



Interm IT
Empowering future generations.

Infrastructure / Managed Service

Service Definition

G-Cloud 14

Introduction

This is a service definition document for our G-Cloud Interm IT services. Below you will find information about how to use this document and what the document contains. It is important you read this introduction section to get the best experience from this document and ensure you find the information you need quickly and easily.

Document Sections

This document has the following sections:

Section 1: Service Information contains essential information about our services, their functionality, security, and brief aspects of pricing.

Section 2: G-Cloud Alignment Information details how our services and company align with the G-Cloud buying process and provides typical information to help you understand how to buy, configure and consume our services, and how to leave our services should the need arise.

Section 3: About Our Company and Our Services provides information specific to Interm IT and how we can solve the problems faced by customers in the public sector.

Section 4: Appendices provide supplementary service information that explain the functionality and benefits in greater or simpler detail. Also covered is how to search for and select the service(s) on G-Cloud and how to differentiate services of this kind when comparing across suppliers.

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Service Information

From primary level to sixth form, Interm IT supports schools in the Southeast of England. Be it on-premises, in-cloud, hybrid, or a unique plethora of all three, we support their Digital Vision, including their IT, technological and service needs, using our extensive sector experience from the last 24 years.

Our cloud-based IT solutions like Microsoft Office 365 Education and Google for Education Partner, On-Premises and Cloud based system integrations and managed services help schools to support their educational environment through the deployment of technology.

Interm IT provides a complete service from supplying the annual licenses to migration, security, training, and ongoing support.

Our Infrastructure/Managed Service

The Ruckus Virtual SmartZone (vSZ) is a cloud-ready WLAN and infrastructure controller for schools ready to elevate their wireless and cabled deployment to the next level of flexibility, resiliency, and scale.

To assess a school's network requirements, we offer technical consultation services and provide detailed instructions to the current support team, highlighting their capabilities in delivering 3rd line support as well as offering a complete end-to-end configuration service.

Schools will find that the vSZ delivers world-beating Wi-Fi performance in an incredibly easy to manage and cost-effective package. This package provides the customer with a scalable Wi-Fi rollout brimming with unique service provider features ready to support any school or Multi-Academy Trusts (MATs) growth.

Through this, schools can rely on their managed infrastructure to be kept up to date and secure. Individual schools and entire MATs can efficiently oversee and monitor their entire infrastructure through a unified system. This platform allows users to seamlessly view, edit, and upgrade switches and wireless access points, providing a centralised and streamlined approach to infrastructure management.

This can either be done with partial or full integration to Ruckus vSZ from their legacy switch and wireless access point solutions. This eliminates the need to replace the entirety of a school's infrastructure estate and one time, enables a staged replacement and helps to spread the capital expenditure over several years.

Management and Administration

The customer can delegate the administrative role to a trusted Ruckus VAR, so that the VAR can help manage the customer network. This privilege can be revoked at any time.

Multiple employees can help manage the network. Role-based access control (RBAC) is available for both the customer and the VAR. Administrators can have primary admin, read-write, read-only, or guest roles. The least number of administrative privileges can be implemented for operational security by assigning different responsibilities to the appropriate people.

Maintenance

To ensure the overall health and longevity of the Ruckus vSZ infrastructure, we adhere to proactive, routine maintenance tasks. This includes regular software updates and performance reviews to guarantee the system's optimal functionality. In addition, we conduct thorough checks of the physical drives to assess integrity and closely monitor server logs for early detection of potential hard drive failures.

Staying informed of updates for the vSZ platform is paramount in our approach, and we diligently follow the latest recommended guidance for hosting the vSZ. By adopting these measures, we aim to not only enhance the system's performance but also to mitigate risks and ensure the sustained reliability of the Ruckus vSZ infrastructure.

Information Assurance

To meet and exceed all criteria set of in the DfE's cloud supplier checklist and be on the UK Government G-Cloud list of approved cloud suppliers we have several accreditations.

Being Cyber Essentials certified and ICO registered is essential to our core business.

Security

Ruckus Cloud provides robust security mechanisms available to protect user traffic and secure the infrastructure.

- State-of-the-art data centres and data processing systems that are protected by firewalls
- Data is transported over secure protocols and encrypted at rest
- Secure account credentials, account security protections, change management and control policies
- Access to customer data restricted to personnel strictly based on business need and limited by functional role

Our commitment to cybersecurity measures includes the regular updating and patching of systems to promptly address potential security vulnerabilities. Employing automatic security updates and patches, both for cloud-based systems and mobile applications, enhances the overall resilience of our infrastructure.

Importantly, these updates can be seamlessly implemented remotely and scheduled at times that do not disrupt end-users, ensuring a smooth and uninterrupted user experience. This proactive approach to updating occurs at least once every half a school term, reinforcing our dedication to maintaining a secure and reliable technological environment.

To ensure the utmost security and compliance for safeguarding sensitive educational data, our company follows industry best practices and guidelines.

Our general key security features are:

- Geofencing IP external address - IP Whitelisting through trusted IP's
- Multi-Factor Authentication (MFA)
- Unique administration accounts
- Password complexity and enforced change automated
- UK backup data centres
- Self-service password reset
- Full KSCIE compliance

To ensure digital and physical security we:

- Store, process and manage all personal data and backups in UK based Data Centres to comply with DfE guidelines.
- Encrypt your data in Transit and At Rest using bank-grade 256-bit SSL
- Continuously patch servers to reduce security vulnerabilities

All staff working on school premises require enhanced DBS checks and strict adherence to GDPR.

Backup/Restore and Disaster Recovery Provision

To ensure an effective service and system for your school, it is important that all suitable virus protection software (i.e. Acronis, EDR watchguard & back-up, patch management) is purchased and kept fully up to date. Schools should also ensure that there is a regular daily backup procedure in operation, and the backup media is kept in a safe and secure location.

Interm IT provides comprehensive backup/restoration and Disaster Recovery support to schools in the event of a fault or unrecoverable data issue that cannot be resolved, which has caused the computer system to completely crash, or not operate as it should. This is achieved through successful restoration of the server from its most recent backup.

Interm IT assist schools with managing the backup media and arranging backup testing to ensure that their backups are valid and operational for any restore requirements, so that issues do not arise again.

Should an issue arise where a usable backup is not available then the system will need to be returned to its factory state and fully re-commissioned to the school's settings. Therefore, prioritising backups and its media is essential for the school, and supporting schools in this regard is a priority for Interm IT.

Backup solution is not included and must be purchased separately.

Backup/Restore:

- Automated encrypted remote back-up
- Each school will have 3 back-ups on Office 365 & Google – to ensure DR Compliance
- Remote backups stored in highly secure, world-class facilities located in the UK
- Immutable backup & offline

Service Pricing

In this section you will find an introduction to all the types of charges that you may incur in consuming our services. This will identify any setting up costs, operating costs, service closure costs and any optional charges from services that may accompany our services such as consultancy and training.

Service Provision Pricing

- Overnight stay - £120 per person per night
- Post 30miles from Hertford, Hertfordshire - £0.50 per mile
- ULEZ, tolls or additional unavoidable travel costs – at cost + 15%
- Cloud Infrastructure device management (WAP, Switch) - £16.75 per device per year
- Remote onboarding £20 per switch/AP

** We reserve the right to increase prices in line the Retail Price Index*

On-Boarding Charges

	Strategy and architecture	Change and Transformation	Development and implementation	Delivery and Operation	People and skills	Relationships and engagement
Follow	£362	£362	£362	£362	£362	£362
Assist	£362	£362	£362	£362	£362	£362
Apply	£362	£362	£362	£362	£362	£362
Enable	£399	£399	£399	£399	£399	£399
Ensure, advise	£399	£399	£399	£399	£399	£399
Initiate, influence	£399	£399	£399	£399	£399	£399
Set strategy, inspire, mobilities	£499	£499	£499	£499	£499	£499

** Discounts available if there are multiple consultants and/or 52wk rather than term time 41wks*

Off-Boarding Charges

Service	Pricing
Handover consultancy	£362 per day
Documentation for incoming support	£362 per day
Outstanding future plan consultancy	£362 per day

** This service is provided by Senior Managers / Directors*

Termination Charges

License costs for remainder of its term (e.g., if it's a one-year Microsoft license paid monthly – the remaining months are to be paid past termination up until the license end) includes, but is not limited to: Antivirus, Cloud backup, Cloud device management, MDM Licensing, Print Management Software, M365 Licensing, Google Licensing.

Training Charges

Service	Pricing
½ day	£185 per trainer
Full day	£362 per trainer
Overnight stay	£120 per person per night

Consultancy Charges

Service	Pricing
Project Management	£362 per day
Documentation	£362 per day
Handover (incoming/ outgoing)	£362 per day

Standards for consultancy day rate cards:

- Consultant's working day: 8 hours exclusive of travel and lunch
- Working week: Monday to Friday excluding national holidays
- Office hours: 9:00am to 5:00pm Monday to Friday
- Travel, mileage subsistence: Included in day rate within M25. Payable at department's standard travel and subsistence rates outside M25
- Mileage: As for travel, mileage subsistence
- Professional indemnity insurance: included in day rate

Other Charges

Service	Pricing
Corrective works if required	£362 per consultant per day
Cheque payment charges	£2 per invoice
Late payment fee	£40
Late payment interest	+ 8% per month
Re stocking fees	50% per item

G-Cloud Alignment Information

On-Boarding and Off-Boarding Processes

On-Boarding

Our on-boarding process consists of the following:

To initiate the process, a member of our senior management team will personally meet with the customer to outline their requirements and receive any preexisting handover documents.

Interm IT will review existing documentation for the customer and create a handover folder for this. Our team will then use this to install / migrate information onto the new cloud software, taking into consideration project management, risk identification, regression planning, and any further factors.

Once installation of the cloud software is completed and any necessary information has been migrated, an expert within our team will complete a handover / training with the school.

Typically conducted with key members of the school's staff, this session can be held either as twilight training or virtual. Where possible, we endeavour to host this in person as this is more effective.

Training will cover the cloud software, the network, how to access systems and how to create staff/pupil information and classrooms. The specifics of the training will be tailored to meet the unique requirements of the customer's software.

Any additional training needs will be addressed as part of our ongoing support services.

Off-Boarding

As standard, we will assist customers with the off-boarding process and the transition to new providers.

- Admin/ Support accounts
- Core IP device information
- Incoming to configure replacement infrastructure controller

User Authorisation and Roles

- Encrypted Data
- Unique complex passwords per school
- Limited user access dependant on policies/roles

General Support Details

This service is provided between the hours of **8:00am and 5:00pm, Monday to Friday**.

We aim to respond to questions within 4 hours; however, our typical response time is within **15 minutes** on average.

Tickets can be logged via **sd@intermit.co.uk** - for emergencies please use the standard Service Desk number **01763 274727**.

Please note that the Service Desk is not open on public holidays and weekends. Should the Service Desk be closed for Training Days, these dates will be advised in advance.

Service Constraints

Service Desk:

This service is provided between the hours of 8:00am and 5:00pm, Monday to Friday. Tickets can be logged via sd@intermit.co.uk - for emergencies please use the standard Service Desk number 01763 274727.

Please note that the Service Desk is not open on public holidays and weekends. Should the Service Desk be closed for Training Days, these dates will be advised in advance.

Maintenance:

Where planned maintenance is scheduled, this is conducted outside of working hours. Where disruptions are expected we provide updates via email notification, social media and on company calendars.

For sites with boarding students, maintenance is conducted after 11pm.

For emergency maintenance, senior staff are responsible for completion. Work will be ongoing until completion and continues outside of working hours if necessary.

Browsers:

Legacy or Unpatched Browsers connections may not be supported to access services. We support all other services; however, we do recommend that customers use supported operating systems, Windows 11 or later. We cannot be responsible for any issues that arise due to customers using older operating systems.

Training

We conduct both onsite, offsite, and virtual training. This can be done during working hours or via twilight training. We are frequently invited by educational institutes to conduct specialised training sessions covering a multitude of applications. The specifics of the training will be tailored to meet the unique requirements of the customer.

Outside of scheduled training, training documents are available at any time on customer portals.

Invoicing Process

Orders are placed with our Purchasing Team via telephone or email.

The school agrees to pay all Provider invoices within the period stated on the invoice. Any invoices which remain unpaid after the invoice date will result in reminders for payment being sent 14, 21 and 30 days thereafter. The Provider reserves the right to charge 8% interest per month, per invoice, plus a £40.00 late payment charge per invoice on any outstanding payments post 30 days of the date of invoice. Failure to adhere to these terms and conditions could result in withheld products and services at our discretion, until the outstanding balances have been paid in full. The Provider reserves the right to increase its prices at least annually in line with inflation.

Termination Terms

The customer acknowledges that it has purchased the Services for the Minimum Period and any Renewal Term(s), as defined in the Certificate or Order Summary.

The Provider may terminate the Agreement forthwith if:

- (1) the client is in breach of any of its obligations hereunder; and/or
- (2) the school has entered into some form of insolvency process or is unable to pay its debts when they fall due; and/or
- (3) the client ceases or threatens to cease to carry on business; and/or
- (4) the Provider is delayed in performing or fails to perform any of the Provider's obligations due to any cause beyond the Provider's reasonable control in circumstances where, having proper regard to the nature and extent of the actual or likely future disruption to the Services due to that cause, it considers that it cannot effectively provide, or any longer provide, the Services. In the event of termination under clause 28(1) the Provider shall retain any sums already paid to it by the school without prejudice to any other rights that either party may have whether at law or otherwise.

Data Processing and Storage Locations

Interm IT stores encryption keys on behalf of schools within a secure database encrypted with AES 256-bit key. Encryption keys can only be transferred to a school after permission has been obtained from the Headteacher.

For data processing, we use a variety of cloud backup solutions. In relation to customer data, dependant on which service you choose, they will collect, receive, transmit, and store data as per the following.

- Data Collection – Data is “collected”. This includes the on-premise agent. The “receipt of data” applies.
- Receipt of Data - Customer data will be received from customer environments. This data is encrypted at source prior to being transmitted. This data is therefore considered “secured” as to mean it has been rendered.
- Transmission of Data - The encrypted data (using AES-256) is transmitted to the cloud environment from the customer environment.

- **Storage of Data** – Once transmitted, data is then stored within the cloud environment in its encrypted form (AES-256). The data maintains end to end encryption throughout its journey from the customer environment to the cloud environment.
- **Further Transmission of Data** - Once the data is protected within the cloud environment it is then available for use by the customer. The customer can interact with or restore data using the available tools which include both the agent and various cloud portals. All these forms of data access require the encryption key which is generated at the point of account creation by the customer. These keys are not accessible or known to employees thus preventing unauthorised access to data. Should a customer misplace or forget their encryption key it would not be possible to perform the restore unless the customer has provisioned a "Collection or Group Certificate". Using these tools, the customer can restore data from the cloud environment. The decrypted data is then available to the customer within the customer's environment.
- **Geographical Areas Covered** –Data stored in the United Kingdom (UK)

Customer Responsibilities:

- Regular system backups
- Antivirus installation
- Safeguarding Monitoring software (e.g Senso) DfE requirement 31st March free for all primary schools with onsite support and service desk
 - Updated up to 2 times a day
 - Screenshot of violation recording which device and indicating which safeguarding category
 - Email alert to school DSL / logs it for person to review it
- Licenses for OS and any 3rd party software's that the schools use.

Details of Trial Service Available

For all our services, we offer 30-day trials. This includes:

- | | | |
|---|---------------------------------|--------------------------|
| • Backups | • On-site Support Service | • IaaS: loan of wireless |
| • Antivirus | • MDM Services (Apple & Google) | AP/Switch Network |
| • Senso Safeguarding/
Filtering/Monitoring | | • IaaS licensing |

Government Policy Alignment/Compliance

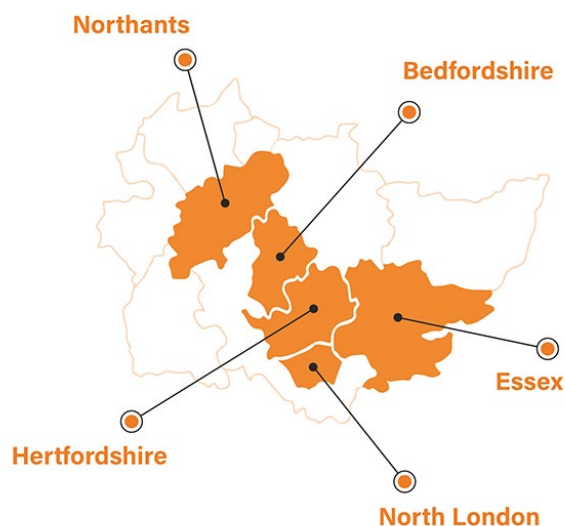
ICT Greening Policy Compliance

- Recycling of IT equipment via accredited services.
- Upcycling of IT equipment within the school community.
- Energy settings of MDM devices e.g. touchscreens, tablets, PCs and laptops.

Our Company & Our Services

About Us

For over 24 years our managed service has helped schools with reliable technology to support their educational environment. We do this by providing dedicated consultants as an extended member of their team, backed up by our in-house support desk and the use of cloud-based monitoring tools. Interm IT supports schools of all levels in the southeast of England. Our team works closely with school leadership amongst a large variety of educational settings, from village schools, primary, secondary, ESC and special educational needs schools. We are flexible and can adapt to different school setups.



The Ryde
 ★★★★★

Interm IT are providing high quality IT support. They listen to our concerns and always work positively to solve these. They manage our systems very well.

Why Choose Us?

When you choose Interm IT you invite a new member into your school family. We bring a wealth of knowledge and experience not just from your dedicated consultant, but a whole team working together to support you and your systems to embed technology effortlessly into your everyday teaching, learning, and working life.

You will find nothing is too much trouble for your onsite consultant, our service desk, or our admin team. We have a positive, can-do attitude; after 24 years of doing what we do, we understand how stressful even the little things can be. Interm IT are passionate about introducing their schools to the most current and innovative technology, so they may thrive and be ready for the future. Our consultant support extends past the "fix your computer issues". From support to equipment supply to WiFi, switches and even phone systems, we can tailor a full 5 year rolling programme so that you have peace of mind when it comes to budgeting... and you can rest assured knowing that your system is future-proofed to deal with whatever comes your way.

By forward planning, you will always be one step ahead. We can install and maintain a wide variety of technologies from servers – both onsite and cloud – Google devices, iPads and desktop / laptop computers, along with the necessary disaster recovery solutions to protect these. Comprehensive project management, included as standard, means that these are delivered effectively and on time to the highest quality. Whatever your budget, we can find a solution to fit you – and even offer leasing options, should you need them.

All staff working on school premises require enhanced DBS checks and strict adherence to GDPR.

An example of a successful Transition Programme we have achieved...

Interm IT has supported Hartsfield JMI primary school for a number of years and have developed a strong, trusted relationship with them. We have successfully introduced new innovations to continuously support their educational environment, one of which required a full infrastructure upgrade.

In 2018, Hartsfield school had a Windows network installed. Since then, Hartsfield gradually upgraded their infrastructure to position themselves to be ready for a full cloud system. Planning began in 2022 with Interm IT, when we successfully met and designed a digital strategy with Hartsfield to help prepare to move to a full cloud system by the time their server warranty ended in 2023.

This planning included comprehensive analysis of which printers, software, and hardware would most effectively work with the new system the school wanted. Initially Hartsfield had three pupil laptop trolleys, which did not meet the minimum requirements to support Windows 11. In mitigation, and to maximise value, we advised that we could convert these older laptops into Chromebooks. The school subsequently decided to go down the Google route for all pupil devices so they could provide a uniform network for the pupils, in conjunction with the Windows cloud network for staff.

The migration took place over the summer holidays. We started by configuring the cloud system, before converting the school computers to the new system. On the second day we started the data transfer from the school's old on-premises server to the new SharePoint that had been configured. The system configuration and joining of computers continued over the following two days. During this period, we converted all pupil laptops that did not support Windows 11 into Chromebooks, updated all iPads to the latest iOS, and upgraded all switches.



Yewtree Primary School



Thanks for all your help with GDPR. Your Service has been great, always quick to respond to any queries we have regarding GDPR, data breaches and general advice.

Our Services

We have a wealth of knowledge across all services and their integrations / compatibility, founded on 24 years of experience. This enables us to embed technology more seamlessly into teaching and learning.



Printers



Desktop PCs



Juno Soundfield



iPads



Interactive Screens



Switches and Cabling



Laptop and iPad trolleys



Digital Visitor Management



Gate and Door Entry Systems



Laptops



Interactive Boards and Projectors



Servers

Our Service Portfolio (other services on G-Cloud)

Other services that we provide, also available here on the G-Cloud Digital Marketplace, are:

- IT Managed Service
- Microsoft Azure configurations/migration/support
- Google Education migration/support
- MIS/Arbor support

Pricing Our Services

Service	Pricing
DPO Service	£625 per year
Broadband	Price according to requirements
Remote Access/ Webiste Security Certificate	£91 per year
MDM management	£2.50 per device
Antivirus	£3.50 per licence
Remote Back Up	£ 0.08 per GB per month
Senso Clients & Safeguarding	£3.50 per device per annum
Senso Classroom Control	£56.50 per account annum
Senso Lockdown Module	£56.50 per annum
Senso filtering	£2.50 per device per year


How to Buy Our Services:

Get in touch with our Purchasing Team today

Available 9:00am and 5:00pm | Monday - Thursday

Available 8:00am and 4:00pm | Friday

 **Call** 01763 272 765

 **Email** purchasing@intermit.co.uk

 **Learn more** intermit.co.uk



Appendices

Appendix 1:

Benefits of Service Functionality

As an educational-focused IT support company, our service aims to provide a comprehensive set of benefits to businesses, enhancing their IT functionality and efficiency. Below are the key advantages of our service and the potential impact on businesses without them:

1. Expert IT Support and Troubleshooting:

Benefit: Our team of highly skilled and experienced IT professionals will offer expert support and troubleshooting for various IT issues, ensuring a seamless and uninterrupted operation of business systems.

Impact without the service: Without expert IT support, customers may encounter prolonged downtime, reduced productivity, and increased frustration among employees due to unresolved technical issues.

2. Proactive IT Monitoring and Maintenance:

Benefit: We will implement proactive monitoring and regular maintenance of IT infrastructure, identifying potential problems before they escalate into critical issues.

Impact without the service: Without proactive monitoring, customers may face unexpected system failures, data loss, and security breaches, leading to significant financial losses and reputational damage.

3. Security and Data Protection:

Benefit: Our service will focus on robust security measures, encryption, and security protocols (e.g., multifactor authentication) to safeguard sensitive customer data from cyber threats.

Impact without the service: Insufficient security measures could expose customers to cyberattacks, data breaches, and data theft, resulting in compromised customer trust, legal liabilities, and financial losses.

4. Scalability and Flexibility:

Benefit: Our service will ensure that IT infrastructure is designed to be scalable and adaptable to the evolving needs of our customers.

Impact without the service: Without scalability and flexibility, customers may struggle to keep up with growth, encounter bottlenecks in operations, and face limitations in implementing new technologies and innovations. Unfortunately, ultimately this usually leads to increased costs.

5. Employee Productivity and Training:

Benefit: We will provide employee training and support to help them leverage IT tools effectively, optimising productivity and workflow efficiency.

Impact without the service: Employees may not fully utilise available IT tools, leading to inefficiencies, slower processes, and missed opportunities to streamline operations.

6. Reduced Downtime and Business Continuity:

Benefit: Our service will prioritise minimising downtime and implementing robust backup and disaster recovery solutions to ensure business continuity.

Impact without the service: Extended downtime during technical failures or disasters can disrupt school operations and harm the school/ MAT reputation.

6. Cost Optimisation:

Benefit: We will assist customers in optimising IT infrastructure and services, helping them identify cost-saving opportunities without compromising performance. Robust rolling programs and 5 year consultancy plans.

Impact without the service: Customers may overspend on IT resources, invest in unnecessary technologies, and face challenges in managing IT-related expenses effectively.

Appendix 2:

Important Considerations when Choosing a Service

We understand education and its needs, which are unique compared to corporate support. We provide value added services within our standard service because we feel it is ethically correct for working with schools and supporting the future generations of its pupils. Our staff are trained in all aspects of technology expected within schools so that they can support the school without the need to have multiple support contracts.

Key Things to Consider:

- We manage all aspects of educational IT
 - regardless of project we can help integrate and improve/ advise to ensure the project works well within your own school.
- Our core support service (onsite, remote, support desk) contracts comprehensively cover the general daily needs of our customers.
 - Ad-hoc or planned projects are priced separately to avoid these costs being incorporated into the base offering and unnecessarily inflating the price.

What We Offer:

- Microsoft
- Google
- Apple
- Virtualisation
- Door entry
- SSL
- Security
- Document imaging
- Disaster recovery
- Lego for education
- Aircon
- Air Conditioning
- Networking
- Fibre
- Connectivity
- Audio visual
- Cloud
- Cloud services
- Cloud consultancy
- MIS
- Dell
- Arbor
- Senso
- Safeguarding
- Watchguard
- Antivirus
- Restore
- RM
- Research Machines
- CCTV
- Inventory
- VoIP
- Phones
- Telecommunications
- Telephony
- Remote Backup
- Broadband
- GDPR
- Wonde
- MDM
- Ruckus
- vSZ
- Interm
- Interm IT
- Empowering Future Generations
- School support
- Educational support
- HP
- HPE
- Toshiba
- Aruba
- Cisco
- Net gear
- Clevertouch
- Sahara
- Onsite support
- Thin Client
- Fibre
- Windows Server Routers
- Networks
- Cabling
- APs
- MIS
- Management Information Systems
- Desktops
- OM3
- OM4
- Analytics
- Acronis
- Data management
- Ubiquiti
- Unify
- Android
- Onboarding
- Switches
- Wireless
- Computers
- Laptops
- Printers
- Projectors
- IWB