



Connetix Cloud-Based ICT Support & Consultancy for Education

G-Cloud 15 Service Definition

1. Service Overview

Connetix provides cloud-based ICT support and consultancy services for educational organisations using Google Workspace for Education and Microsoft 365. The service is designed for UK schools, academies, colleges, and multi-academy trusts.

The service provides remote and on-site technical support, administration, security management, and consultancy to ensure the effective operation, security, and optimisation of cloud platforms used for teaching, and learning.

Support is delivered by UK-based education technology specialists through a central service desk operating in accordance with ITIL best practice.

Further details of services provided are attached to the Appendix of this document.

2. Service Scope

The service provides the following capabilities:

Google Workspace for Education Support

- Tenant setup and configuration
- User, group, and organisational unit management
- Licence administration
- Security and compliance configuration
- Application support (including Gmail, Drive, Classroom, Meet, Vault, Directory)
- Chromebook and mobile device management
- SSO integration with approved third-party applications
- Reporting and audit support

Microsoft 365 Support

- Tenant setup, configuration, and optimisation
- Entra ID integration and synchronisation
- Licence administration
- Security, compliance and information governance
- Endpoint Manager and Intune for Education
- Exchange Online, SharePoint, Teams
- Power Platform support
- School Data Sync
- Device management across Windows, macOS, iOS and Android

Additional Services

- Arbor MIS support
 - GDPR and information governance support
 - Data Protection Officer (DPO) services
 - Cloud telephony solutions
 - WiFi Solutions
 - Interactive display procurement and installation
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3. Service Benefits

- Enables secure remote access for staff and students
- Reduces infrastructure costs through cloud delivery
- Improves system reliability and resilience
- Enhances collaboration and productivity

- Supports GDPR and information governance compliance
 - Reduces operational burden on internal IT teams
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4. Delivery Model

- Remote and on-site support from UK-based engineers
 - Central service desk for incident, request and change management
 - 24/7 monitoring and diagnostics
 - Escalation to Microsoft and Google education support where required
 - Dedicated account management
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5. Service Levels

- Standard operating hours for the helpdesk is 08:00–18:00 Monday to Friday (excluding UK public holidays).
- Out of hours support is available for critical incidents like system down, cyber attack management

Incident Response Times

Priority	Description	Response Time
CRITICAL	Major service outage affecting teaching or operations	1 Hour
HIGH	Significant service degradation	4 hours
MEDIUM	Non-urgent service issue	1 business day
LOW	Service request or general enquiry	3 Business Days

Custom SLA options are available for multi-academy trusts and large institutions.

6. Onboarding

Onboarding is delivered as a managed implementation project:

1. Requirements assessment with ICT leadership
 2. Technical audit and infrastructure review
 3. Migration and implementation plan
 4. Tenant setup and configuration
 5. Security and compliance configuration
 6. Knowledge transfer and documentation
 7. Three-year ICT roadmap and improvement plan
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7. Offboarding

On contract termination, Connetix will provide:

- Data handover and system documentation
 - Access removal and credential revocation
 - Knowledge transfer to new provider
 - Optional transition support
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8. Security and Data Protection

- UK-based support delivery
 - GDPR compliant service delivery
 - ISO-aligned security practices
 - Multi-factor authentication
 - Access logging and auditing
 - Regular security reviews
 - Optional DPO services
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9. Service Constraints

- Requires stable internet connectivity
 - Some services require third-party licences (Google or Microsoft)
 - Service is available to UK educational institutions and SMEs
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10. Technical Requirements

- Internet connectivity with appropriate bandwidth
 - Google Workspace or Microsoft 365 tenant
 - Supported devices: Windows, Chromebooks, iOS, macOS, Android
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11. Support Management

- Central service desk
 - ITIL-aligned incident, problem and change management
 - Dedicated Account Manager
 - Monthly service reporting (optional)
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12. Training

- Administrator training
 - End-user training
 - Online and on-site delivery options
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13. Pricing

Pricing is based on service scope and user numbers.

- Fixed-price and flexible support plans
 - Multi-school and volume discounts
 - See G-Cloud Pricing Document for full details
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14. Ordering and Invoicing

- Services can be procured via the G-Cloud Digital Marketplace
 - Contracts issued electronically
 - Invoicing monthly or quarterly in arrears
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15. Contact Details

Connetix

Website: www.connetix.co.uk

Email: info@connetix.co.uk

Phone: 020 3813 8702

Appendix

www.connetix.co.uk



CONNETIX
IT SUPPORT & CONSULTANCY



INTRODUCTION



Connetix is a trusted leader in providing cutting-edge IT support and consultancy services to educational institutions, with over 35 years of experience in the field. Our mission is to empower schools with innovative technology solutions that enhance the learning experience while simplifying the complexities of ICT management.

We pride ourselves on our tailored approach, working closely with educators to understand their unique challenges and delivering customised solutions that meet their specific needs.



Our vision at Connetix is to revolutionise education through seamless integration of technology, creating an environment where every educator is equipped with the tools, knowledge, and support to inspire the next generation of digital leaders.

We strive to be at the forefront of educational technology, setting the standard for excellence in ICT solutions for schools.

At Connetix, we are committed to shaping the future of education—one school at a time.



LEADERSHIP TEAM



Nic Teeman

DIRECTOR: FINANCE & HR

Agile Programme and Delivery Manager with experience running high level projects in the private and public sector. Recent clients include Department for Work and Pensions, Government Digital Service and most recently a £25m programme for the NHS App.



Afzal Hussain

DIRECTOR: PROJECTS & CLIENT RELATIONS

Solutions-orientated technical manager with experience in all aspects of project planning, development, including strategising, leading, implementing and troubleshooting, while still maintaining low employee turnover and high productivity rates.



Moeen Jamula

DIRECTOR: INFRASTRUCTURE SERVICES

A highly driven professional with a keen ability to identify opportunities for leveraging technology to drive business growth with a proven ability to lead and deliver complex infrastructure and security system implementations with precision and efficiency.



Melvyn Akins

DIRECTOR: DATA & COMMUNICATIONS

A solutions architect and implementation specialist with a large number of high-profile and enterprise-scale system migrations and projects successfully managed and completed within the education sector. Key specialisms in local and cloud virtualisation and VOIP systems.



Ruth Cowderoy

MIS CONSULTANT

I have over 20 years' experience working in IT both in private sector and now the educational sector. Bringing my knowledge and skills to support the schools with their management information systems. My aim is to work with schools to improve their IT skills and help them with their data management.



TESTIMONIALS



"You always feel confident talking to them [Connetix] about different issues you face at the school and things that are coming up. Knowing that they will and truly understand the needs of Chisenhale and that they're fully on board as well. It fills you with confidence (and I know it sounds corny, but ...) we're working as part of a family."

Allen Gross, ICT Coordinator, Chisenhale School

"The excellent planning and implementation of the Windows and Google Domain, coupled with well documented user guides, ensured a very smooth transition to our new network. All my staff can now login from home and access their school desktops. All this at a very cost-effective price. I can't thank the Connetix team enough for their help and support."

Rachel Mahon, Head Teacher, St Mary & St Michael School

"The support we have received from both management and our on-site engineer has been amazing. The transition from our previous IT provider to Connetix was smooth and efficient. I would highly recommend Connetix to anyone thinking about changing their IT."

Oliver Woodward, Columbia Primary School

"I am really pleased that Connetix are managing our IT. I can trust their engineers and expertise to ensure the computer systems work efficiently and effectively, leaving me to concentrate on teaching children about the great opportunities IT can provide for us."

Sam Sharpe, Assistant Head Teacher, Stewart Headlam School

OUR SCHOOLS





OUR SCHOOLS



Christ Church
Primary School



Mulberry
Canon Barnett Primary



Stewart Headlam and Hague
Schools Federation





ICT SUPPORT



1

Onsite Technical Support

At Connetix IT Support & Consultancy Services we aim to provide full and bespoke IT support services, tailored to your schools unique requirements.



2

Personalised Approach

We will meet with the schools ICT lead and together we will design a service that ticks all the boxes for you. Our personal approach will ensure that you feel we are part of your team.



3

We can offer the following:

- User Management Security Monitoring and Response
- Software Licences Management
- Software Deployment & Updates



4

We also provide:

- 24/7 System Monitoring
- Hardware Inventory System
- Usage/Reliability Reporting



5

Cloud Services

Cloud computing in education helps students, teachers and administrators. It provides students with access to homework anywhere with an internet connection, enables teachers to quickly upload learning materials, and allows administrators to collaborate efficiently and reduce data storage costs. Connetix is a partner of both Google for Education Partner and Office365 for Education.

UTILISING THE CLOUD FOR EDUCATION

Get Up and Running Straight Away

Connetix can assist your school in quickly and effortlessly obtaining the necessary licences for Microsoft's subscription services and Google's workspace platform. With our extensive range of tools, migration and customisation services, as well as the expertise to provide ongoing support, we can ensure a seamless transition to these platforms.

Both cloud-based platforms share some common features, summarised below:

- Secure teaching and learning
- Trackable assignment and homework
- Teachers can control accessibility
- GDPR compliant
- 1:1 feedback
- Safeguarding reporting
- Video conferencing
- Secure Shared area
- Multi factor authentication
- Auditing and access history

Google Workspace for Education



Overview of Google Workspace for Education and its benefits for schools

Google Workspace for Education is a cloud-based suite designed for easy collaboration and communication. It includes tools like Google Docs, Sheets, Slides, Drive, and Classroom, enabling real-time teamwork between students and teachers. Schools benefit from a scalable, secure platform that enhances teaching and learning while streamlining assignments, lesson planning, and grading.

Office 365 Education

Overview of Office 365 for Education and its benefits for schools

Office 365 for Education is Microsoft's cloud platform built to boost learning and collaboration. It offers popular tools like Word, Excel, PowerPoint, Teams, Sharepoint and OneNote, all tailored for classroom use. Schools benefit from improved productivity, secure data management, and access to essential digital tools that prepare students for future careers.



ADDITIONAL SERVICES

IWB INSTALLATIONS

We manage procurement and installation of IWB panels, enabling schools to deliver excellent teaching. We are partnered with top industry brands to ensure competitive pricing and exceptional installation service.



MIS SUPPORT

Our MIS Support Service offers comprehensive management of school staff and pupil information.

We prioritise confidentiality and strictly adhere to security laws and GDPR regulations. All team members undergo rigorous background checks to ensure data compliance and due diligence.



VOIP TELEPHONY

Our cloud-based VOIP telephony service provides a hassle-free solution offering exceptional value compared to mainstream providers.



INFORMATION GOVERNANCE/DPO

Since 2018, The General Data Protection Regulation (GDPR) grants additional rights to individuals and imposes further responsibilities on organisations handling personal data. It also mandates the appointment of a Data Protection Officer (DPO) to ensure compliance.

Our service offers comprehensive advice, compliance support, and assistance with regulation responses to help your school meet GDPR requirements efficiently.



WEB DESIGN

We develop and design bespoke, modern and responsive websites that are tailored to your schools requirements.





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