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thinking

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**SCOMIS**  
Your ICT Partner



## Who is Scomis?

The Scomis Group is a specialist provider of ICT solutions and services to organisations within the education and local government sectors. Our aim is to ensure that our customers achieve effective and efficient use of ICT that delivers best value and ultimately, improved outcomes including school improvement; keeping vulnerable children safe; promoting health and wellbeing; delivering social care, library and heritage services and a range of other local community services.

We do not believe in a 'one-size fits all' solution. Our offering is highly flexible, scalable and tailored to meet each customer's needs. We work with a diverse range of customers - from the smallest rural primary schools through to Multi-Academy Trusts and local government organisations with more than 4,000 employees operating across multiple locations.

We are very proud that our customers consider us to be their trusted ICT partner who can be relied upon to provide impartial and objective

advice. By working closely with you, we are able to utilise our extensive knowledge and expertise to create and source innovative ICT solutions that best meet your requirements, desired outcomes and budget, from the carefully selected suppliers and partners that we have chosen to work with.

The services that we provide will ensure that your chosen solution is successfully implemented and supported so that your users can exploit its full potential, secure in the knowledge that they have access to help, advice and guidance from an organisation where the delivery of customer service excellence and ongoing service improvement is at the heart of everything we do.

For more than 30 years we've operated as a not-for-profit, wholly traded service that is part of Devon County Council. As we do not have shareholders, this means that any small surpluses are reinvested in service improvement and to the benefit of the public sector.

*“I would recommend Scomis to any school. The level of support and expertise is fantastic! They have been instrumental in transforming our school from a school that used SIMS for the basics into a 'heavy' SIMS user, which in turn has contributed to our school improvement. We wouldn't be without SIMS now because Scomis has shown us how to use it, contributing to improving student outcomes and saving staff time!”*

MICHELE BACCHUS  
DIRECTOR OF FINANCE  
SIR JAMES SMITHS SCHOOL  
CORNWALL

## Who are our Education customers?

### ICT Services for Schools

Today we provide ICT solutions and services to more than 720 maintained schools, academies and Multi Academy Trusts across a growing number of local authorities from the south west of Cornwall, around London and the south east, up to Redcar and Cleveland in the north east. Local authorities we currently work in include:

Barnet  
Bath & North East Somerset  
Bournemouth  
Bracknell Forest  
Bristol  
Bromley  
Cambridgeshire  
Cornwall  
Dorset  
Devon  
Enfield  
Gloucestershire  
Hounslow  
North Somerset  
Oxfordshire  
Plymouth  
Poole  
Portsmouth  
Redcar & Cleveland  
Somerset  
Southend-on-Sea  
Torbay  
Worcestershire

### Educational ICT Services for Local Authorities

We deliver Educational ICT services on behalf of other local authorities – for example we are the sole supplier on the North Somerset Framework of MIS Support and Hosting services for Capita SIMS to North Somerset schools. We are also commissioned by Torbay and Plymouth Unitary Authorities to deliver ICT services to their schools.



# OUR AWARD WINNING EDUCATION SERVICES

You can pick and mix from our range of services or, if you prefer, we can act as a one stop shop for all of your school's or Trust's needs:

#### ICT and Management Information Systems Support Services

With direct access to friendly and knowledgeable experts, our highly responsive service desk team provides help when you need it most;

#### Hosted Applications Service

To completely remove the burden of managing Capita SIMS, FMS or PS Financials in school, this service includes secure access to your data from anywhere with an internet connection and we even host and integrate many of your 3rd party applications for you too;

#### Scomis Desktop

This new, secure, cloud based service provides easy and intuitive access to the administrative functions a teacher needs day to day, including attendance, behaviour and achievement analytics and removes the barriers to using SIMS effectively in the classroom;

#### Finance Services

Support, training, hosting and academy conversion services for a range of finance applications including PS Financials, HCSS Education and Capita FMS;

#### ICT Infrastructure Services

From mobile learning, helping you improve your existing infrastructure through to a MAT-wide refresh, we will consult with you to design a solution that meets your needs and budget;

#### Online Safety and Data Protection Services

From helping you keep up to date with the latest information on this important area, to a proactive reporting and monitoring service, we will help you keep your children safe, whilst fulfilling statutory guidelines and meeting Ofsted requirements;

#### Training and Consultancy Services

To help you exploit your ICT to the benefit of teaching and learning;

#### Procurement Services

To enable you to make the best purchases of technology to improve, update and increase your ICT estate;



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“When we converted to a Multi Academy Trust, becoming an academy was completely alien to us. The support from Scomis was fantastic – I don't think we could have achieved what we did without them. Their Hosted Application Service for SIMS makes my job a lot easier, from my desk I have access to each school's database. Scomis also host our MAT's PS Financials database. We would thoroughly recommend this to other Trusts – not only is it a robust service, it is also a cost-effective alternative to PS Cloud.”

CAROL CHAPMAN  
CHIEF OPERATING OFFICER  
THE FIRST FEDERATION TRUST



## Who are our Corporate customers?

### Corporate ICT Services for Local Government Organisations

We are commissioned by Devon County Council to deliver a complete Managed ICT Support Service across all of the Council's operations. We work in partnership with the Council's Commissioning team to deliver a catalogue of services, covering all aspects of ICT from telephony through to specialist software support, as well as robust ICT governance assistance.

### Customer Service Centre Support for Local Government Organisations

Scomis also provides high complexity and high volume contact handling via our Customer Service Centre in Tiverton, Devon. Our team of highly effective advisers (which regularly receives customer satisfaction ratings of more than 90%), can handle everything from 500-500,000 contacts per year via multiple channels including telephone, email and webchat and offers first line support for enquiries across a diverse range of public services and associated systems and processes.

As a wholly traded service, we are able to offer these services to other local government organisations providing you with economies of scale. For example, we are currently delivering ICT Operational Management and Strategic Support Services to Torridge District Council.



“The upgrade to Windows 10 desktop accounts and devices for Devon County Council was a very high profile project with complex logistical challenges and tight deadlines. We commissioned Scomis to roll-out 3,500 devices, supplemented with user workshops and floor-walking across multiple sites. This meant that staff felt supported through the transition, resulting in excellent feedback on the project.”

RICHARD PALMER  
ICT COMMISSIONING CHANGE  
AND SUPPLIER MANAGER  
DEVON COUNTY COUNCIL



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“The Business Transformation Programme for Torridge District Council is high profile and involves multiple ICT projects of great complexity. The Scomis ICT team’s knowledge, skills and focus has been invaluable in driving the Programme forward effectively and making the required savings on infrastructure, whilst improving the service provided to our users. Scomis has worked with Torridge business units to understand our unique requirements and has adapted solutions appropriately. Their customer service has been exemplary. The work undertaken has involved all members of the Torridge ICT team and Scomis has been instrumental in assisting and managing this team.”

STEVE HEARSE  
STRATEGIC MANAGER  
(RESOURCES & S151 OFFICER)  
TORRIDGE DISTRICT COUNCIL



Corporate  
ICT Services

### Our flexible, responsive and expert ICT services help you to provide a great service to your users:

Whether you are looking for additional help to supplement your existing service offering; wishing to enhance it by acquiring new skills and knowledge or maybe even looking to outsource some or all of your existing ICT service delivery, we will consult with you to establish how we might add value to your organisation.

Some examples of the services we currently offer to local government organisations are as follows:

**Corporate ICT Service Desk Support**  
A central point of contact for all staff seeking help, advice and support for a range of ICT systems. Out of hours services are available for specific business areas and for monitoring critical ICT services.

**Applications Software & Systems Services**  
Systems management, software configuration, system administration, upgrades, back-ups and support and training in a diverse range of systems that underpin corporate delivery:

- Social Care – including CareFirst, Eclipse, Childview, Guardian and MyLife;
- Education – including The Capita ONE system;
- HR Systems & Payroll – Oracle HRMS (Human Resource Management System);
- Document Management Service – HP Records Manager (HPRM);
- Other systems supported – include Geospatial Information Systems (GIS); Finance Systems; Highways systems; Skype for Business; Business Intelligence and Data Warehousing; and the Microsoft Office 365 suite of productivity tools.

**ICT Infrastructure Services**  
To ensure that ICT is safely and securely deployed, accessed and utilised across your organisation. Examples include Identity and Access Management; Telephony; Document Management and Cloud Storage, Email, Internet and Intranet, Network and Print services and the provision of managed devices.

**Special Projects**  
For example the recent roll out of Windows 10 and devices across Devon County Council.

**Schools ICT Services**  
Choose from our range of Education Services and we will work in partnership with you to offer and deliver your choice of services to your schools.

Both of our Service Desks are operated utilising globally recognised best practice ITIL standards that are audited by the Service Desk Institute.

customer service

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### What makes Scomis different?

It is not just our ability to offer impartial and objective advice that sets us apart from other ICT service providers; at the heart of our offering is a focus on customer service excellence. We are passionate about our customers and your success, putting your needs first and proactively working with you to help you address your challenges, whilst providing the best possible customer experience on an ongoing basis and at every interaction.

Our staff are friendly, polite, professional and helpful. We listen and give priority to those areas you have identified as important - delivery, timeliness, information, professionalism and staff attitude. Our Key Performance Indicators (KPIs) are agreed with our customers and regularly reviewed at our User Group meetings and on an individual customer basis.

*“From humble beginnings, Scomis has grown to become an exemplar of ICT excellence. Under the skilful guidance of Debbie Foweraker, Scomis has become truly supportive and approachable having proactively procured a genuine understanding of its customer needs. The Scomis organisation is an eclectic mix of polite, knowledgeable and engaging experts who invariably offer a timely ‘fix’ or invoke an effective escalation procedure. In short, Scomis is a highly motivated and cohesive team of genuinely dedicated individuals who deliver a cost effective and exceptional ICT service to schools, academies and colleges.”*

PAUL REYNARD  
SCHOOL BUSINESS MANAGER  
PLYMOUTH HIGH SCHOOL



# Our Awards and Accreditations

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We also go the extra mile when it comes to gaining endorsements, awards and accreditations – that way you can be confident that we put ourselves through rigorous assessment and audit processes that prove we deliver what we say we do by demonstrating that we pursue continual improvement through learning from best practice.

The BETT Awards (British Educational Training and Technology) are a celebration of the inspiring creativity and innovation that can be found throughout technology for education. Having been a finalist for four years, we were delighted to be chosen as the 2016 winner in the ICT Service and Support category and to be nominated as a finalist again in 2017. Winners of this award are considered to have excelled in ICT provision and support for education with a clear focus on what works.

Scomis Education first achieved accreditation with the Customer Service Excellence Programme in 2012 and this marked the start of our journey of continual service improvement. Building on the success of our education teams, and a desire to ensure that we are offering service excellence to all of our customers, we are currently working towards accreditation across all teams within the Scomis Group in 2018.

Our Education business is ISO 27001 certified – this is an Information Security Management Standard that describes best practice for an information management system (ISMS). Accredited certification demonstrates that an organisation is following international information security best practice and provides reassurance that its

recommendations are being followed and validated by a third party.

Our Education Service Desk achieved certification with the Service Desk Institute in 2016 – this globally recognised award recognises best practice and endorses our service desk as proactive and customer-led.

Our Corporate IT services are PSN compliant. The government's Public Sector Network helps public sector organisations work together and share resources. The compliance process exists to give other PSN members:

- Confidence the services they use over the network will work without problems
- Assurance that data is protected in accordance with suppliers' commitments
- The promise that if things do go wrong they can be quickly put right.

Scomis Education is delighted to be an Approved Partner of NASBM (National Association of School Business Management). The Approved Partner programme is designed to help schools with important procurement decisions. Companies wishing to apply for Approved Partner status are subject to a rigorous vetting process, which includes taking multiple references from schools they have supplied.

We are also accredited by several suppliers including Capita, PS Financials and RM to provide support, training and consultancy for their products.





“ Congratulations for successfully completing your Capita SIMS Accreditation; Your overall scores indicate you offer Good Value for Money and a Very Good Level of Service. The majority of all scores are in the Very Good range for which your team should be extremely proud. Please accept Capita's thanks for the quality of service you are offering which is certainly appreciated by your schools.”

JAMES TATTERSHALL  
PROFESSIONAL SERVICES  
PROJECT MANAGER  
CAPITA SIMS





At the heart of everything  
we do is joined up thinking.

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