skills, knowledge and experience to keep your ICT systems safe, up to date and available. One partner that continually keeps their people up to date with all the latest applications and systems so that you don't have to spend resources doing this yourself. One partner committed to keeping your school infrastructure working and serving your people.
- **One Price.** The Totalcare Programme gives you a known, all inclusive, annual price. One price that you can budget for. No unknown or additional charges. No unpleasant surprises. One simple way of managing your ICT support costs.

The service given by Discus is always first class. They are always on the end of the phone and on-site when needed and constantly provide us with a brilliant service. I would highly recommend Discus to any Schools looking for great service.

**Kevin Latham- Head teacher,
Oak Wood Schools,
Nuneaton**

Discus Systems PLC



All of this is provided by Discus Systems PLC, and comes from a decade and a half of experience in supporting the IT needs of schools and commercial organisations.

Our success and growth in this challenging and continually changing sector is what makes us a safe pair of hands; a partner that understands your needs and environment, and a business that knows how to get things done for our customers.

To find out more about how the **Totalcare Programme** could help your school just give us a call on **0800 880 3360**, drop us an email at u2us@discus.co.uk , or download the Totalcare Programme fact sheet from our website www.discus.co.uk/schools

Let us help you exploit the power of ICT, without shouldering the daily challenges of managing IT.

