

# Systems Monitoring & Management

Continuous systems monitoring leads to pro-active resolutions

Keeping your school's technology running is critical to delivering consistent learning experiences. Using RM for your Systems Management covers your end-point devices, as well as servers and networking equipment to keep the IT in your school running at an optimal performance.

Data sheet

## Service overview

The foundation of keeping both users and data secure is managing and maintaining critical IT systems.

In the day-to-day work of supporting students and teachers, planning and implementing system changes and strategic work, these daily tasks can end up falling behind.

This opens your systems, users and data to dangerous vulnerabilities. Can you afford to take that risk?

Leave it to the experts. Our support team currently manage over 75,000 Windows servers, laptops and PCs in UK Schools.

| Business outcome                                                     | Benefit                                                                                                                                                       |
|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Stay compliant and secure by design</b>                           | 24/7 monitoring with teams patching systems keeps your systems and data secure                                                                                |
| <b>Expand the expertise of your in-house team</b>                    | Our team of subject matter experts are on hand to support with escalations and problem management. To fill any gaps in IT skills that you may have locally.   |
| <b>Leverage the experience of supporting over 1000 schools</b>       | Our teams work with many schools every day, allowing us to identify and resolve problems, often before you even experience them.                              |
| <b>Get problems resolved faster</b>                                  | Working with our expert teams we reduce the amount of time to get to a resolution through our collective knowledge of technology across the education sector. |
| <b>Deliver a consistent and reliable end-user service experience</b> | Being able to work with our teams means that end-users don't get ignored while problems are being resolved.                                                   |



*"If you give them a problem, they are excellent at providing a range of solutions and don't hard sell their own products and services in the process. It feels like a partnership, and they want the best for the school like we do."*

**Ron Spicer (Assistant Headteacher) – Hendon School**



## Service Description

**NX-Gen Systems Management is a portfolio of services that deliver management, monitoring and remediation for systems.**

**Providing peace of mind through our dedicated systems management team monitoring 24 hours a day, responding to alerts and remediating incidents behind the scenes.**

**Our teams of technical experts deliver an escalation for both your onsite team and the systems management team. Our experts are subject matter experts and oversee the management of wider support identifying and remediating problems.**

## Key service features

### Monitoring and alerting

- ✓ Ensuring systems are up, running and secure 24/7.

### Patching and updates

- ✓ Identifying and applying patches in line with recommendations from manufacturer.

### Standard and emergency change

- ✓ Applying change where emergency changes are required and implementing standard change that is documented and understood.

### Problem management

- ✓ Identification, investigation and resolution of problems to ensure permanent fixes to issues reducing downtime.

### Escalations

- ✓ Support your onsite team in resolving complex issues more quickly.

## 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.



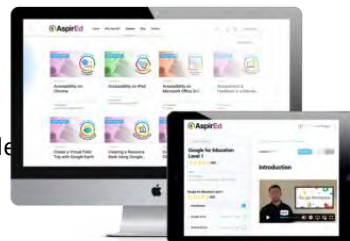
### Secure

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.

## 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.

