Does your school have the technical expertise to manage your Apple equipment or do you find it challenging to support and maintain?

Many schools use Apple Macs and iPads alongside their main ICT provision for specific areas of the curriculum such as design, music and media. However, you may not have the time, resource or capacity to develop the skills required to manage this discrete area of your ICT effectively. Our Apple support service will help you resolve technical issues with Mac OS and OS X Server. We will also support the integration of your standalone Macs, iPads and OS X Servers onto your main school network so that users can take advantage of centralised resources such as printing which in turn will save time and money.

Key features of our service include:

- **Direct Access to Apple Certified Support Professionals** - a single point of contact for help when you need it most

  The Service Desk has trained Apple Certified Support Professionals to help with your Apple related issues and when you call us, an expert will start working on your query with you.

- **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 more than 98% of our calls were answered within 30 seconds and 63% were resolved at first contact. If we do need to escalate your call to one of our specialists or to Apple, we continue to act as a single point of contact at no additional cost to you.

- **Remote Assistance as Standard** - to speed diagnosis and show you how to resolve the issue

  We have the ability to remote into your desktop so that we can work with you to help diagnose the problem and resolve it with you. This is a standard feature of our service and very popular with our customers, as you will learn how to resolve the issue should it reoccur in the future.

  We also provide access to a library of Frequently Asked Questions (FAQs) which you can access 24/7.

- **Unlimited Service Provision** - no barriers to use

  We do not place any restrictions on the number of times you can contact us, nor do we restrict the number of users of our service. This means that anyone in your school can log incidents for one annual support fee.

- **Additional Services**

  Onsite technician time can be purchased separately if required and one of our Apple Certified Technicians will visit you as and when needed. We also offer Apple training courses to help you get more out of your systems to support teaching and learning. We can install your Apple equipment and take care of registration and licencing for you too.

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**Scomis Hosted Application Service**

**SIMS in the Cloud anytime, anywhere, any device access**

Our Hosted Application Service is a fully managed service which removes the burden of managing SIMS, FMS and Discover onsite with school-based servers, so you don’t need to worry about upgrades, patches, backups or keeping associated software up to date. We take care of that for you remotely with no disruption to your school day empowering teachers to focus on pupil attainment and school improvement.

What’s more, you don’t need the latest hardware and you can access your data securely anytime and from anywhere with an internet connection using a range of devices including Windows, Android, Chromebooks or Apple.

For more than 15 years, we have invested in a programme of technical development and continuous service improvement to ensure we understand and respond to the changing needs of our customers and that the performance of our service is maximised. This means you can be confident our service has been designed to meet your requirements and is robust, resilient and future proof.

“When we converted to a MAT, becoming an academy was completely alien to us. The support from Scomis was fantastic. We couldn’t 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.”

Carol Chapman, Chief Operating Officer, The First Federation Trust"
Why choose the Scomis Hosted Application Service?

The key features of hosting are:

- **Seamless, secure and flexible access**
  Allowing access to SIMS, FMS or Discover at any time, whether in school, at home or anywhere with an internet connection

- **Access from a range of devices**
  Access SIMS, FMS or Discover using a range of devices including Windows, Android, Chromebooks or Apple

- **Superior user experience**
  From simple and seamless access to data through to password resets and remote support, providing the very best user experience

- **Hassle free upgrades and offsite backup**
  All upgrades, patches and daily backups are managed for you remotely so that staff can focus on using SIMS effectively to drive improved outcomes

- **Trouble free third party application integration with SIMS**
  Many third party applications are managed and maintained within the service, saving time and money

- **No hidden costs including unlimited user provisioning**
  All features of the service are included as standard and all staff can be set up as users at no additional cost

**High levels of availability**
Our private cloud based in the UK is available 24/7 and exceeds our target of 99% availability during the school day

**Scomis Hosted Application Support**
Instant remote support without the need to download any additional tools so our Service Desk can quickly access your desktop and work on your issue

**Easy access to databases across Multi Academy Trusts and Federations**
Users can easily access multiple schools’ databases with one user name and password from any location

**GDPR compliance & data security**
As a data processor we comply with GDPR and hold ISO27001 certification, an international standard for data and information security

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**MIS Support Service**
We can provide direct MIS support:

- Breadth and depth of knowledge across all aspects of SIMS, including associated modules such as FMS, Assessment, Discover, Parent App and InTouch
- Resolve “How do I?” queries
- Fast Response Times and High First Time Resolution Rates
- Unlimited service provision

**Additional Services**

We offer a range of training options:

- Classroom-based training courses
- Online digital learning courses
- Telephone remote training
- Scomis WebTrain – a webinar service
- Onsite bespoke training

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

Scomis, Great Moor House, Bittern Road, Sowton, Exeter, EX2 7NL

phone: 01392 385300
e-mail: scomis@devon.gov.uk
www.scomis.org