Flexible ICT support for schools
We Listen.

We regularly ask Bursars and Business Managers what they want from their ICT support.

Their common answer?

“A cost-effective, proactive, transparent service aligned to the strategic aims of the school, that helps senior leaders understand and improve the use of technology.”

On this basis we redesigned our ICT Support Services.

Our solution is RM Flex; flexible in its design, it’s a support service designed by you, for you.

We support your goals.

RM Flex is a cost-effective, proactive, transparent ICT support service aligned to your strategic direction.

We will help you achieve efficiencies and make improvements by using ‘big data’ to help you understand your technology and ensure your teachers have a trusted, robust platform to deliver outstanding teaching and learning.
It was a collaborative process

"From the start RM provided us with unbiased evidence and relevant expertise to enable us to make an informed decision about the type and volume of IT support we needed for the College. It was a collaborative process and we weren’t pushed down a particular path. We came to a decision that we are comfortable with and that will grow with us over the next 3 years, providing the levels of support we need at each phase of our journey.

I have no hesitation in recommending the RM Flex service."

Owain Johns, Principal, UTC Oxfordshire
We’ll take the time to...

Understand your goals and shape your ICT journey

We recognise that every teaching establishment has its own challenges so we will take time to understand your vision, and development plans.

At no cost or obligation to you we’ll meet to understand the strengths and weaknesses of your ICT.

We’ll carry out an audit to establish a holistic view of your current ICT provision, which will help to verify what you already know, or provide new information to help you make informed plans for the future.

We can then work together to identify your key priorities and explore how ICT can support your short and long term vision.

Together we’ll design a bespoke solution based on your current and future needs

Design your ideal service

Based on analysis from the audit, your Service Architect will work with you to design a bespoke ICT support solution that helps to reduce your ICT costs, empower your teachers and improve effectiveness.

We can then provide you with a detailed and fully costed service design.

Which RM Flex modules would help you achieve your ICT goals?
An overview of our support modules

Based on the technical audit we have carried out your RM Service Architect will design a bespoke ICT support solution from a combination of these modules that helps to reduce your ICT costs, empower your teachers and improve effectiveness.

Contact us today to explore how these modules can help you achieve your ICT goals. Call free on 0808 172 9534 or email at flex@rm.com.

Remote Technician
On-site Technician
Resolving calls remotely to increase the cost-effectiveness and capacity of your support team.

Expertise to help resolve tasks that need a technical presence in school.

Vision & Plan
Surveys & Audits
Helps you develop a forward-looking approach to the management, development and integration of ICT.

Provides a clear picture about your current ICT estate, costs and internal reputation.

Proactive Days
Recurring call remotely to increase the cost-effectiveness and capacity of your support team.

Business continuity services to support your team with operational ICT effectiveness.

Reactive Days
Emergency response services to support your ICT team with critical issues.

On-site Technician
Experienced, well trained and helpful technicians to support and embed your ICT.

Tools to help you embed ICT successfully for confident teaching and engaging learning.

Systems Awareness
Helplines
Systems Management
Technician Services
Strategy & Consultancy

Unrivalled processes that provide information to proactively improve your ICT service levels.

Friendly experts who provide jargon-free support and best practice advice.

Effective governance of your ICT infrastructure to reduce management overheads and risk.

Experienced, well trained and helpful technicians to support and embed your ICT.

Unrivalled processes that provide information to proactively improve your ICT service levels.

User Experience Monitoring
Proactive monitoring of your users’ experience for faster log on times and efficient usage.

Technical Escalations
Expert technical resources for your IT support staff.

Staff Helpline
Best practice ICT advice, fault diagnosis and issue prioritisation for all your staff.

SIMS Support
Advice and guidance to help you make the most of your school data.

Complete Systems Management
Managing your network infrastructure to professional levels so your ICT is reliable and trusted.

Read how each of these modules can add value to your ICT in our guide available to download at www.rm.com/flexmodules
Flexible ICT support from RM Education

Deliver your ideal solution

To ensure there is no disruption to your day-to-day operations during the transition we will deploy industry recognised and accredited PRINCE2 Project Management and ITIL v3 Service Transition processes.

We will ensure there are open, effective communications throughout the entire process so that you have sufficient visibility of the transition journey to instil confidence about the service.

Evolve your priorities

Your relationship manager will meet with you regularly to ensure your service is delivering what you need, and that you are happy with the solution.

Together we will re-evaluate your ICT service to ensure it still supports your priorities as your goals evolve; our service is flexible to meet any changing requirements.

We will continue to work with you to deliver and evolve your strategy - turning your school’s vision into a reality.

Why choose RM?

We’ll collaborate to make sure your service continues to meet your changing needs.
We chose RM because they ‘get it’

“We chose RM Education to be our ICT support partner because they ‘get it’. RM understood and respected from the very outset that The Marist Schools are unique and didn’t come to us with any prescriptive solutions, or fixed ideas. Instead, they offered us the benefit of their 40 years’ experience of successfully supporting ICT in thousands of schools.”

Rachel Frier, Bursar, The Marist Schools
Empower your teachers & inspire ICT confidence

We used to get extremely frustrated where ICT just wasn’t functioning, and you’d almost accept that as normal practice until we began to say no, there’s got to be a better way of doing this... so now (with RM Education) ICT is a complete help and never a hindrance in our school.

Diana Osagie, Headteacher
Islington Arts & Media School

RM’s team of specialists are a fantastic and creative resource who are now actively helping us to bring our ICT plans to life in the classroom and enhance the experience of teachers and pupils. We are looking forward to the challenge of seeing what we can achieve together next in the partnership over the coming terms.

Rachel Frier, Bursar
The Marist Schools

You cannot put a value on the support we have received from RM and how the solutions that we have installed give the students a consistent and reliable experience.

Kris Jobson, Director of ICT
Cheslyn Hay Sport & Community High School

Enhance your technical capability and responsiveness

The RM technician at our site is doing a cracking job. Everything just works. And if it ever doesn’t - it’s sorted quicker than expected.

Teacher,
Trentham High School

I have confidence knowing that RM will always be there to help, we have a true partnership with RM.

Chris Bix, Network Manager
King Edward VI Community College

What you get with RM Education looking after your network is security and peace of mind. This is the key difference and benefit when compared to an in-house solution. If there is a major ‘disaster recovery’ issue, we have the backing of a large organisation behind us to support if needs be. This is key in showing the school has mitigated significant risks to its operation.

Dave Noble, Business Director
Temple Moor High School

Lower IT costs and increase value for money

The RM Flex team have already helped us become more efficient with our time and money and have demonstrated true flexibility.

Robert Sidebottom, School Business Manager
Fir Vale School

We had considered recruiting an in-house network manager, but this was not a cost-effective solution, so we opted instead for a technician two days a week, complemented by RM Flex remote support with experts on call when needed. This service provides us with considerable cost savings compared to directly employing a full-time network manager.

Gaelin Johns, Principal
UTC Oxfordshire

Budgets are tight and RM has recently worked in partnership with us to address this. Utilising their knowledge of ICT in education and combining this with our senior leadership team’s vision for education, together we have developed an ICT refresh plan, ICT strategy document and a technology roadmap. This has already helped us with cost efficiencies.

Rachel Frier, Bursar
The Marist Schools

Align ICT to help you achieve your strategy and vision

RM has worked to support us, enhance our ICT provision and deliver the next stage of our technological journey. Through a partnership audit, they quickly identified solutions to secure our vision and have helped us with the rollout of our new 1:1 iPad Learning Model. We have found them both professional and approachable to work with and also proactive in their approach.

Robin Watts, Deputy Headteacher
Greenside Primary School

You need a partner that is flexible and prepared to change. In the last few years there has been a massive change in technology, with tablets and smartphones, and RM has helped us keep ahead of that change.

Tim Grant, Principal
Darlington College

We have a true partnership with RM. I always envisaged that the only way the project would work would be through appointing the right company, the right personnel and through partnership working. We are extremely fortunate to have all three!

Graham Pragnell, Head of Education ICT
London Borough of Newham

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Flexible ICT support from RM Education

Owain Johns, Principal, UTC Oxfordshire

“I have no hesitation in recommending the RM Flex service, and have already facilitated conversations between RM and two other schools who are currently experiencing IT issues as I firmly believe that RM will benefit their schools too.”

We are looking forward to continuing a long-term journey with RM

Let’s start your journey to better ICT

Contact us today to explore how these modules can help you achieve your ICT goals.

Call free on 0808 172 9534 or email at flex@rm.com.
What makes RM Flex different?

Truly flexible choice
We are keen to work with you to shape the ideal interim, short and medium term solutions, and we can provide almost any ICT solution you can think of. We’ll do our very best to make sure you want to partner with us for the long term.

Tell us what would make you happy.

Your local, national partner
Your on-the-ground team is local to you. They know your area and the schools nearby and they understand the regional challenges. They will work hard to build a strong relationship with your school, but unlike smaller local companies we have the security of scale and resources to support you with every eventuality.

Tell us what support you need.

Focused on learning
We’ve developed our Experience Monitoring that checks over 20 million log on events per year to ensure your teachers and students are having the best possible experience with ICT. If they aren’t, we’ll know about it and we’ll already be working to fix it.

Tell us how great ICT could change your classrooms.

Fit for the future
We go the extra mile to ensure your school technology works at its best today and is prepared for a safe and exciting future. Our service reports are unmissed and we will help shape your strategy so teachers can confidently deliver outstanding lessons using ICT.

Tell us how great ICT could change your classrooms.

Tell us about your goals.

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We’re keen to share our experience, expertise and enthusiasm with you and we’d love to hear your plans for the future of your ICT, and help to dispel any fears you have around the future of technology.

Please contact us to arrange a suitable time for your free, no obligation ICT review.

Email us at flex@rm.com
call us on 0808 172 9534

Find out more