

# **SIMS** Services

- Hosting
- Support
- Training

**Uniting technology,  
inspiring people**

# Get the most out of the complete SIMS Suite

Are you making full use of SIMS Assessment and the tools it provides to help maximise attainment in the classroom?

Are you quickly and easily able to generate and analyse important school data for impromptu reports using SIMS Discover?

Are you using SIMS FMS to develop efficient financial management processes?

SIMS offers a vast and diverse range of tools to help schools manage their information expertly, and use it progressively. Some of the best, most effective of these tools are often overlooked despite being paid for.

## What is the AdEPT Education SIMS Service?

The AdEPT Education SIMS Service provides schools with decades of SIMS expertise delivered by a dedicated team of professionals via an online/telephone service desk, a comprehensive training program, site visits and remote support.

The package offers tailored help and advice to meet the needs of school staff helping to boost achievement.



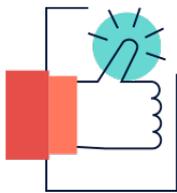
# When you work with us, Technology works for you



**Most enquiries made to our SIMS service desk are resolved on the same day.**

## Our promise to you...

We can manage all aspects of ICT which helps teachers teach and pupils learn using some of the best technology on the market. We do this by taking away the stresses and strains - making technology work for your specific education needs. We want to support you on your ICT journey so we make the following promises which form our company ethos...



### To make a positive impact

Our relationship will be based on a clear understanding of your school's priorities, working with you to progress and advance your knowledge of your SIMS system.



### To be responsive

Our support teams will respond quickly and positively to your queries and issues with appropriate solutions - via our dedicated helpdesk.



### To add value by delivering results

Our prices are very competitive, with flexible packaging options ensuring you always consider us to be excellent value for money.



### To be focused on your school

Your requirements are our main priority - Dedicated helpdesk advisors are on hand to listen and respond to the needs that matter to you most.



### To be open and approachable

We will keep you informed with clear and prompt communications at all times with no jargon or complex explanations!



### To be reliable experts

Our services will meet and exceed expectations by being measurable, reliable, efficient and easy to understand.

# We believe that **teachers should have the time to teach and make every pupil's education journey the best it possibly can be!**

All our services are designed around enabling this and that is why SIMS is assisting teachers to support children right across the UK to reach their full potential. We believe in creating IT packages that work for you and for the benefit of the next generation.

## Typical SIMS Contracts **include**



Support provided by experienced staff in a Capita accredited SIMS Support Team.



Unlimited access to our fully resourced and highly skilled Service Unit.



Technical audit and network health checks.



Access to information from workshops, user groups and conferences.



Statutory returns and year end procedures.



Consultancy visits to provide product overviews and SLT strategic guidance.



Comprehensive menu of SIMS training courses delivered from our dedicated training facility.



Comprehensive support across all SIMS modules plus upgrades and patches.



Provision of home access to your network (where possible).



As a recognised Capita SIMS Accredited Support Unit we specialise in providing SIMS support services.

At the core of our service is a dedicated SIMS service desk staffed by specialists who only support SIMS.

We will also install SIMS upgrades, updates and patches and teach you how to resolve issues, saving you valuable management time.

AdEPT Education are specialist providers of MIS services and SIMS support for schools. We are currently supporting hundreds of schools and academies, working closely with them to offer SIMS support, training, consultancy and technical services to help them exploit the power of their MIS system.

### **The SIMS Support SLA package includes**

- Dedicated support services via telephone, email, and remote access via appropriate software
- Training Services as per schedule (scheduled courses are held at AdEPT Education HQ)
- Support provided by a qualified and accredited SIMS support team
- Guidance notes and information sheets to assist schools in important processes throughout the academic year (to be held in cloud based platform)
- Full Sims technical support services (Windows OS, SQL, MS Office, SLG, Server OS)
- Advice on the operation of all supported SIMS core and curriculum modules.
- Supply and roll out of upgrades to SIMS software utilising Solus 3 where applicable.
- Statutory returns preparation, production and submission support and services.
- Provision of secure file transfer to software suppliers in the event of a software problem
- Supply, installation and transfer of SIMS software
- SIMS additional modules support services
- New database builds for schools that are merging
- Information and demonstration of new software covering features and benefits
- Ofsted watch with critical escalation
- SIMS / FMS Remote Server support for business critical MIS services
- 24x7 SIMS / FMS Server monitoring and management
- Separate Dedicated SIMS technical team and SIMS application support team

There are no restrictions to the amount of support provided.

# Hosted SIMS

**AdEPT Education offer a dedicated cloud hosted SIMS platform, enabling you to migrate your on premise MIS into the cloud.**



- Remote access to SIMS from any internet connected device
- Fully-managed service - no ongoing infrastructure upgrade costs
- Hosted using the latest Microsoft cloud platform
- Supports flexible working for teaching and nonteaching staff
- Compatible with 3rd party software
- MAT or Single School instance delivery
- Drives school improvement through improved use of classroom data

With Hosted SIMS your SIMS database will be securely hosted at an AdEPT hosting centre, removing the need for a dedicated SIMS server in school. As part of this fully-managed service all upgrades and backups will be carried-out by us to ensure that your system is working at optimum efficiency. This flexible approach to the management of your MIS gives you the freedom to focus on improving outcomes across your school.

## Benefits of Hosted SIMS

Let's start with the SIMS server, which you won't need to buy and in turn, this means that you don't have any of the associated infrastructure licensing costs with it.

With schools under pressure to plan their budget effectively, these constraints mean that being able to cut the cost of maintaining IT systems becomes very significant.

Security is another prominent area and is certainly a hot topic regularly featured in the news. Whilst you want your IT system to be running to at high performance, you need to make sure that all the data it holds is secure. This is why we use industry-leading SSL encryption in the same way your internet banking operates to protect your data and keep it secure.

to Hosted SIMS, once we have received your data and a list of users, is easy and takes around 2 working days to complete.

By making SIMS more accessible and reducing the time spent maintaining your IT systems, staff can focus on embracing the power of your school's data to boost pupil attainment and drive improvement.

# What our schools say...

**“ We highly recommend the AdePT Education SIMS Support and Maintenance service. The team are extremely dedicated and the information and support they provide is second to none. You need a reliable and highly skilled service and that’s exactly what you get with this team.**

**Emma Morris, School Business Manager  
Townfield Primary School**





**AdEPT**  
Education

AdEPT Education are the UK's leading technology provider for schools. To discuss where we can help out, please get in touch.

## AdEPT Education

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