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 you can be confident 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, and InTouch.

They can resolve “How do I?” queries from members of staff across a school or Multi-Academy Trust.

Whether you’re 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 when you need it most

At Scomis we do not have a tiered approach to service delivery unlike other service providers. This means 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 97% of calls were answered within 30 seconds and 67% of calls were resolved at first contact. If we do need to escalate your call to a specialist or to Capita, we continue to act as a single point of contact at no additional cost to you.

“I find the staff very helpful and efficient and dedicated to solving the issue (which they always do). A very good and reliable service.”

Cann Bridge School
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 call us, nor do we restrict the number of users who can call us. Anyone employed by your school can log incidents for one annual support contract fee.

Flexibility of Access – log your call in the way which best suits you

We offer a number of different ways in which you can log a call – via telephone, fax, email or, for Hosted Application Service customers - 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!

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.

Even on the afternoon of Census Day I had prompt and efficient service!

Annual Customer Satisfaction Survey 2017/18

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