RM™

Server Management Services

Supporting your team to keep your servers secure and available

Ensuring your central platform for the network is patched, secure and available is key the management of your IT. One issue can stop your school in its tracks. Reliable monitoring, alerting and patching is key to minimising the chance of outages or security breaches.

Data sheet

Service overview

NX-Gen Server Management takes the core management tasks for Windows Server and connected storage devices to ensure they are patched and updated. The service includes monitoring 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, secure and available. Our team will remediate major incidents and work on problems to keep your fleet improving.

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 server infrastructure estate	Patching and monitoring services ensure servers are secure and compliant with the latest standards.
Build a clear view of server lifecycle	Through monitoring and reporting, easily see the servers that will require replacement helping plan lifecycle activities across the estate.
Enhance server availability and performance	Running regular reports and remediation tasks to ensure devices are kept at their peak performance level.
DfE standard compliance	Design and deployment services follow DfE standards to ensure compliance with the latest education standards.

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"The way that technology is used has changed massively over the last half-century and RM has been there every step of the way, providing trusted support and guidance to schools."

Leora Cruddas, Confederation of School Trusts

NX-Discover	NX-Deliver	NX-Manage	NX-Enable

Key service features

Patching & Updates

✓ Patches reviewed and applied on an ongoing basis.

✓ Patch status reviewed and remediated.

Monitoring

✓ Daily monitoring AV, encryption, backup status, disk space, 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.

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.

PRINCE2®

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BRITISH EDUCATIONAL
SUPPLIERS ASSOCIATION

IWF
Internet
Watch
Foundation

CYBER
ESSENTIALS

AMTIVO
ISO 22301
Certified
Business Continuity

AMTIVO
ISO 27001
Certified
Information Security
Management

AMTIVO
ISO 9001
Certified
Quality Management