VIRTUAL TECHNICIAN SERVICE

Take advantage of our

FREE
30 day trial

Don't have the time and resources to monitor your ICT infrastructure effectively? Or maybe you are struggling to keep on top of current software releases and updates and are spending excessive time performing yearly inventory and audit of IT resources?

Our Virtual Technician Service is designed to help you save time and money by automatically monitoring your systems 24/7 and identifying and notifying you of potential problems before they happen. This allows you to plan your budgets more effectively by reducing unexpected failures and breakdowns. You can more easily identify issues and put solutions in place before they become an emergency. Can you afford the downtime and cost of unplanned expenditure when problems happen unexpectedly?

Automated 24/7 Monitoring - giving you peace of mind, reducing unexpected problems and unplanned expenditure

With our Virtual Technician Service, you won't have to wait for a technician to be free or wait for a scheduled visit. The service provides automated monitoring 24/7 of all devices in school to identify and notify you of any hardware or software problems. Additionally this continual monitoring provides peace of mind, knowing that you will be able to budget and plan in advance for any potential replacement of problem equipment.

Remote Termly Health Check and Software Update - keeping your windows environment stable and constant

A Scomis Desktop Analyst will conduct a remote termly health check and will ensure that your core software titles and operating systems are up to date, across all of your monitored computers. Any maintenance work required can be scheduled around your working day, limiting or avoiding downtime of your IT resources.

Comprehensive Reports and Network Audit - saving you time and helping you plan

A network status report will be sent to you each term giving you a thorough overview of your ICT resources, which allows better planning for future ICT decisions. Once a year (or sooner if required) a full network audit will be emailed to you including full computer inventories containing serial numbers, MAC addresses and model types. This will also include a complete list of all installed software across your network, for you to verify software licensing agreements and to assist you in your school's audit.

### Power Management - saving you money and extending the life of your hardware

As part of the service, we can automatically turn all of the workstations in your school on and off at times specified by you. Planned power management can extend the life of your hardware and reduce energy costs.

Additional Services

Remote software deployment is available to schools with the Virtual Technician Service for software packages within our approved list at an additional charge per package.

For software packages outside the approved list, a bespoke service can be provided. The price for this service is available on request.

We can also offer a service to remotely install and configure additional MS Windows devices onto your network at an additional charge per device.
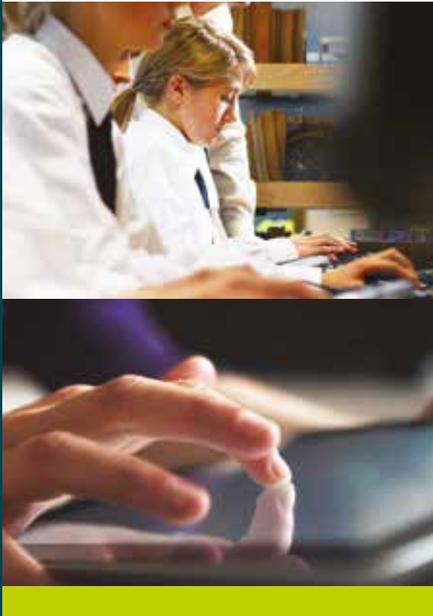
Virtual Technician Service Overview

The table below provides a summary of the key features of the Virtual Technician Service. If you subscribe to our Whole School Support Service, we will also provide Service Desk Support to help you resolve any software issues identified. In addition, we can offer an Onsite Technician Service to fix any physical hardware related issues for you.

Alternatively, you can use the Virtual Technician Service to complement the services provided by your own in-house technical team or your local onsite support provider.

Key Features	Virtual Technician	Service Desk Support	Onsite Technician Time
Automated 24/7 monitoring to identify and notify you of hardware or software problems	✔	X	X
Termly remote health check of your computer hardware with a summary report including disk space availability	✔	X	X
Termly software health check and Windows operating system and core applications report to check they are up to date	✔	X	X
Termly broadband speed report	✔	X	X
Termly power usage/cost report	✔	X	X
Annual network audit - full computer hardware and software inventory	✔	X	X
Power management - automatic shutdown/boot up of PCs	✔	X	X
Windows updates deployment - patch management	✔	X	X
Anti-Virus reporting and updating	✔	X	X
Updating of core applications e.g. Java, Flash, Shockwave, Adobe Reader, and Silverlight	✔	X	X
Remote network support - help to resolve software issues	X	✔	X
Remote redeployment of existing software packages	Chargeable Option	X	X
Remote installation and deployment of new software packages	Chargeable Option	X	X
Remote install and configuration of additional Windows devices onto your network	Chargeable Option	X	X
Hardware installation/replacement	X	X	✔