

Moxton Services is an independent boutique consultancy focusing on Education ICT. It is part of the Moxton Group.



MOXTON
SERVICES

MOXTON INTEGRATION SERVICES

BACKGROUND

All schools have lots of different applications and systems for administrative, curriculum or management use. Making all these applications work together is a complex job as many times a change in settings for one application effects another, or integration issues arise which then frustrates staff.

By way of example the following list are the sorts of things that need to be correctly setup for all systems to work together.

- Correct MIS setup
- Correct day to day usage of the MIS
- Correct Office 365 setup
- Correct internet browser settings
- Correct versions of Internet Explorer and other browsers
- Network performance
- Device performance
- Server hardware
- Server software
- Correctly deployed network update deployments.

AIMS

The aim of this service is to provide schools with on site support to make sure that they can gain the most out of all the applications they have by helping to 'fix' or configure things outside of support arrangements with suppliers or issues that you simply need help with.

The aim will be to perform a 'fix on the day' service.

WHAT YOU WILL GET

A very experienced ICT engineer will be deployed to your school who has a deep knowledge of educational applications used in schools eg MIS applications. The engineer will also have a deep knowledge of networking and management of end user devices.

The engineer will be on site at your school for a full day. They will analyse the issues being experienced and then seek to fix them. In most cases we believe that issues can be fixed on the day.

Continued overleaf →



WHAT YOU WILL GET (CONT)

If there is not enough time to 'fix on the day' then the school can choose to either purchase enough time for the engineer to complete the fix at an agreed time OR the engineer will document what needs to be completed for the school staff to undertake.

HOW WE WILL WORK WITH YOU

Once you agree you would like our support we will;

- Talk to your school contact staff member before the school visit to;
 - Clarify as much information as possible regarding the issues the school is experiencing
 - Agree the day the engineer will be at the school, including the time of arrival
 - Agree other staff members that we may need to work with or talk to on the day
 - Agree any additional information or people we might need to speak to before the school visit
- Visit the school on the agreed day and at the agreed time.
- Work with any staff member if relevant – if not, get on with identifying the fix to the issues identified
- Report to the school contact what needs to be done
- Start to address the issues concerned
- Report back to the school contact when complete
- Demonstrate the issue is fixed and sign-off
- If the time runs out to fix the issue document what
 - Remaining needs to be completed to fix the issue
 - Estimated time to complete the work
- The school can then decide to ask the engineer to complete the work for an additional fee at a mutually agreed time OR the engineer will leave the report and the school can complete themselves.

RELATED SERVICES

- Full ICT Review: inc' (Vision, 5yr strategy, technical review, to financial, operational and teaching & learning analysis)
- Measuring the Impact of ICT in teaching and learning
- Implementing BYOD
- Delivering the computing curriculum

THE TEAM ON YOUR SIDE

The Moxton team have:

- each got in excess of 20 years' experience in ICT in education
- been teachers, so understand the unique stresses and strains of the school environment
- supported literally hundreds of schools to implement ICT effectively
- been senior leaders in all phases of schools
- been responsible for education businesses from £10-£100m
- delivered school specific ICT to over 800 schools
- managed supply and customer side procurement
- been responsible for demonstrating improvement in ICT across groups of schools
- worked on over 150 projects with construction, M&E and architects

