

Services for RM Integris from the MIS Experts

For more than 30 years, Scomis has provided MIS support, training and consultancy services across a range of educational establishments. Today more than 650 schools across 19 local authorities buy into our support services.

As an Accredited Partner for RM Integris, we are delighted that we can offer the benefit of our extensive expertise to schools using RM Integris across the country.

Service Desk Support for RM Integris

Our experienced and friendly Service Desk Analysts have a breadth and depth of knowledge across all aspects of MIS. The service we offer includes the following key benefits:

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

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

What's more, when you call us, a Service Desk Analyst answers the phone and starts work on your query straight away. 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 99.11% 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 RM, 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; and 9.00am to 5.00pm during school holidays.

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.



**RM Integris
Services**



RM Integris

Why Choose Scomis?

At Scomis we put our customers at the heart of everything we do. We pride ourselves in the level of service we offer to our customers and are passionate about delivering service excellence.

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. We have proudly maintained the Cabinet Office Customer Service Excellence Award since June 2012. We are also accredited for our MIS support, training and consultancy and our User Groups set our Key Performance Indicators (KPIs).

Additional Services

Our Service Desk support is just the start of your journey with Scomis. Whether you want to use RM Integris more efficiently in the school office, whether you want to embed it in the classroom or whether your Senior Leadership Team needs help to extract useful information to inform your school intervention strategies; our knowledgeable trainers and consultants can work at all levels across your school to help you make effective use of RM Integris.

We offer training courses which can be classroom based, onsite or delivered remotely if that works better for you.

Thinking of Moving to RM Integris?

Then contact us - we will give you impartial and objective advice to help you decide whether RM Integris meets your requirements.

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

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