



Global Computing Solutions

**School Information Pack
2011-12**

Company Background

Based in Liversedge, Global Computing Solutions offers local schools a complete ICT package. The company is run by Gareth Jones, Gemma Jones and Dominic Shaw, all of whom have experience working in primary and secondary schools and have full CRB checks. Being a small company means we can offer a fantastic service for your school at an unbeatable price.

The company was created with the intention of helping primary schools with all their computer issues. We currently support nineteen schools in Kirklees and one in Education Leeds, all of who are delighted with our friendly, expert service and advice. They are all happy to provide references and, should you wish to contact them, details can be found at the end of this information pack. One thing we know we can offer which other companies may lack is the personal touch. We provide at least two technicians that you will be familiar with, and then one assigned technician will visit you at a dedicated time each week so all staff know when and who will be there.

Company Promises

Because we have worked in high schools, we know the importance of having a reliable computer expert in place to handle all problems. This is no different in a primary school. With the ever increasing pressures on teachers, the last thing they want is to have a problematic IT lesson. We know that our experience and expertise will aid staff in using the computer network to its full potential and give them the confidence that comes with knowing that a lesson will run smoothly.

Occasionally, computer equipment does fail. In this case we will repair the problem, or advise on a suitable replacement if a repair is not possible. We also provide software and hardware quotes for anything from a mouse to a new ICT suite. Through our contact at Dell Computers we can get brand new computers or servers at a discounted price, with even bigger savings on a bulk order. Interactive whiteboards and projectors can also be provided and installed through a specialist company we have connections with. We have also dealt with a lot of internet companies so we know where to find the cheapest prices for a variety of products.

Our role in your school is whatever you want it to be. Our technicians will provide services from changing print cartridges to installing software, and from cleaning mice to replacing computers. We operate a fault book and fault software system, where staff can note problems they have experienced and can also request work to be done. This system prevents problems from being missed and also allows us to update staff on how the solution is going.

In tandem with the fault system, all staff members are welcome to approach us in person with problems and requests. As we have set visiting times each week staff will recognise our friendly technicians and know exactly when we will be visiting.

We strive to keep up to date with new advances in technology as well as reducing costs and helping the environment. Currently we are investigating low power terminal setups which can use over fifty times less energy than regular computers, as well as software which can reduce waste paper and ink usage from printers.

Our Services

We have broken down the services we offer into the following bulleted lists.

Contract term time services:

- Software installation and removal
- Software updates including windows updates and virus protection
- Peripheral maintenance such as replacing printer ink cartridges
- Hardware repairs, upgrades and replacement
- Improving computer security
- Creating a future plan for the development of ICT
- Obtaining quotes for any ICT aspect
- General maintenance of the server and network
- Routine backup checks and restores
- Wireless network setup
- ICT suite upgrades (requires no users on network)
- Equipment cleaning
- Network audit and asset registry

Other services available:

- ICT suite upgrades / Wireless laptop trolley implementation
- Server upgrades & migration
- Projector cleaning
- Network expansion and cabling
- Website design

Due to health and safety guidelines some of the services we offer can not be done during term time. For this reason they are not included in the contract services. All work carried out during holiday periods is charged extra. It is possible to bank hours from your term time contract and use these for work required in holidays although this must be pre-arranged.

Pricing

Our contracts run in line with the school financial year making it easier for the school to budget their ICT support. We are aware that some companies use contract dates in line with the academic year. For schools under contract until September, we will bring you in line with the financial year contracts that we run. This is because our schools tell us this is the easiest way for them to budget so they are not splitting support across two financial years and also to enable us to manage contract renewals efficiently. The prices for September to April contracts are calculated depending on the number of weeks of support during that period. A multiplying factor is generated by dividing the total number of school weeks (39) by the number of school weeks between September and April.

Please contact us if you wish to have a different type of service than the ones outlined below and we will try our best to find a solution that meets your requirements.

Options	Amount	Details
½ day per week	£POA per annum	3 hours (9am-12pm or 1pm-4pm)
1 day per week	£POA per annum	Two ½ day visits per week (can be taken on separate days)

If you require any more information about our company and the services we offer please contact us on 01924 408 700.

Gareth Jones, Gemma Jones and Dominic Shaw
Global Computing Solutions