Do you waste time waiting to get your problems resolved?

With our MIS Support Service you won't - we aim to resolve your MIS issues and queries the first time you call. This means that you can be confident that help is on hand when you need it most.

Our experienced analysts have a breadth and depth of knowledge across all aspects of SIMS, including associated modules such as FMS, Discover, SIMS Learning Gateway and InTouch.

They can resolve 'How do I?' queries from members of staff across a school or Multi-Academy Trust. Whether you are an Administrator, Data Manager, Exams Officer, Network Manager, Teacher, Bursar, School Business Manager or a member of the Senior Leadership Team, our Service Desk can help.

Direct Access to SIMS Experts - a single point of contact for help when you need it most

At Scomis we do not have a tiered approach to service delivery unlike other service providers. This means that when you call us you are straight through to an expert who can start working on your query immediately. You won't waste time repeating your problem to different people or waiting for your call to be escalated to the right person.

Fast Response Times and High First Time Resolution Rates - we take ownership of your queries

Our targets are agreed with our User Groups and our performance against them is published on our website. Last year 98.11% of calls were answered within 30 seconds and 63% of calls were resolved at first contact. If we do need to escalate your call to one of our specialists or to Capita, we continue to act as a single point of contact at no additional cost to you.

Unlimited Service Provision - no barriers to use

We do not place any restrictions on the number of times you can call us, nor do we restrict the number of users that can call us. Anyone employed by your school can log incidents for one annual support contract fee.

Flexibility of Access - log your calls in the way that best suits you

We offer a number of different ways in which you can log a call - via telephone, fax, email, or your own self-service portal. The Service Desk is available from 7.30am to 5.30pm Monday to Thursday (5.00pm Friday) during term time; 9.00am to 5.00pm during school holidays and from 7.00am on exams results days!

Management Information Systems Support Service

SIMS helping schools inspire
Accredited Support

Helping You to Help Yourself - flexible service provision

We provide help in a number of different formats to suit different users. This includes Frequently Asked Questions (FAQs), bulletins and remote support enabling us to take over your system and work with you to resolve a problem.

Additional Services

We offer a range of training courses across a number of venues in the UK. If classroom-based training is not for you, we can deliver a remote training session tailored to your needs. You can also subscribe to Scomis WebTrain - a webinar service offering a flexible and convenient way of receiving updates at key points throughout the year.

Most customers subscribing to our MIS Support Service also buy into our Hosted Application Service. This service removes the burden of managing SIMS onsite with school based servers, so you don't need to worry about upgrades, patching, backups or keeping server software up to date. We take care of all of this for you and as part of the service you can even access your data securely from anywhere with an internet connection.

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

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SCOMIS
Your ICT Partner