

Education Managed Services

G-Cloud 15 Service Definition

Lot 3 – Cloud Support

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1 Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

2 Who this Service is For?

This service is for Schools, Academies, Colleges and Multi-Academy Trusts in the United Kingdom, seeking a partner to run their IT Managed Services, with the objective of ensuring that they can continue to provide outstanding levels of teaching and learning to pupils. This service can be deployed as a stand-alone service, with in-house team members or in conjunction with delivery partners.

3 Education Managed Services - an overview

This service is designed to help Schools, Academies, Colleges and Multi-Academy Trusts use technology to deliver outstanding learning, supported by the delivery of high quality Managed Services.

Agilisys' Education Managed Services is more than just a run-and-maintain service, we provide a comprehensive offer, acting as a trusted partner to technology roadmap and strategy service empowers schools and multi-academy trusts to realise the full potential of technology by providing expert guidance on building sustainable, budget-aligned IT strategies and roadmaps. We help education leaders evaluate technology pathways (such as choosing between M365 and Google Workspace), maximise investment, and eliminate duplication, while ensuring systems are configured for maximum interoperability. Our service extends to best practice implementation across IT operations, including incident, problem, change, and asset management, to ensure smooth and secure service delivery.



Leveraging Agilisys' deep expertise, we also offer benchmarking, digital maturity assessments, cybersecurity and compliance support, procurement guidance, staff and student training, cloud and infrastructure optimisation, and sustainability advice. By combining strategic vision with hands-on support, we help schools and MATs drive innovation, improve operational efficiency, and deliver outstanding outcomes for staff and students

4 Service Description

Our offering ensures secure, reliable, and cost-effective ICT environments that meet Department for Education (DfE) standards and support modern teaching and learning.

Our range of services are described below, customers are able to call-off these services individually, or in any combination in order to customise the call-off to meet their specific requirements. Please contact us at info@agilisys.co.uk to discuss your needs further and we will be delighted to help.

4.1 Proactive ICT Support

- Fully managed service desk with remote and on-site support.
- DBS-vetted engineers for scheduled visits and the management of high severity incidents.

4.2 End User Computing, Cloud & Infrastructure Management

- Migration to Microsoft 365, SharePoint, and Teams.
- Hybrid and cloud hosting for education applications (SIMS, Arbor).
- Network design, Wi-Fi optimisation, and device lifecycle management.
- Management of on-premise, hybrid or cloud server environments

4.3 MIS Support for Trusts and Schools

- Comprehensive support for your MIS system (SIMS, Arbor, FMS)
- Census support
- User Training
- 3rd line support liaison with vendor

4.4 Cybersecurity & Compliance

- Cyber Essentials Plus certification support.
- GDPR-compliant data handling and safeguarding.
- Backup and disaster recovery solutions to protect against ransomware

4.5 Reporting and Governance

- Named Service Delivery manager and Account Director, building relationships with your school or Trust



- Vendor management and procurement advice
- Continuous service improvement and performance reporting

4.6 Additional services:

Tech Roadmaps: Help Schools to understand the “art of the possible” with technology, and build sustainable, budget-aligned IT strategies and roadmaps, ensuring that technology decisions are taken in a joined up way

Technical Strategy Approaches: Help evaluate technology pathways (such as the decision to deploy M365 vs Google Workspace for Education) and help schools understand how to maximise investment in a technology, remove duplication and save cost

Data-Driven Decision Support:

- **Benchmarking:** Provide schools/MATs with anonymised benchmarking data on IT spend, device ratios, cloud adoption, and digital maturity compared to similar organisations.
- **Maturity Assessments:** Offer digital maturity or readiness assessments to help schools understand their current state and prioritise improvements.

Cybersecurity & Compliance: Cybersecurity Audits: Assess current security posture, recommend improvements, and help with Cyber Essentials/Cyber Essentials Plus certification.

- **GDPR & Data Protection:** Advise on compliance, data lifecycle management, and safe data sharing practices.

Procurement & Supplier Management

- **Procurement Support:** Help schools/MATs run effective tenders, evaluate suppliers, and negotiate contracts for IT hardware, software, and services.
- **Framework Guidance:** Advise on using public sector procurement frameworks (e.g., DfE-approved frameworks).

Change Management & Training

- **Staff & Student Training:** Deliver tailored training for staff on new systems, digital skills, and safeguarding online.
- **Change Management:** Provide structured change management support to ensure successful adoption of new technologies, including side-by-side sessions introducing administrative and teaching staff to their new devices and ways of working.

Cloud & Infrastructure Optimisation

- **Cloud Readiness & Migration:** Assess readiness for cloud, plan migrations, and optimise cloud environments for cost and performance.



- **Network & WiFi Optimisation:** Audit and improve network infrastructure for reliability, security, and scalability.

Sustainability & Green IT

- **Sustainable IT Strategies:** Advise on device lifecycle, energy-efficient solutions, and e-waste reduction.
- **Carbon Footprint Reporting:** Help schools measure and reduce the carbon impact of their IT estate.

EdTech Innovation & Pedagogy

- **EdTech Pilots:** Support pilots of new classroom technologies (e.g., AI, AR/VR, adaptive learning platforms).
- **Pedagogical Alignment:** Ensure technology choices support teaching and learning goals, not just operational needs.

Ongoing Support & Partnership

- **Virtual IT Director/CIO Service:** Offer ongoing strategic advice and oversight as a service.
- **Community of Practice:** Facilitate peer networking, knowledge sharing, and best practice exchange between MATs and schools.

Parental & Community Engagement

- **Digital Communication Tools:** Advise on and implement platforms for parent engagement, online payments, and safeguarding communications.
- **Accessibility & Inclusion:** Ensure technology strategies support SEND and inclusion objectives

Service Options

- **Fully Managed ICT Service** Complete outsourcing of IT operations.
- **Co-Managed Service** Shared responsibility with in-house IT teams.
- **Project-Based Engagements** Cloud migrations, network upgrades, and cybersecurity audits.

Benefits

- **Improved Learning Outcomes** through reliable technology and digital collaboration.
- **Cost Efficiency** via scalable managed services and framework-based procurement.



- **Security & Compliance** with DfE standards and GDPR.
- **Future-Ready IT** enabling hybrid learning and cloud-first strategies.

5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for clients seeking to transition services into or away from our Education Managed Services.

5.1 Onboarding Managed Services for Education

Onboarding begins with a collaborative discovery phase to understand the current situation and establish a baseline for service delivery. We confirm key parameters such as the schools included in the service, the delivery model required (local, remote, hybrid) and the range of services required from Agilisys.

Our team works with you to establish the governance processes, reporting cadence and agreed team structure to deliver services to your Trust or school. After the Transition period is completed a hyper-care period ensures any “loose-ends” are taken care of as the service “beds-in” successfully. We measure and report on customer satisfaction throughout the process to ensure we have the opportunity for continual improvement.

5.2 Offboarding Managed Services for Education

When transitioning out of our managed service, Agilisys ensures a secure and orderly handover to the client’s internal teams or a nominated successor provider.

We transfer operational functional and process documentation, with environment credentials and access details securely handed over, and any client data retained within Agilisys systems is securely deleted in accordance with our data governance policies.

Upon request, we provide formal confirmation of data destruction. Our offboarding process is designed to maintain compliance and support a smooth transition with minimal operational impact.

6 Compliance and Security

Agilisys is ISO 27001 certified and Cyber Essentials Plus accredited. We implement best-practice security measures, including vulnerability scanning, anti-phishing campaigns, and advanced threat protection, ensuring the safety of sensitive school data.

Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:





7 Pricing and Terms

Pricing is transparent and aligned with G-Cloud requirements. Standard support hours are included, with additional rates for out-of-hours and onsite visits. Detailed rate cards are available upon request.