Providing peace of mind with the Dataspire Service Desk

Dataspire

Creating ICT confidence for schools

ICT support for your school as and when you need it

To fully realise the capabilities of your ICT infrastructure, it is important that your school has access to responsive technical support. It's great to have all the new technology that will help to enhance teaching and learning and drive proficiency, but **what happens when the technology doesn't work?**

The Dataspire Service Desk provides **a flexible support solution designed for schools with an in-house ICT team.** If your technicians are unable to resolve a situation, they will have access to our experienced team of educational ICT experts whom they can call upon to minimise any downtime.

Tailored to your school's needs

We don't believe in 'one size fits all' and can design support solutions tailored to your ICT vision. From a menu of extra service enhancements, **you can add onto our basic ICT remote support package to ensure your support agreement suits your requirements and that you only pay for what you need.**

The Dataspire Service Desk key highlights:

- Unlimited access to our Service Desk between 9:00am – 5:30pm (Monday to Friday)
- Proactive 24/7/365 Remote System Monitoring and Alerting
- Proactive System Maintenance and Optimisation
- ICT Strategy, Best Practice and Guidance
- System Health Checks
- Emergency Onsite support
- License Management
- Asset Management
- Change Management

Technologies we support:

- Windows, Apple and Chrome Devices
- Windows Servers
- Cloud-first Solutions
- Network Switches and Wi-Fi
- Content and Web Filtering
- Back-Up Solutions
- System Security
- Antivirus Solutions
- Safeguarding Solutions
- Microsoft 365 and Google Workspace for Education
- And so much more..

Our Service desk will be **your single point of contact for ICT Support, ensuring any ICT issues are logged, monitored and managed across your estate.** And because we've been doing this for over 15 years, we know a thing or two about the needs of schools, education technology and how best to support you.

Speak with us today to learn more about how we can provide peace of mind for your school with the Dataspire Service Desk.

Whichever way you choose to contact us, we look forward to hearing from you.