

Remote Hands

Instant support. Rapid resolutions. Delivered where required.

Our service desk delivers IT support **directly** to school staff. Providing fast resolutions to common issues and requests getting staff back to working in a single interaction, driving efficiency and improving user satisfaction.

Data sheet

Service overview

Remote Hands serves as your single point of contact across your service provision. Simple to interact with, quick to respond and built to work around staff needs, it delivers a consistent experience to all.

Our Rapid Response instant messaging software gets your staff to an engineer in around a minute. Giving our support team remote access to devices means most requests are resolved at first contact.

Optional phone and portal access allows for the ability to talk directly to someone when needed, plus the ability to fulfill your own request.

Our Service Desk also allows for better tracking and reporting, giving the ability to make more informed strategic decisions.

Business outcome	Benefit
Faster responses and resolutions to IT issues	Enables staff to get technology fixed there and then reducing the stress of working around issues while waiting for a resolution.
Consistent support experience	A consistent support experience means staff can trust that when they get in touch, it will be familiar, and it will work.
Improved tracking of IT related issues	Reporting functions allow for better visibility of data around IT investments to help make informed strategic IT decisions.
Moving from reactive to proactive	Proactive issue recording means less time spent on monitoring, less time reporting problems, and quicker resolutions.



"RM have been extremely accessible in providing support. A response is virtually instantaneous, and matters are always resolved promptly"

Jacqui Thompson, Principal,
Compass Academy



Service Description

- Remote Hands serves as your single point of contact across your service provision. Simple to interact with, quick to respond and built to work around your staff's needs. Delivering a consistent experience to all.
- RM's Rapid Response software gets your staff to an engineer within a minute and allows our engineering team remote access to devices, meaning most requests are resolved within the first contact.
- Optional phone and portal access allow for the ability to talk directly to someone when required and the ability to fulfill your own request.
- The Service Desk also allows for better tracking and reporting, giving you the ability to make more informed strategic decisions.

AspirEd Training



Every Remote Hands support contract from RM includes access to AspirEd. The online training platform designed by educators, for educators.

Self-paced training for Microsoft, Google and Apple platforms are all available as well as other useful technology courses.

Key service features

Instant Chat Support

- ✓ Desktop based instant chat to raise support requests.
- ✓ Simple dial in feature allowing users to grant remote access to qualified engineers.
- ✓ Instant chat staffed by real engineers, not chat-bots.
- ✓ Multi-engineer chats enable low bounce and high first contact resolution rates.

24/7 Support Portal

- ✓ Access to log requests any time of the day or night.
- ✓ Automated request portal, gets requests completed at the click of a button.

Telephone Support

- ✓ Direct line into the support team in the event of an emergency.

Third party Integration

- ✓ Management of third-party tickets to closure.

State of the art ticketing system

- ✓ Allows for better tracking, reporting and analysis.
- ✓ Drives continuous improvement to the service.

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.

