

# Smart Hands

Local support - Rapid resolutions  
- Delivered where needed most

**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.**

## Service overview

Smart Hands serves as your onsite extension to the Remote Hands support and IT Management Service. Resolving issues that sometimes occur that require physical (onsite) interaction, our technicians attend the school to work with you on a resolution, supported by our Remote Hands expert team.

Where possible, we aim to use the same engineers for your visits to create a rapport with your staff and improve confidence in the support service as well as the technology itself.

This also ensures that we improve our own knowledge and familiarity of your IT infrastructure reducing the time to fix.

Business outcome	Benefit
Faster responses and resolutions to IT issues	Enables staff to get technology fixed quickly reducing the stress of working around issues while waiting for a resolution.
Flexible contracts means that you can better control costs	Visits are scheduled on a fixed rota, so you know exactly when to expect a visit. Term time only or full year pricing options are available. You only pay for what you need.
Seamless integration with Remote Hands	Hands-on support for the service desk to physically test and repair where appropriate. Supporting remote teams as the onsite eyes and ears to deliver rapid resolutions.
Knowledge transfer and increased confidence in technology	Engineers transfer knowledge with your staff on how to resolve issues faster and suggest ways to optimise systems. Helping share observations from other schools on how they have approached technology in the classroom.

“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

\*Note the Smart hands service is only delivered in conjunction with a Remote Hands support contract.

## Key service features

### 1. Scheduled Visits

- ✓ Visits are scheduled on a fixed rota so you know exactly when to expect your engineer.
- ✓ Scheduled visits can be full (6 hours) or half day (3 hours) to suit your needs.
- ✓ Term time only or full year options available to suit your budget. You only pay for what you need.

### 2. Integration with Remote support

- ✓ As an extension to the service desk, this is hands-on support to physically test and repair onsite where appropriate.
- ✓ Supporting remote teams being the onsite eyes and ears to deliver resolutions to IT problems.

### 3. Knowledge transfer

- ✓ We do more than fix things. We also share knowledge with your staff on how to resolve IT issues faster and suggesting ways to optimise your systems.
- ✓ Best practice - sharing observations and lessons learned from other schools on how they have approached and leveraged technology.

### 4. Third party Integration

- ✓ We can also manage third-party tickets to closure so that you only have to deal with one service desk.

### 5. 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 and 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 and building resilience through training to improve your security posture.



## 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.

## 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.



If you are interested in hearing more about any of our services, please connect with your regular RM contact, or if you don't have one, send us an email at [getintouch@rm.com](mailto:getintouch@rm.com)

Website:  
<https://www.rm.com/services>