

# Results from an Independent Assessment of Turn IT On for Capita SIMS Accreditation

## Lewknor Primary School

Carol Carney (Bursar/Business manager)

The people I have worked with at Turn IT On over the past 7 months since starting in this role have been exemplary. Nothing is too much trouble - although on occasions I know my questions would be enough to drive anyone mad. They have thought ahead and encouraged me to do what I don't even know I need to do. Had lots of experience with customer support teams and the like in previous roles and I would have had a much, much easier life in my previous role if the people we had had support from had been like the Turn IT On team. Great customer service - I consider them to be the John Lewis and Waitrose of the IT world.

## Fir Tree Junior School

Carolyn Ventress (Bursar/Business manager)

TIO have recently installed SIMS onto a local server for us. They set the system up brilliantly and made sure that we could all access SIMS both in school and at home. The helpdesk are always quick to respond to our queries. I'm aware that we're not utilising SIMS fully, in school we do not have the time to address this so we could ask TIO to help and I'm sure they would be able to support this. I would recommend TIO for support to any school.

## Grove Primary School

Cathy Preece (Admin officer)

Turn IT On have already thought about what I need to know, often before I realise it - and there is a training course in the calendar. The workspace option for training is a great idea.

## Bierton CE Combined School

Alison Baker (Bursar/Business manager)

Since April 2012 we have bought into Turn IT On SIMS support. We have been extremely pleased with the level of advice, support and training we receive. We are never left without an immediate response to queries raised, which is a very important factor to us. This is why we continue to use Turn IT On and would not consider other providers.

## Chilton Primary School

Debbie Froud (Admin officer)

We are very happy with the support we receive - nothing is too much trouble for them. Technical knowledge is excellent and remote access extremely useful.

### Dr Souths CECA Primary School

Huw Morgan (Head)

They have coped extremely well with significant changes imposed from outside.

### Mill Lane CP Primary School

Jenny Dunse (Admin officer)

Turn IT On have been very helpful in every respect, if we phone the helpline we get to speak to someone straight away. We are so glad we chose them to support us.

### Headington Quarry Nursery School

Jo Eadle (Admin officer)

We are a small school with no one person with ICT responsibility in particular. We are not really ICT savvy! We need to have support that is relevant to us and offers value for money: we feel we are getting this.

### Stadhampton Primary School

Joy Hopkins (Bursar/Business manager)

Our Turn IT On support through Mega, our consultant is excellent. He comes into school every 3 weeks and is also available for queries on his mobile and by e-mail. The Sims and General helpdesk when you call both provide excellent support, particularly Melanie. It is very helpful that they can access the computer remotely and quickly sort out the issue. As an experienced Sims user I have not needed to go for any training at any of the offices so cannot comment on that but would be surprised if it was not excellent. Laura, who set up our website is always still available to provide support on any issues that we have we cannot easily manage for ourselves. Overall I am extremely satisfied with the service Turn IT On provide. We have been a customer for many years and have no plans to change.

### The Blake CE (A) Primary School

Julie Hitchman (Admin officer)

Having been with Oxfordshire County Council for several years as our central provider, it is different going back to a stand-alone server for Sims. However we are happy with the service provided.

### Bampton CE Primary School

Mrs O'Brien (Admin officer)

We have only been with Turn IT On for part of this year but so far have been very pleased with them.

### Deddington Primary School

V Stevens (Admin officer)

We signed up with TIO for SIMS services in April 2012 and we are very happy with all aspects of the support they offer. Migration from the LA central server to our local server was a well organised and smooth process. Technical support is excellent and calls to the helpline are responded to very promptly and problems resolved speedily. The staff at Turn IT On are extremely helpful and pleasant to deal with.

### Wendover Junior School

Catrina Durrant (Bursar/Business manager)

TIO staff are always friendly, polite and helpful. Response times are good and a satisfactory resolution is found in 99% of cases.

### [Chepping View Primary School](#)

[Heather Searle \(Admin officer\)](#)

As a team we have always found all the staff at Turn IT On to be extremely helpful, always able to answer our queries and they provide excellent advice and guidance at all times.

### [Mary Towerton Primary School](#)

[Isobel Kemp \(Admin officer\)](#)

The support received from our Turn IT On team members has been invaluable to us at Mary Towerton School, Buckinghamshire. The training received has also been invaluable to the Admin officer since starting 2 years ago, and to the Headteacher over her first year of Headship. Nothing is too much trouble for team members as they advise and assist with the data systems; especially when the occasional mistake is made at school and they are able to 'rescue' me and dissolve any panic, especially in the Finance Module. Congratulations are due to the team at Princes Risborough.

### [Manor Farm Junior School](#)

[Jan Jowett \(Admin officer\)](#)

The staff at Turn IT On are the nicest, helpful and patient people.

### [Rickleby Park Primary School](#)

[Jennifer Hewitt \(Bursar/Business manager\)](#)

When we took out our contract with our SIMS support team we were a school. However, I can confirm we have received a very high standard of SIMS support regarding our conversion from school to academy, and the creating of a new SIMS/FMS database. The level of support has remained consistently high with information being created & supplied to us to reflect the different support/criteria required.

### [Quainton CE Combined School](#)

[Julie Lloyd \(Admin officer\)](#)

Our support provider is excellent much better than the previous providers.

### [St Georges CE Infant School](#)

[Lisa Dove-Dixon \(Bursar/Business manager\)](#)

The SIMS team at Turn IT On are very knowledgeable and can always answer our queries. Response time is excellent and remote access is an invaluable tool. We would highly recommend them to other schools.

### [St Louis RC Primary School](#)

[Louise Walker \(Admin officer\)](#)

It doesn't matter what time of day or how busy they are they ALL have a calm, professional, polite and efficient manner with whatever question you have big or small! Nothing is ever a problem and they always know the answer! I am actually very surprised that they do not already have Capita accreditation. They certainly deserve it.

### [Dorney Primary School](#)

[Lynn Pringle \(Bursar/Business manager\)](#)

The support team provide a very valuable service to our school. They are always extremely helpful and approachable in our times of need! I highly recommend their services.

### High Wycombe CE Combined School

Mrs S Littlewood (Admin officer)

Turn IT On are very good at answering any queries, questions or sorting problems over the phone.

### Chalfont St Peter CE Primary Academy

Nicola Montaut (Other)

The support and training we receive on SIMS from Turn IT On is excellent. All staff are very polite and helpful and very willing to assist with any problems. The use of remote access to help with problems is excellent. The technical team are also excellent in their knowledge. Courses are very well run and handouts are very well presented. All instructions received by e-mail or written notes are well written and very detailed. We are very happy with their services.

### Foxes Piece Primary School

Sarah Cuthbert (Admin officer)

The service we receive from our SIMS support consultants is second to none.

### Bourton Meadow Primary School

Sarah Joubert (Admin officer)

I have nothing but praise for Turn IT On. I started my new job as Office Manager and had to grasp SIMS and all the procedures at speed within a busy office. Turn IT On have been supportive, patient and have enabled me to gain confidence within my role. The team are friendly and nothing is ever too much trouble for them. Turn IT On give me the ability to do my job well with workspace sessions at Princes Risborough. Turn IT On have become my best supportive friends at the end of the telephone line! Thanks for all you do - everyone should be looked after by Turn IT On

### Holmwood Primary School

Shirley Dewar (Bursar/Business manager)

Our move to Turn IT On has been excellent: one of the best things we have done. I cannot fault them at all!

### Manor Farm Community Infant School

Sue Hurst (Bursar/Business manager)

Turn IT On offer a fabulous service and make me feel valued as a customer. They are always there to offer support and guidance in 'real time' which is invaluable. The training is always beneficial and often tailored to our needs. I would find my job much harder to do without their care and support. They are first class in every way.

### Swanbourne Church of England Primary School

Trudy Wynne-Williams (Bursar/Business manager)

I am very new to my job and Turn IT On have been very supportive and never mind how many times I call them in a day.