

COMPUTEAM MANAGE



We support every aspect of the user journey, providing managed infrastructure, carrying out proactive maintenance and responding quickly when issues occur.



Smart Support

We've been supporting schools' ICT since 1999 and our services have evolved over the past 20 years to be smarter than ever! Our powerful technology platform delivers remote monitoring and management of our client networks, preventing the need for costly, inefficient technical visits for most issues. All of our Smart Support bundles contain the same great features & benefits:

Automated monitoring of servers and network	= We know about issues before you do
Unlimited remote and onsite reactive support	= You'll never have to wait for a visit to get your issue resolved
Monthly reports on network performance	= Understand where to invest for maximum effect
Never forget a backup or anti-virus check	= Peace of mind for data security
Regular visit from a named senior technician	= We get to know each client and become part of the team

We have standard packages but understand that each school is unique and requires different levels of support, so we can offer bespoke and flexible packages to meet any need and budget.



Core Support

For larger schools with their own technical staff, our Core support packages provide a safety net for the onsite team, offering 3rd line support and all the benefits of our strategic planning service to ensure the best experience possible.



Unlimited remote & reactive support



Proactive monitoring of infrastructure



Working in partnership with in-house IT staff in larger schools



CloudServe

The heart of your network is your school server. Our innovative CloudServe provides all of the functions of a school server for a fixed annual fee. You'll have onsite hardware for speedy access, replicated in the cloud provide for complete peace of mind and disaster recovery in the event of an emergency. You can also gain access to files and applications from anywhere, using our secure remote login.

