



sco<sup>i</sup>mis

YOUR TRUSTED ICT PARTNER





# Who We Are

**At Scomis, our purpose is to deliver innovative, high quality ICT services that make a difference and help our customers achieve their target outcomes.**

Recognising and responding to what is important to our customers is what Scomis is all about. We are passionate about delivering the best possible customer experience and we constantly challenge ourselves to improve.

We have traded as a not-for-profit organisation for 40 years. Any small surpluses we make are reinvested to the benefit of the public sector so that we can continue to go above and beyond for our customers.

## Empowering your school community

We take pride in providing the highest levels of service to empower everyone at all levels within schools or multi academy trusts – from teachers to administrative staff and senior leadership teams – so that you can focus on your day job and reap the positive benefits of ICT.

## A partner you can trust

Our long-standing relationships with both customers and partners are built on mutual respect and trust. We offer impartial advice about the most suitable solutions and services that will meet your requirements and those of your wider school community.

## Passionate about your success

We understand that heavy workloads and constant changes within education mean that disruption to school life is inevitable. Our services are designed to support you with teaching and working together efficiently and effectively whilst reducing your workload.



“The most important reason for Scomis’ 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.”

**Thomas Wilson**  
Political Editor | The Parliamentary Review

## Parliamentary Review

We are proud to have been chosen by the Parliamentary Review as an exemplar of best practice in the education sector.

# Our Approach

We work in partnership with our customers to empower them to achieve improved outcomes through the provision of innovative, high quality ICT services and our passion for delivering customer service excellence.



**810+** Schools and  
Multi Academy  
Trusts supported



## Why choose Scomis?

“Scomis has helped us to embed new, innovative ways of working which have improved pupil outcomes and reduced teacher workload. We couldn’t have achieved this without them!”

**Kev Martin**  
Head Teacher | Abbotskerswell Primary School  
Devon

“I can not compliment enough the staff and the level of service I receive from Scomis. They continually exceed their already fantastic service. Thank you so very much for making my life so much easier.”

**Jason Caul**  
Strategic Resources Project Manager  
Bartholomew School | Oxfordshire



# Our Journey

We've come a long way over the past 40 years...

1 WHO WE ARE

2 OUR APPROACH

3 OUR JOURNEY

4 OUR CUSTOMERS

5 OUR PARTNERS

6.1 OUR SERVICES

6.2 MIS SYSTEM SERVICES

6.2.1 MIS SUPPORT SERVICES  
FOR SIMS AND ARBOR

6.2.2 HOSTED APPLICATION  
SERVICE FOR SIMS

6.2.3 MANAGED REPORTING  
SERVICE

6.2.4 PARENTAL ENGAGEMENT

6.3 SCHOOL LEADERSHIP  
SERVICES

6.4 TECHNICAL SUPPORT  
SERVICES

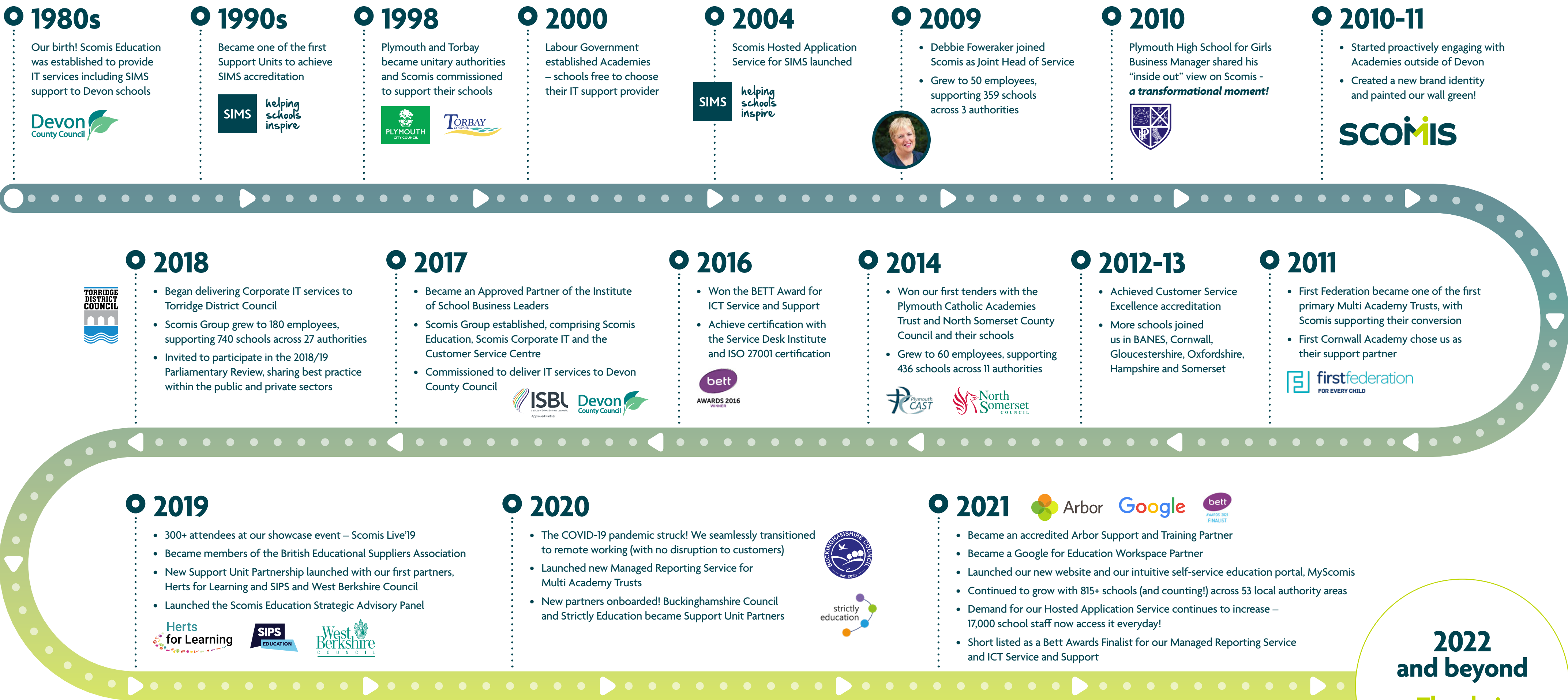
6.5 TRAINING

7 CONTINUOUS SERVICE  
IMPROVEMENT

8 AWARDS AND  
ACCREDITATIONS

9 GOING ABOVE  
AND BEYOND

10 GET IN TOUCH



**2022  
and beyond**

**The sky's  
the limit!**



# Our Customers

We have a wealth of experience of working with educational establishments of different shapes and sizes, across all phases within the state and independent sectors nationally. From the smallest rural nurseries, primary, secondary and special schools through to large multi academy trusts.

We work with staff at all levels – administrative, office and teaching staff, managers, and senior leaders – to understand your challenges and to help you address them.

Read some of our customer success stories:

- Raising attainment at Abbotskerwell Primary School through SIMS transformation  
[READ MORE](#) ➔
- Easy access to key data at Ottery St Mary Primary School by introducing technology  
[READ MORE](#) ➔
- Improving efficiency and parental engagement at St Mary's C of E Primary School  
[READ MORE](#) ➔
- Improving outcomes, efficiency, and communication at St Budeaux Foundation Junior School  
[READ MORE](#) ➔
- Effective parental engagement at Honiton Community College  
[READ MORE](#) ➔
- Real time access to Key Performance Indicators at St Cuthbert Mayne School  
[READ MORE](#) ➔

## Success stories

View more customer success stories and testimonials



“We use Scomis to support us with our G Suite for Education and I would like to say a BIG thank you for resolving the myriad of requests we have been sending through. Our teachers are using Chromebooks successfully to teach KS1 and KS2 using Google Docs and Sheets. The service is working extremely well - the queries that I and other staff members have are now looked at much quicker by the specialists at Scomis, freeing up huge amounts of time to focus on teaching, learning and leadership.”

**Ross Hasler**  
Assistant Head Teacher  
Honiton Primary School | Devon

# Our Partners

We work with carefully selected educational partners from around the UK who share the same ethos and values as Scomis. This means that whilst offering choice, our customers can have the peace of mind that we will only work with like-minded organisations who are also focussed on delivering the best possible customer experience.

Our current partners include:



123 ICT



## Interested in becoming a Scomis Partner?

We are always keen to identify new partners – whether you are another local authority Support Unit or a commercial organisation providing ICT solutions and services to schools – we'd be keen to explore how our services might complement your offering to bring additional value to your customers.

If you are an educational software and/or technology company and you think it would be mutually beneficial to you, us and most importantly, our customers, to appoint Scomis as a service partner, we would also be keen to hear from you.



# Our Services

## MIS System Services

Our Management Information System (MIS) services are designed to help you exploit your MIS to its full potential, ensuring that it is fully embedded across your school or multi academy trust. These services include:

- **MIS Support Services for SIMS and Arbor –**  
Help when you need it the most
- **Hosted Application Service for SIMS –**  
Anytime, anywhere, any device access to SIMS
- **Managed Reporting Service –**  
Improving outcomes through reliable data insights
- **Parental Engagement –**  
Effective communication and collaboration with parents

## School Leadership Services

By supporting leadership teams, our School Leadership Partners help to improve outcomes for children, staff and the wider community. We can work with you to address key challenges and help to implement your development plans efficiently and effectively.

## Technical Support Services

Our ‘pick and mix’ support services provide you with affordable and flexible access to technical expertise, helping you to get the most out of your ICT across your school or multi academy trust, whether this be onsite, in the cloud or a hybrid of both.

## Training

Get the most out of your ICT systems with our flexible training courses. We know from listening to our customers that you need high quality training to be delivered in efficient and cost-effective ways. This is why we offer a variety of training courses, designed to suit you.





# MIS System Services

With over 40 years of experience behind us, we help our customers make more extensive and effective use of their MIS through our broad range of services. We help you to achieve consistency of use to deliver efficiency gains, reduce staff workload, realise best value, and ultimately drive school improvement.

## MIS Support Services for SIMS and Arbor

We know that school staff are working under pressure and that you require a quick response to your queries. This is why our helpful and knowledgeable Service Desk Analysts aim to resolve your queries the first time you call.

Through our MIS Support Services, you will have access to our award-winning and accredited Service Desk and will benefit from the following:

- Direct access to a team of MIS experts, whenever you need them
- Fast response times and high resolution rates; we always aim for a first time fix
- Unlimited support via telephone, email and your self-service portal, MyScomis
- Customer service excellence, every step of the way

For our SIMS support customers, access to a library of self-directed learning courses is included within your annual contract fee.



“My calls are normally resolved by the first person I speak to, and on the rare occasion it needs to be passed on, is followed up promptly. I think the service is outstanding due to the knowledge of every single person who answers the phone, and the quarterly forums offered by the team which provide so much useful information as well as an opportunity to meet peers from other schools”.

**Debbi Buss**

School Business Manager | Golden Valley Primary School | North Somerset



## MIS System Services *continued*

More than 650 educational establishments nationally benefit from our robust and resilient Hosted Application service and that number is growing rapidly as schools recognise the benefits of cloud-based services. From small, rural primary schools, to large secondary schools, federations and multi academy trusts, over 17,000 staff access the service every day. You don't need to change your MIS to access SIMS in the Cloud!

### Hosted Application Service for SIMS

Remove the burden of managing SIMS, FMS and Discover onsite with school-based servers with our fully managed Hosted Application Service.

Without disrupting your teaching and learning, we will take care of your software upgrades, patches, backups and updates remotely, as well as ensuring trouble-free third-party software integration with SIMS.

What's more, you can access your data securely in the cloud, anytime and anywhere. All you need is an internet connection. With our Hosted Application Service, you will also benefit from:

- Seamless, secure access to data and support with no hidden costs
- Flexible access; just choose the option that suits you across a wide range of devices, including Windows, Android, Google Chromebook and Apple
- A robust, reliable service which is accessible 24/7 and exceeds our target of 99% availability during the school day



“All of our schools now use the Scomis Hosted Application Service – this gives us access to SIMS from anywhere, better protection from security threats and easy access for the central team to all school databases. The transition was seamless and support from the Service Desk is fantastic! This has been particularly important with supporting our monitoring and planning during the recent Covid-19 pandemic.”

**Martin Post**  
IT Strategy Manager | Crofty MAT | Cornwall



## MIS System Services *continued*

### Managed Reporting Service

Accessing, managing, and reporting on data can be challenging, especially within a multi academy trust. Our Managed Reporting Service is an intuitive web-based solution specifically designed to provide multi academy trust leaders with easy access to key data to inform decision-making and drive improved outcomes.



By using our Managed Reporting Service, you will benefit from:

- Instant, accurate and timely information on your dashboard
- Less time and money spent on data collection
- Real-time insight into key indicators, such as attendance, behaviour, assessment and more

“The dashboards have enabled us to review the data for our 35 schools in one place, as well as drilling down to groups of schools or children. It saves us time, as we no longer need to number crunch, we can focus on interrogating the data to identify next steps for improvement. This is an invaluable tool for reporting to SLTs, the Trust Board and local governing bodies.”

**Helen Brown**  
Education and Standards Manager | Plymouth CAST





## MIS System Services *continued*

### Parental engagement

Parental engagement is understood to be a critical part of a child's educational development. At Scomis, we work in partnership with Education Software Solutions (ESS) and Arbor to offer solutions to improve parental engagement, bridging the gap between home and school.

Parental Engagement solutions will help you to:

- Communicate quickly with parents and carers directly, reducing your administrative overheads
- Easily manage and collect parent payments
- Provide parents with easy and convenient access to their child's progress data
- Encourage student learning by providing access to homework tasks and timetables
- Safeguard students by alerting parents if their child hasn't arrived at school



“The SIMS Parent app has given our parents an easy and convenient way to access accurate and live information on their child from their smartphone. From attendance and school reports to making payments and updating information. The school has benefitted from a reduction in administration and printing costs by having everything in one place as well as increasing parental engagement.”

**Sally Westlake**

School Business Manager | St Mary's C of E Primary School | Devon



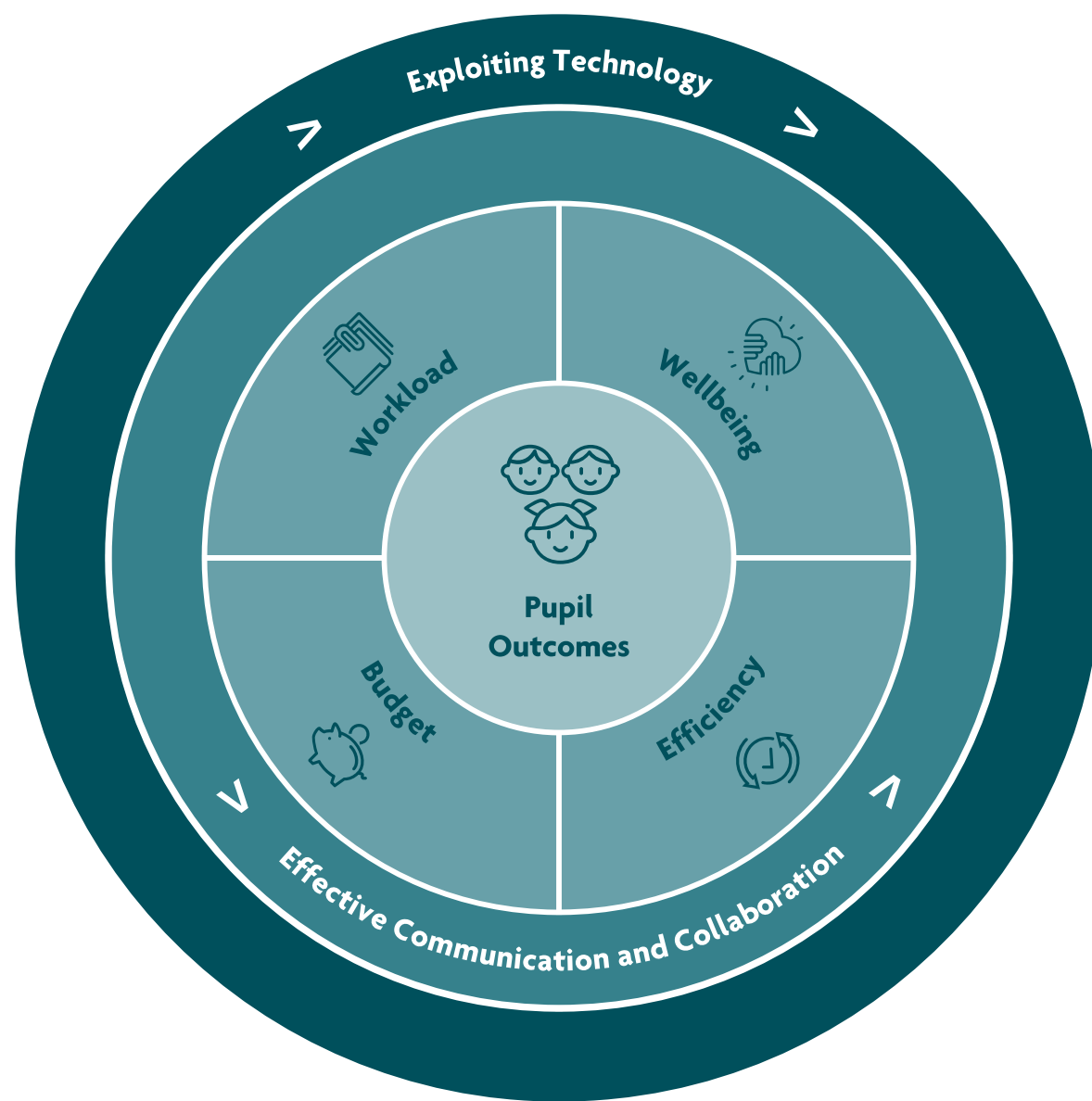
# School Leadership Services

At Scomis, we know that all schools are different, which is why we partner with you to ensure that systems are designed, implemented and developed to support your policies and practices.

Taking a collaborative, consultative approach, we'll work with your leadership team to help you improve outcomes by exploiting education technologies, whilst prioritising workload and staff wellbeing.

How do we do this?

- Planning your route to success by reviewing your aims and objectives and recommending an action plan
- Supporting your journey through training, audits and ongoing consultancy
- Providing impartial advice and guidance, every step of the way



“We work closely with our Scomis School Leadership Partner to ensure that all of our data streams for assessment and attendance lead to improved pupil outcomes.”

**Iain Randall**  
Virtual Lead | St Christopher's MAT | Devon



# Technical Support Services

Experienced in providing ICT services to education establishments, we understand the challenges you face and know the solutions that are going to help overcome them.

Whether you need an outsourced technical support function or ad-hoc access to specialist engineers for complex projects, our services are completely flexible to meet your needs.

By partnering with Scomis, you will benefit from:

- Expertise across a wide range of educational technologies
- Ultimate peace of mind from our encrypted and secure automated cloud back-up solutions
- Impartial, trustworthy advice whenever you need it
- Cost-effective hardware procurement assistance



“I just wanted to say thank you for the service you provide to the school. We have seen such a rapid improvement since you have been working with us. It has made an enormous impact on the curriculum and the progress the children are making. It has also had a significant impact on staff engagement with IT and computing which again impacts on the provision for the children.”

**Molly Marlow**  
Head Teacher | Willowbrook Primary School | Devon



# Training

At Scomis, we are committed to supporting all staff in schools to ensure you get the most out of your ICT systems. Our training programmes are available for all staff in leadership, administration, support and class-based roles across your school or multi academy trust.

Simply choose the approach that works best for you from the options below.

## Self-Directed Digital Learning

Learn anytime, any place at a pace that suits you. Save time and money and access courses for SIMS whenever you like.

## Tutor Led Training

Our subject specialists can deliver training remotely and interactively to small groups for a personalised experience. Ideal for more complex topics.

## Bespoke Training

‘Pick and mix’ content from different courses for a tailored training package to suit your unique requirements. Bespoke training can be delivered onsite or remotely.

## 1:1 Personalised Tuition

Receive personalised training directly from one of our specialists. Delivered remotely and charged by the hour, tuition can be scheduled at a date and time that suits you.



“I would recommend that others attend this course because it has been so useful and will save me a lot of time in the long run.”

**Beth Evans,**  
Head Teacher's PA | Mill Ford School | Plymouth



# Continuous Service Improvement

We are committed to understanding and adapting to the changing needs of our customers. To support this, one of our key objectives is to exceed customer expectations and share learning within teams across Scomis to promote continuous service improvement.

At Scomis every day is a school day – here are some examples of how we continually learn more about how we can improve.

## We value your feedback

We value all customer feedback as it provides an opportunity to listen and learn about what you think we're doing well and what we could be doing better.

## Learning from industry best practice

By regularly putting ourselves through rigorous assessment and audit processes, we pursue ongoing improvement through learning from industry best practice.

## Sharing our performance results

We want you to be delighted with the service you receive from us, so we set challenging targets and make our Service and Customer Satisfaction Reports publicly available.

### Reports

To view our Service and Customer Satisfaction Reports, please visit our website.

“Scomis services have been transformed in response to the COVID pandemic. The way in which services responded has been magnificent. Your performance has been remarkably good given the difficulties which you and your customers faced.”

**Nigel Hunt**  
CSE Assessor | M Assessment Services





- 1 WHO WE ARE
- 2 OUR APPROACH
- 3 OUR JOURNEY
- 4 OUR CUSTOMERS
- 5 OUR PARTNERS
- 6.1 OUR SERVICES
- 6.2 MIS SYSTEM SERVICES
  - 6.2.1 MIS SUPPORT SERVICES FOR SIMS AND ARBOR
  - 6.2.2 HOSTED APPLICATION SERVICE FOR SIMS
  - 6.2.3 MANAGED REPORTING SERVICE
  - 6.2.4 PARENTAL ENGAGEMENT
- 6.3 SCHOOL LEADERSHIP SERVICES
- 6.4 TECHNICAL SUPPORT SERVICES
- 6.5 TRAINING
- 7 CONTINUOUS SERVICE IMPROVEMENT
- 8 AWARDS AND ACCREDITATIONS
- 9 GOING ABOVE AND BEYOND
- 10 GET IN TOUCH

# Awards and Accreditations

We are accredited and work to several industry best practice standards, including:

- **Customer Services Excellence (CSE)**
- **ISO 27001**
- **ITIL Framework**
- **Service Desk Institute (SDI)**



However, our awards and accreditations are not just a rubber stamp. They help us to continually improve by providing us with the opportunity to receive constructive advice and guidance from organisations that are recognised globally as renowned experts in their fields. We like to be kept on our toes!

We are also accredited by leading school software suppliers, including SIMS and Arbor, and are approved partners of professional educational bodies, including the British Educational Suppliers Association (BESA) and Institute of School Business Leadership (ISBL).



Our services are award-winning, having won the ICT Service and Support category at the Bett Awards in 2016, celebrating world-leading education technology services and solutions.

We were also a finalist in the Leadership and Management Solutions and Service and Support categories in 2021.





- 1 WHO WE ARE
- 2 OUR APPROACH
- 3 OUR JOURNEY
- 4 OUR CUSTOMERS
- 5 OUR PARTNERS
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  - 6.2.1 MIS SUPPORT SERVICES FOR SIMS AND ARBOR
  - 6.2.2 HOSTED APPLICATION SERVICE FOR SIMS
  - 6.2.3 MANAGED REPORTING SERVICE
  - 6.2.4 PARENTAL ENGAGEMENT
- 6.3 SCHOOL LEADERSHIP SERVICES
- 6.4 TECHNICAL SUPPORT SERVICES
- 6.5 TRAINING
- 7 CONTINUOUS SERVICE IMPROVEMENT
- 8 AWARDS AND ACCREDITATIONS
- 9 **GOING ABOVE AND BEYOND**
- 10 GET IN TOUCH

# Going Above and Beyond

At Scomis, we invest heavily in developing and maintaining relationships with our customers. From keeping up to date with your changing requirements to keeping you informed about important news and updates, we aim to ensure that our customers are armed with all of the tools and information possible to help them succeed.

Some examples of how we do this include:

## Account Management

All customers at a school and trust level are provided with a dedicated Scomis Account Manager, who ensures you’re making the best use of your ICT and the services you procure from us. They will work with you to understand your priorities and help you overcome your challenges as well as identifying any new and emerging needs so that we can evolve and improve our service offerings.

## Events and Resources

Each term, we offer a schedule of free events and additional resources to customers. These events and resources are designed to provide advice and guidance about topical strategic challenges as well as more practical ‘hands-on’ product demonstrations and helpful hints and tips to help you exploit your ICT more effectively.

## Training and Consultancy Services at Preferential Rates

ScoLearn Digital, a library of self-directed training courses for the core areas of SIMS, is available free of charge to customers with a Scomis support contract. We also offer a flexible range of other training options and consultancy services to our customers at preferential rates.

## Flexible Commercial Transactions

With customer needs at the forefront of our minds at all times, we can also tailor the way we interact commercially with your organisation to reflect your own requirements. For example, our contracts are charged in alignment with your financial year and trusts can be invoiced centrally or at an individual school level.

## Regular Newsletters and Email Updates

Our half-termly Scomis newsletter not only contains regular news and updates about education, Scomis services and events but also offers advice, guidance and examples of best practice. All of our customers also receive a regular Online Safety Newsletter which signposts information for schools and parents to help them protect children and young people when they interact online.

Additionally, our website is also regularly updated with key news items and informative articles. Click the button below to see our latest news and scroll to the bottom of the page to sign up to the Scomis newsletter:

## Strategic Partnerships and Influencing

We regularly consult with our Education Strategic Advisory Panel, made up of a cross section of key decision makers within schools and trusts, who act as a sounding board and as our very own critical friends.

We also proactively engage at all levels with key industry partners, including ESS and Arbor. Doing so not only ensures that our service offering remains relevant and aligned with their development roadmaps, but provides an opportunity for us to champion the needs of our customers and influence our partners’ plans. In fact, it is not unusual for our partners to seek out our advice!





# Get in Touch

We'd love to hear from you and have a conversation about how we can help you achieve better outcomes. Simply fill out the form on our website and a member of our team will be in touch as soon as possible:

Alternatively, you can reach us by using the details below:



01392 385300



scomis@devon.gov.uk



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Follow us on:

