



Totalcare Programme Fact Sheet Content

The Discus **Totalcare Programme** for schools provides you with a total suite of on-site and remote support for your ICT infrastructure that puts you in control, without needing to know all the technical details.

By using the **Totalcare Programme** you will be able to:

- Maintain reliability and availability of systems to support the efficient day to day running of the school
- Plan your expenditure on the basis of known costs, with no surprises
- Schedule maintenance, upgrades and new installations to minimise disruption to school activities
- Ensure security of operation and appropriate user access, along with secure offsite data backup
- Quickly resolve any ICT issues, and support appropriate ad hoc requests for new applications or functionality
- Access a pool of skilled and experienced people who are continually kept up to date with developing technologies
- Be able to manage your school's ICT infrastructure without you needing to work at the technical level, using your commercial knowledge and experience
- Remain in control of events by being regularly updated on scheduled maintenance activity, problem fixes and all other support activity
- Remove the difficulties caused by having to manage multiple suppliers
- Improve financial control by having one clear, simple, annual payment amount – making the most of your financial resources
- Obtain support for your infrastructure that sets agreed service levels that are better than those offered by your Local Education Authority

Totalcare Support covers the following areas:

Application Installation
Application Log Monitoring
Asset Management
Backup and Disaster Recovery
Bandwidth Usage Tracking
Change Notification
Daily System Audits
Desktop Policy Enforcement
End User Remote Control
End User Support Portal
Event Log Monitoring
Firmware Management
Hardware Change Notification
Hardware maintenance and repair
Holiday or illness cover
Monthly Management Report
Network cabling
Network Management
New systems installation
On-site support visits
Remote Management
Report Generation
Security Log Monitoring
Security Patch Management
Server Management
Service Monitoring and Notification
Spyware Removal and Management
SQL Server, Exchange, IIS, OS
System Log Monitoring
System Upgrades
Virus Protection Management

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 businesses.

To find out more about how Discus Systems and 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 see our website www.discus.co.uk/it_for_schools