

**SIMS** INDEPENDENT



## Tailored support

Expert advice and support to meet all your school's needs

### Contacting our helpdesk

Telephone support UK schools:  
**0844 892 2405**

International schools:  
**+44 (0)1245 454206**

Online support:  
Email: [ESD@capita.co.uk](mailto:ESD@capita.co.uk)  
Web: <http://support.capitaes.co.uk>

### Helpdesk support

Ensuring it's 'business as usual' for your school in the shortest possible time is the key priority for our dedicated team of SIMS helpdesk support analysts. We provide direct telephone and online support for all your SIMS queries so, if a complication arises when you're using SIMS, no matter how seemingly insignificant, you can be assured of expert help and a fast resolution.

### Expert staff when you need them

As the number of independent and international schools using SIMS increases, we expanded our support team earlier this year to ensure that all our customers receive the same excellent customer service. Our frontline team recently demonstrated their expertise.

**“We are very grateful for the excellent customer service and support that we receive from your team at Capita. Despite time zone and working week differences, we enjoy very timely responses and solutions are arranged quickly and professionally.”**

Sian Rowles, Vice-Principal, Jumeirah College

## How is our helpdesk doing?

Last year our helpdesk logged a phenomenal 10,600 support cases and in the first few months of this year (2014), we've already logged 3,900 cases.

We're focused on providing you with a continually improving service and we're pleased to announce that our response and resolution times are getting quicker and quicker:

### Rapid response times

In 2013 we met our target of answering each call within an average of 20 seconds. Already in 2014, this has fallen to an impressive 12 seconds.



### Faster resolution

In 2013 we resolved 75% of cases within 4 hours and 84% within 8 hours. Already in 2014, we've resolved 78% of cases within 4 hours and 86% within 8 hours.

## Online support

You can also get help online at SupportNet, an online community where SIMS Independent users can find out about product updates, new resources, news and events, and post notices and discussion topics. Our online knowledge base can be accessed around the clock, 365 days a year, ideal for schools overseas working in different time zones, as well as school staff in the UK working flexibly outside of usual hours.

SupportNet includes online support forums used by schools across the UK and worldwide and key support documents. Look for the sticky item on the SupportNet homepage at <http://support.capitaes.co.uk> and click the *SIMS Independent Schools Service Desk Information* option. You can access our wide range of reference materials including handbooks, reference sheets, videos and technical specifications. Simply click the *Documentation* button on the homepage.

## Our new customer portal

We've been working with SIMS users to design a brand new customer portal to help you access the resources, advice and support you need even more quickly. Our replacement for SupportNet will include support for mobile devices, a new community forum section and a simple ticket system. Watch out for updates – in our newsletter, on our website and on Twitter – on when the new portal will be going live.

**Don't forget**  
We'll only be migrating to the new portal users who have logged into SupportNet during the past 12 months so please spread the word across your school.

## Additional expert support

**Boost the technical expertise available to your school with enhanced support**

SIMS Independent additional expert support ensures your school has access to the very best in technical expertise throughout the year. An annual subscription to LANDesk provides you with our enhanced support option which includes:

- Up to five hours per quarter of remote access to SIMS experts
- Termly health checks on your SIMS hardware and software
- Checks and advice on academic and financial year set up
- Option to request tailored consultancy for remote training or to create bespoke reports.\*

Schools new to SIMS, with staff in new roles or with limited IT resources find this service particularly reassuring as they know help is to hand when needed at convenient pre-booked times.

<b>Termly</b>	<p><b>SIMS health check:</b></p> <ul style="list-style-type: none"> <li>▪ hard disk space, OS &amp; SIMS version checks</li> <li>▪ removal of temporary files and review backup logs</li> <li>▪ apply upgrades using SOLUS (server only, not including FMS upgrades).</li> </ul>
<b>Annually</b>	<p><b>SIMS Academic and Nova systems:</b></p> <ul style="list-style-type: none"> <li>▪ checking the current academic year pastoral structure</li> <li>▪ create the new academic year &amp; group memberships</li> <li>▪ check pre-admission group set up and the promotion mapping for the next academic year.</li> </ul> <p><b>Finance systems:</b></p> <ul style="list-style-type: none"> <li>▪ create and start the new financial year; run and advise on year end procedures</li> <li>▪ advice on twice yearly payroll upgrades (March/May) and apply to server plus one workstation.</li> </ul>
<b>As required</b>	<p><b>Training:</b></p> <ul style="list-style-type: none"> <li>▪ interactive remote training sessions; useful for developing skills from the convenience of your school, wherever in the world you are located.</li> </ul> <p><b>SIMS report creation:</b></p> <ul style="list-style-type: none"> <li>▪ creating bespoke reports to address specific information needs.</li> </ul>

\*Please note that additional expert support is only available to schools where we have tested connectivity between ourselves and the school and where the results of the test meet the operating requirements of this service.