



Device Management Services

Supporting your team to keep your devices secure and available

Client devices are the main point of entry for users into your systems. Management of your estate is fundamental to user experience and system security. Ensuring the regular running of routine tasks, identification of problems and fast resolutions to client devices issues are key to delivering a fantastic user experience.

Data sheet

Service overview

NX-Gen Device Management takes the core management tasks for Windows and iOS devices to ensure they are patched and updated. The service includes monitoring and is built around ITIL process to ensure a consistent and secure approach to device management.

Monitoring over 20 key statuses ensuring devices are kept compliant, patched and working for end users. Our team will remediate major incidents and work on problems to constantly improve your IT estate.

Our expert teams work with over 1000 schools and deliver resolutions to problems that have been identified on other sites; or identified through our partnerships with the device manufacturers.

Business outcome	Benefit
Improve security compliance across your device estate	Ensuring all devices are patched within recommended timescales and if not are flagged and reported is one of the foundations of good security practice.
Build a clear view of asset lifecycle	Through monitoring and reporting, easily see the devices that will require replacement helping plan lifecycle activities across the estate.
Enhance device availability and performance	Running regular reports and remediation tasks to ensure devices are kept at their peak performance level.



"It is a genuine two-way relationship. It is why we keep coming back."

Ben Marks (Network Manager & Teacher of Computing) - Ashlyns School

Key service features

Patching & Updates

- ✓ Patches reviewed and applied on an ongoing basis.
- ✓ Patch status reviewed and remediated.

Monitoring

- ✓ Daily monitoring Antivirus, encryption, OS patch status, disk space, installed applications and general device status.
- ✓ Identification, investigation, and remediation assistance of any issues identified as part of the monitoring and alerting service.
- ✓ Monitoring of device compliance based on security parameters on update, malware protection and configuration settings.

Escalation Support

- ✓ Access to subject matter experts to diagnose and support wider issue diagnosis.
- ✓ Problem identification and management.
- ✓ Escalation into vendors.

Platform maintenance

- ✓ Updating and management of management platform to ensure changes are reviewed and implemented with limited impact on end user devices.
- ✓ Policy reviews and application to ensure devices benefit from the latest releases from the vendors.

Device lifecycle management

- ✓ Identifying device performance issues to support refresh planning.
- ✓ Identifying device usage trends to support device strategy.

Why RM?



Smart

Innovation is at the heart of our business, and we continue to explore advanced technologies, bringing to market pioneering ideas that respond to shifting educational tech needs in an unpredictable world.



Safe

The safety and safeguarding of our students is at the forefront of our minds and is the number one consideration when designing and delivering our IT services. We are setting the standard in the industry for safe use of technology in and out of the classroom.



Secure

Cyber threats are a major & growing concern for any trust or school. Our portfolio of IT security services mitigate the risk of a cyber-attack by highlighting vulnerabilities, implementing solutions & building resilience through training to improve your security posture.

Our certifications

Working with RM you can be assured that you will receive a high-quality service alongside our expertise and knowledge of supporting schools with their technology. Our school IT services are backed up by a range of educational and technology certifications and partnerships.

