

Are you
making the most of
your partnership
with Scomis?

Be Curious

Be Inspired

Be
Extraordinary

**Our aim is to deliver innovative, high quality ICT services
that add value and make a difference to our customers.**

We offer a broad portfolio of services to help you achieve:

- * Effective and Efficient Use of ICT
- * Potential Cost Savings and Best Value
- * Reduced Staff Workload and Improved Wellbeing
- * Successful Adoption of Relevant New and Emerging Technologies
- * Improved Engagement with Parents/Carers
- * Better Outcomes for All

To find out more and to request a FREE meeting with your Scomis Account Manager
contact us on **01392 385300** or email **scomis@devon.gov.uk**

WWW.SCOMIS.ORG

SCOMIS
Your ICT Partner

Scomis



Head of Scomis Group
Debbie Foweraker



Passionate about customer
service excellence

FACTS ABOUT SCOMIS

- » Head of Scomis Group:
Debbie Foweraker
- » Founded in 1984
- » Based in Exeter, Devon
- » Services: ICT and telephony
services for the education and
public sectors
- » No. of employees: 180
- » www.scomis.org

Scomis occupies a unique position in the mixed economy. Although performing a public function by providing ICT services to the education and local government sectors, they also operate under the governance of Devon County Council (DCC). In doing this, they have distinguished themselves and their model through commercial excellence and innovation. Local authority support units such as Scomis have traditionally provided services within their geographic area only. Scomis has broken that mould and, with the permission of DCC, they have expanded beyond the boundaries of Devon, using many of the techniques that brought the private sector so much success. The most important reason for their success, is that they put the customer at the heart of everything they do and are passionate about delivering customer service excellence and continual service improvement. Proving themselves in this domain has not always been easy, which is a story that Head of Scomis, Debbie Foweraker, explains in greater detail.

In between the private and public sectors

We began providing ICT services to schools within the Devon county boundaries in 1984. From the outset, due to the devolution of school budgets from local authority control, we had to establish a model to seek income. The Management Information Software (MIS) that we support is an indispensable component in

the running of a school. It performs many functions including monitoring attendance, keeping a record of behaviour, tracking progress, and, most critically, will help a school achieve improved outcomes if used effectively. The MIS we support is Capita SIMS – a market leader in this area with a strong UK-wide reputation. We not only support this system throughout its lifespan, but also offer hosting services to remove the burden and cost of managing the software in school alongside a portfolio of technical services.

The support aspect of the service is one of our most important and unique selling points. We have a team of 17 education service desk analysts to take calls and resolve incidents. We also have a team of education specialists who are always willing and ready to visit schools nationwide. They work with headteachers, senior leaders, governors, teaching and operational staff to understand their challenges,

develop close relationships and help them use the software more effectively to deliver improved outcomes for young children and people.

It's especially important that we provide this service, because the SIMS software is central to the successful operation of a school. If schools need help using the software, they need it there and then. They don't want to wait for their issues to be resolved. With Scomis when they call, a service desk analyst starts working on their incident straight away so that we can ensure a swift resolution. As a result, our first-time resolution rates exceed industry averages and 91 per cent of the 72,000-plus interactions we had with customers last year were resolved within the target time. Ensuring that our customers are happy and receive an excellent experience is therefore a core commitment of our ethos. This, we believe, is encompassed under the concept of trust. "We are only as good as the last call!"

“The Management Information Software (MIS) that we support is an indispensable component in the running of a school

Trusted ICT partner



Empowering our customers and staff

Trust at the fore

Of course, it's easy enough to say that our services are excellent, but it's another thing for our prospects to trust that this is the case prior to making a decision to move to us. This is why we involve our existing customers in the process of forming our key performance indicators (KPIs), allowing them to have a significant influence over what does and does not define success. By conducting our business this way, our customers are reassured that we will focus on delivering high quality and responsive services.

In addition to this, we remain in close and regular contact with clients throughout the term, with regular 'User Groups' and individual customer meetings to keep our KPIs on the agenda. We will do this, even if our clients are in rural locations – distance is immaterial. Our focus on the customer experience is a unique aspect of Scomis; it has, and continues to be, a core element in our successful journey. Indeed, whatever changes we undergo in the future, this essential aspect will remain unaltered. The customer will always come first, and customer feedback gives testimony to our commitment to this. Indeed, many of our new customers come to us through word of mouth.

“We remain in close and regular contact with clients throughout the term, with regular 'User Groups' and individual customer meetings to keep our KPIs on the agenda”

Innovating our methodology

Around 2010, we considerably changed course: we decided that we would scale beyond the boundaries of Devon – especially in light of the push toward academisation (something many considered a threat to our industry). We saw it not as a threat, but as an opportunity and became one of the few local authority support units to take advantage of this development.

Immediately, we set about a shift in culture and brand to convince prospective customers outside of Devon that we could add value to them. Particular emphasis was placed on trust and the quality of our service delivery. As a result of this strong push forward, we now support more than 740 schools across 27 local authorities, ranging from Cornwall to Redcar and Cleveland – an enormous expansion from our previous portfolio of 350 schools in the Plymouth, Torquay and Devon areas. The success of this strategic effort resulted in us being commissioned by DCC to deliver ICT and telephony services to more than 4,000 council employees and, to the general public, through the Customer Service Centre at Tiverton. In April 2017, we formed the Scomis Group – a change of identity that reflected our growing remit. Significantly, the Council's former Corporate IT service was transferred into what was Scomis Education – in most other authorities it is the other way around.

Our efforts at expansion won't stop there. In our 2019-21 business plan, our aim is to become recognised as THE trusted ICT support partner nationally to schools and the public sector, using our passionate approach to deliver solutions which empower our customers. Our growth shows no sign of slowing down, and it's on this basis that we look forward to what the future brings.