

Overview

The team at Horndean Technology College were experiencing lengthy response times and becoming increasingly frustrated with their previous MIS support provider. Rather than the resolution they needed, the first port of call was a call handler who would create a ticket, which was escalated to a third party, resulting in lengthy delays between a support call being logged, and the issue being resolved.

Diane Parkins, the SIMS Manager at Horndean Technology College, found herself contacting colleagues at other schools or referring to Facebook pages to try to get the answers she needed, as raising a ticket ended up being more hassle than it was worth.

Challenges

The team at Horndean were often referred back to documentation they already had, which was not solving their issues and sending them round in circles, often resulting in tickets being closed without resolution, and having to go through the whole process again to get the support they actually needed.

Horndean decided enough was enough and set about looking for an alternative SIMS Support provider. Their wish list was a **high quality support service** with an **SLA agreement that would be met**, whilst also being **good value for money**. This is when Diane contacted School ICT and they have been a happy customer of School ICT since March 2023.

Conclusion

“Moving to School ICT has been such a positive experience!

We feel a weight has been lifted from our workload as we now have very quick resolutions to our problems and, with the backing of the expert MIS team at School ICT, no longer feel we fight fires on our own”.

Diane Parkins, SIMS Manager and Aaron Edney, Senior ICT Manager at Horndean Technology College.

How School ICT Helped

“Our experience to date with School ICT has been very positive. The on boarding process was fast and efficient, staff are friendly, accommodating and knowledgeable and meetings to discuss our requirements and expectations have been excellent.

“Working with School ICT is like a breath of fresh air in comparison to our previous support provider”.

Diane Parkins, SIMS Manager, and Aaron Edney, Senior ICT Manager, at Horndean found the following services provided by School ICT to be especially useful: -

- **The knowledge base area is very informative**
- **The online portal to log a ticket is efficient and response times are excellent**
- **The remote on process is quick and easy**
- **Having the ability to watch issues being resolved has greatly increased our knowledge of SIMS in areas we were previously not familiar with, which has meant we're now able to save time by resolving some of the issues that re-occur ourselves**
- **We feel like humans, not ticket numbers!**