turn IT on

Connecting schools and technology

"Our ICT support from turn IT on has been excellent. The consultants working at our school have worked hard to meet all the school demands ensuring ICT is working smoothly across the school."

Business Manager - Forest Hill School - Lewisham

"The level of service provided by turn IT on's SIMS support team has been excellent and the transition from Capita to turn IT on was completely seamless."

Kim Mathieson
Admin/SIMS Manager - Excalibur MAT - Wiltshire

"I just wanted to thank all the turn IT on staff for their outstanding help whilst OFSTED have been in the last couple of days. Always polite, friendly and patient even when I confused them! They always solve the problem and I think your customer service is great. High praise indeed because I don't compliment many people! Thank you!"

Susan Watson
Attendance Officer – The Premier Academy – Milton Keynes

"We have been working with turn IT on for three years and have been impressed by their professionalism and flexibility. Everyone we deal with at the company is friendly, approachable and committed. As well as providing an on-site technical service, turn IT on have also installed several pieces of key equipment – including a new server – with any snags being resolved as quickly as possible. We would recommend turn IT on as an IT support partner!"

Penny Kirkley
Office Manager – St James CofE Primary School – Haringey

"As usual, our experience with this entire installation whilst using turn IT on has been smooth sailing. The installers were so polite and efficient, even offering us advice on disposal of our old equipment. The teachers are delighted with the quality and ease of use with the new screens. Thank you again for your help and support"

Jayne Allison
School Business Manager - Chalfont St Giles Infant School – Buckinghamshire

"Having used turn IT on technical support for several years, when we decided to switch SIMS support provider, their team seemed like a natural choice. I'm very pleased to say that we haven't been disappointed and the service is every bit as good as we expected and very reasonably priced to boot. The team are friendly, proactive and respond to any issues very quickly. We have no hesitation in recommending the turn IT on SIMS service to other schools who are considering their options."

Audrey Ross
Pupil, Parent and Community Liaison Officer –
Barrow Hill Junior School - Westminster

"Yesterday we had an Ofsted inspection which is obviously quite pressurised and stressful. During the day the visiting inspector asked us to obtain certain information from SIMS. Your team understood totally and were there for us instantly and showed us how to obtain what we needed. I have to say that if it wasn't for your team being there for us at the end of the line and us having the data required for the inspector to prove what we were saying was accurate, the outcome from our inspection could have been different."

Julie Oatridge – *Deputy Head -*
Bloxham CE Primary School - Oxfordshire

"Turn IT on provide friendly and reliable support for all the ICT within our school. In addition to installing new systems, setting up software and hardware and of course fixing things, they go out of the way to ensure that we are comfortable and confident using technology. This means we get the best use out of our ICT investments benefitting both staff and pupils alike.

The development and planning service means that we always have a clear picture of what ICT is in place and what kinds of things we should be aware of over the next three years. This not only ensures that we aren't wasting money on things that do not benefit our overall objectives, but that we regularly review subscriptions and services to ensure we are receiving the best value for money."

Nikki Ward
*Bursar – King's Sutton Primary Academy – Northamptonshire*

"We have been using turn IT on for IT support for a number of years and are very happy with the services provided. The support we receive is effective and proactive and the School Development review meetings keep us updated regarding developments in technology in the education sector. I would recommend turn IT on as an IT support service for schools."

Charlotte Watson
School Business Manager - St Luke's CE School -
Windsor and Maidenhead

Proactive Support
We will work with your senior leadership team to create a bespoke three year ICT School Development Plan based on your specific strategic objectives. This will be regularly reviewed and updated, helping to ensure technology in the school is used to its full potential and that you maximise your existing and future ICT investment
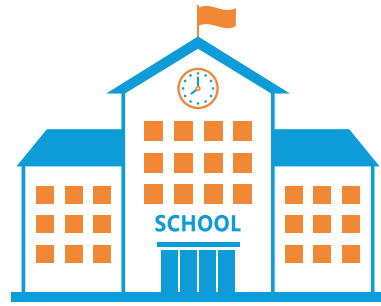
Understanding Schools
For more than 15 years we have worked exclusively in schools, with many of our staff having extensive experience of teaching or supporting schools before joining turn IT on. We currently provide a comprehensive range of hands-on ICT Support, MIS Support, GDPR services and training to more than 750 schools, Local Authorities and Multi Academy Trusts

Our Approach
Enhancing teaching and learning runs through everything we do - we don't just "fix computers", all of our staff are able to advise on hardware and software usage and work with small groups of teachers, support staff and students to help you enhance the use of technology in your school
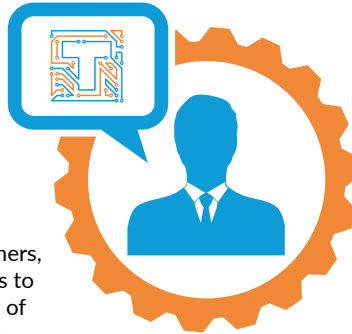
All encompassing
Complementing all of our on-site services is a unique and expert team able to provide telephone and remote support, proactive ICT School Development Plans and procurement advice to support your future ICT strategy

Extra mile
Our staff will be another member of your school team and will always strive to help you make the best use of MIS systems and ICT across the curriculum so that your teachers can get on with teaching

Why turn IT on?

As a teacher I could see the almost limitless possibilities that technology had in schools, and was also very aware of the challenges it presented. This inspired me to find a solution, so I founded turn IT on in 2003 to help schools maximise their investment in ICT and use technology to its full potential.

For more than 15 years, we have worked exclusively with schools. We use our unrivalled experience to provide a comprehensive range of hands-on ICT Support, MIS Support, GDPR Services and training to more than 750 schools, Local Authorities and Multi Academy Trusts.

Ensuring ICT is having the maximum benefit to learning is at the heart of everything we do – we don't just fix things when they go wrong, we proactively help schools by providing a bespoke three-year ICT School Development Plan. This plan is tailored to

meet each school's specific strategic objectives and is regularly reviewed to ensure it responds to your changing requirements.

Our consultants are another member of your school team and will always go the extra mile to help you make the best use of ICT across the curriculum so that your teachers can get on with teaching. Feedback from our customers is the best way of demonstrating that we practice what we preach and we have provided a small sample of what our schools say about working with us in the brochure.

Read on to discover more about our services and how we can help you drive progress in your school.

Tom Welch
Founder and Managing Director
turn IT on

2003

over
15
years

3
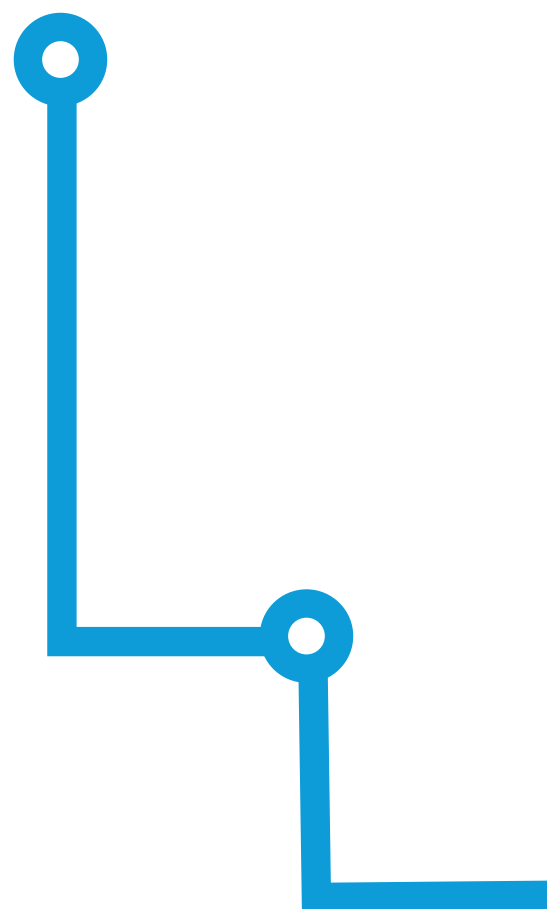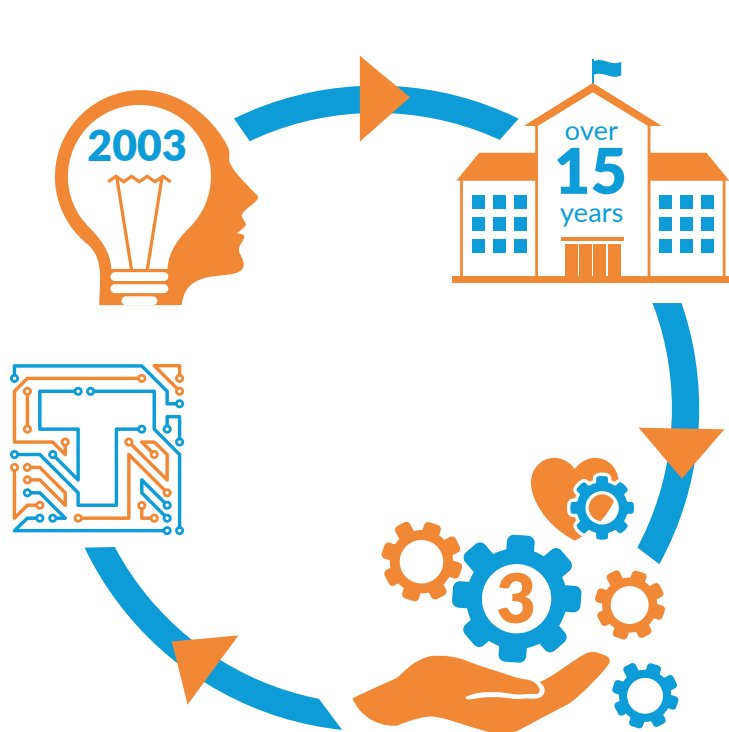
Primary

With over 15 years of experience delivering ICT support to primary schools we know how to ensure schools get real value for money from their ICT investment. Our service has been carefully designed over the years to ensure ICT in your school runs efficiently and effectively, allowing teachers to focus on teaching and learning.

Technical Support

Our support is focused around a series of regular visits delivered by a carefully selected and experienced ICT consultant. As well as resolving technical issues, your consultant can work with your teachers, support staff and small groups of pupils to provide advice and support on the delivery of ICT, helping you to ensure that technology is having the highest impact on learning and to make your technology work better for less.

To complement the service provided by your turn IT on consultant, your school will also be supported by an experienced and knowledgeable team to ensure an all-encompassing support package is provided.

At the start of the service, an experienced School Development Manager will discuss your specific objectives and develop a bespoke three-year ICT School Development Plan that supports your strategic vision and helps to address your key priorities. The plan is focused on Leadership & Management, Infrastructure and Curriculum and is regularly reviewed and updated to ensure it continues to meet your changing requirements.

Our automated monitoring system will proactively monitor your key devices during and between consultant visits, and inform us of any technical issues that may cause a system to fail. Our scheduled checks look at critical processes; anti-virus, space on your server hard-drives, backups and windows updates – including critical security patches and updates. Any alerts are urgently investigated, ensuring we address and fix issues without you ever being aware of them – the way any good IT support should happen.
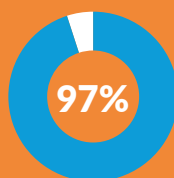
97%
of tickets responded to within our agreed response time

90%
of calls answered within 3 rings
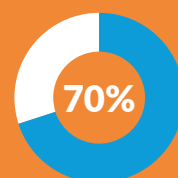
70%
of calls resolved in the first phone call

If you do have an emergency, our expert helpdesk are on hand to help. Their ethos is to answer calls promptly, resolve calls first time and ensure that the agreed response times in the Service Level Agreement are met.

All our technical expertise is co-ordinated through our Customer Portal. This bespoke, web-based helpdesk system allows schools to report and escalate issues as well as view all their open and closed tickets. A wide range of curriculum resources are available on our Customer Portal, including pre-made lesson plans ready to take into the classroom and free webinars to help build staff confidence in computing.

School Development

Team Manager

Your turn IT on Consultant

Additional IT Services

Installations and Procurement

Emergency Technical Support

Supporting Curriculum Delivery

Our passion at turn IT on is to enhance teaching and learning. All our consultants can advise on hardware and software usage, and work with small groups of teachers, support staff and pupils.

We also offer a specialist curriculum service which will give you access to:

- Specialist teachers up to date with the latest computing curriculum developments and innovations, who can inspire your pupils to learn and express themselves in the digital environment

- E-safety expertise and ICT upskilling of your staff

- A clear direction and purpose in computing and ICT.

MIS Support

With over 150 years of combined experience, our expert support is on hand whenever you or your colleagues need it. We ensure the effective and enhanced use of critical Management Information Systems (MIS), and that you have peace of mind when you need support, such as for an Ofsted inspection.

Our MIS Support team was formed in 2011 and was one of the first commercial SIMS Support Units to successfully achieve Capita SIMS Accreditation, most recently gaining re-accreditation for the third time. We now offer comprehensive accredited support for SIMS & FMS, RM Integris, ScholarPack and from September 2019 Arbor.

Our fully accredited MIS Support team provide unlimited remote and telephone support and comprehensive statutory documentation for each census and key stage return as well as the opportunity to attend seminars, administrator training, SLT training and twilight sessions.

"Turn IT on has been providing our IT technical support since 2014. The expert, professional knowledge and experience that they provide is key to our IT strategy and helps to ensure that our IT provision is always the most efficient and effective for our school."

Liz Housden and Michelle Harrison
School Business Manager and Headteacher -
St Finian's Catholic Primary School - West Berkshire

Secondary

With our experience of providing a wide range of modular ICT support services to secondary schools, turn IT on can help you to maximise your investment in ICT and develop a long term sustainable ICT strategy.

Co-source or Out-source - Modular and Tailored ICT Support for Secondary Schools

Strategic vision and planning, expert 3rd line remote support, on-site technical support, complete systems monitoring – whether you need one of these to complement your existing ICT support provision or all of these as a fully managed service, our ICT support for secondary schools is tailored to your budgets and vision to ensure your school benefits from:

- A clear pathway and direction for ICT with a strategic plan aligned to the vision of your senior leadership team to ensure a greater return on your ICT investment
- True value for money from your ICT investment, with the ability to use flexible staffing arrangements to meet your current and future needs
- The implementation of innovative solutions that will have a significant impact on educational and financial outcomes
- Risk management with access to unlimited external expertise
- An approach that works within industry standard procedures and supports change management within your school.

Strategic School Development

An experienced senior turn IT on IT analyst is assigned to the school and will work with your senior leadership team to construct, and then ensure the delivery of, a strategic plan to ensure you maximise your current and future investment in ICT. Our analysts are vastly experienced and have all previously delivered high level IT change management at secondary schools.

On-Site Technical Support

An onsite technical support team will ensure effective and reliable delivery of day to day systems to all staff. Our team consists of analysts, network managers, technicians and apprentices and can stand alone or complement an existing in-house school team.

An online ticketing system will log, collaborate, monitor and close each helpdesk call. Our experts spot trends and work efficiently to save hours of time on site.

We use Microsoft Power BI to closely monitor Key Performance Indicators and to proactively look for trends in incidents that can be resolved. This enables schools to either decrease staffing costs or re-deploy this resource to more proactive activities.

Remote Systems Monitoring and Reporting

Prevention is better than cure. Our unique turn IT on 'Active' monitoring service proactively monitors potential key risks allowing us to act upon them before they lead to any degradation of service or a potential e-safety issue. Our system will create an alert when an issue arises, raise a ticket and resolve many issues before human intervention is required.
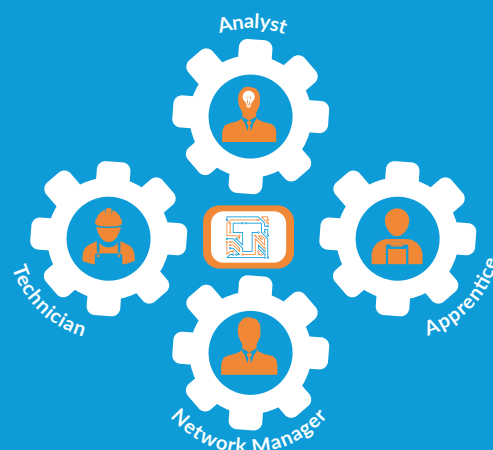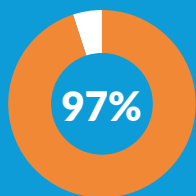
Capita SIMS Support

SIMS helping schools inspire
Accredited Support

With over 150 years of combined experience, our expert support is on hand whenever you or your colleagues need it. We ensure the effective and enhanced use of critical Management Information Systems (MIS), and that you have peace of mind when you need to obtain and collate information, such as for an Ofsted inspection.

The turn IT on MIS Support team was formed in 2011 and was one of the first commercial SIMS Support Units to successfully achieve Capita SIMS Accreditation, most recently gaining re-accreditation for the third time.

The fully Capita accredited SIMS and FMS Support team provide unlimited remote and telephone support and comprehensive statutory documentation for each census and key stage return as well as the opportunity to attend seminars, administrator training, SLT training and twilight sessions.

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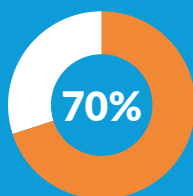
70%
of calls resolved in the first phone call

"Every time I have called turn IT on my experience with your staff has been nothing less than excellent. Your staff are really friendly, professional and very knowledgeable and they always stay with you until the problem is solved they are always polite and smiling while helping you. I strongly recommend turn IT on and your staff for their professionalism and going the extra mile to help you and deliver their promise of help on the same day, within a few minutes even. I have mentioned to my previous jobs about your company as well."

Farooq Feroze
Data Manager – The Langley Academy – Slough

Multi Academy Trusts

Providing Multi Academy Trusts with unparalleled value for money and improved efficiency, oversight and consistency across your academies through proactive strategic planning.

Turn IT on recognise that every Multi Academy Trust is unique and has its own individual requirements. We work in partnership with many Trusts, providing strategic support on the use of ICT in their academies, implementation of cloud-based services such as Microsoft Office 365 and G Suite for Education, achieving ongoing GDPR compliance, MIS support rationalisation and reviewing existing contracts to ensure value for money is being achieved.

A partnership with turn IT on offers Multi Academy Trusts a range of ongoing benefits including:

Strategic Guidance

ICT progress and development are planned strategically between turn IT on, the Trust and your academies with a dedicated turn IT on School Development Manager responsible for developing and reviewing a three-year strategic ICT plan. We will review your key strategic aims and use these and our experience of working with many other Trusts to develop and then regularly review a bespoke three-year ICT Development Plan for your academies. This plan will help to improve efficiency and provide the greatest return on investment for the technology outlay across your academies.

Curriculum Support

Underpinning everything we do is our ability to enhance teaching and learning to help maximise pupil attainment. We therefore offer Trust partners free curriculum consultancy to be used across your academies. This can be used for planning, model lessons, team teaching and curriculum and software training.

Collaborative Planning and Oversight

Our collaborative planning process ensures consistency, with each academy adhering to the same values and standards at technical and curriculum levels. We also review the ICT plans and overall support progress regularly at Trust level to ensure there is true oversight and accountability and to assist with future budget planning.

Financial Savings

To reflect the economies of scale that a Trust offers, we will apply significant discounts to our support services across the Trust and apply a central rebate on all ICT installations and orders placed by your academies.

"We selected turn IT on as the IT support provider for our schools as they offered good value for money, effective IT support, a partnership approach, and creative curriculum ideas. We have not been disappointed with the quality of service provided and turn IT on have proved to be a reliable and effective partner."

Virginia Moffatt
Procurement and Contracts Manager -
The Dominic Barberi Multi Academy Company - Oxfordshire

Cloud Solutions

Whether it is G Suite for Education or Microsoft Office 365 that is the chosen communication and collaboration tool for your school, turn IT on will ensure you get the best from cloud technologies.

We are accredited Google and Microsoft partners with many years experience using and training on both platforms within the school environment.

Our mission is "to help schools be as efficient and effective as they can be" and cloud technologies should play a significant role in this. Our experienced teams will review and advise on your current communication and collaboration tools before ensuring systems are configured securely, are GDPR compliant and give your teams the best opportunity to work and collaborate together.

Our Microsoft Office 365 and G Suite for Education programmes will then lead your team through a series of workshops and training that includes:

- Use of cloud management for sharing files between home and school

- Project and team collaboration – conferencing and sharing

- OneNote Class Notebook and Google Classroom – setting, marking and reporting on work.

With our support your school will be at the forefront of these technologies.

GDPR

Turn IT on offer a unique and comprehensive range of GDPR services to support schools, academies and Trusts with the GDPR. Our GDPR services support your school with achieving confidence and compliance in all matters of data protection and information governance.

GDPR Data Protection Officer Service

Turn IT on provide an appointed Data Protection Officer (DPO) to schools giving ongoing access to a designated expert to support with all data protection issues and meeting a key requirement of the GDPR. Unlimited remote and telephone support is provided from our dedicated GDPR helpdesk. An onsite audit is carried out annually (termly for secondary schools) to review the collection and processing of personal data in the school and ensure ongoing compliance with the GDPR. Termly newsletters, regular webinars and information sessions provide DPO customers with the latest information, changes and advice regarding the GDPR.

GDPR Readiness Service

The Readiness Service assists schools in working through the process of readiness with the data protection legislation and the GDPR. Turn IT on experts are on hand to guide schools through a step by step process, from reviewing how personal data is currently managed, tracked and processed, right through to being an organisation that is GDPR compliant.

GDPR Health Check Service

The Health Check service is designed for schools who can commit sufficient time, expertise and resources to ensure they are compliant with the GDPR legislation.

Turn IT on will provide your school with a range of templates that you can complete to help ensure compliance with the GDPR. Following the completing of the templates, a turn IT on GDPR expert will visit the school to review the templates and discuss staff training required before presenting a written report outlining their findings and recommendations to help ensure the school achieves GDPR compliance.
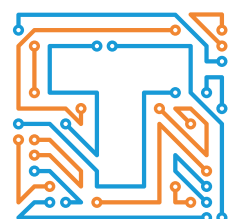
GDPR Policy Writing Service

Our policy writing service provides access to a full set of GDPR compliant policies, written by our GDPR experts specifically for schools. Policies provided include, privacy notice, data protection, CCTV and freedom of information.

GDPR On-Site Training

Turn IT on have a comprehensive range of GDPR training courses specifically designed for school staff to develop an understanding of using and processing personal data in schools. The training courses fit well into after-school staff meetings or as part of an Inset training day. Sessions include overall GDPR awareness and compliance and GDPR compliance using cloud solutions such as Microsoft Office 365 or G Suite for Education for email communications and file management.

"Were it not for turn IT on and their extremely knowledgeable consultants we would have still been scrabbling in the dark with GDPR. It would quite simply have been impossible to be where we now are without the excellent GDPR services provided by turn IT on"

Steve Warren
School Business Manager – St Nicolas' CE Combined School Taplow - Berkshire

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