School Outsourced IT Services

Benefits Guide

EDU365

Why Outsource or Co-Source your IT Management?

A growing number of schools are now considering outsourcing and co-sourcing their IT support in order to keep up with the constant changes in technology and minimise overall support costs. As moving to the cloud continues to help schools drive down expenditure and enhance learning, educational institutions of all sizes are also beginning to look for IT partners who can not only help them transition to the cloud, but provide ongoing IT support and expertise as the breadth of available technologies develops.

In guidance issued in July 2016, the UK Department for Education (DfE) reiterated that the marketplace is increasingly seeing cloud services as the way forward, but advises schools to select a knowledgeable and experienced service provider that shares the school vision and can provide both initial and ongoing assistance.

They also stipulate that 'as the complexity of locally hosted, school based ICT solutions increases, it can become more and more challenging to ensure the same level of reliability in respect of the ICT provision in schools' – making the support of a trusted partner in this journey essential. So what are the key influencing factors driving a growing number of schools to outsource or co-source?

Schools find it difficult to decipher 'technobable' from multiple vendors and make the right choices for the school. EDU365 is experienced in developing multi-year strategic plans that are aligned with the educational goals of the Senior Leadership Team.

Recruiting & Retaining Talent

Schools have so many of their own challenges that recruiting top IT talent – quite understandably – tends not to be their main priority. However, the problem is that when they do try to find the right staff, the marketplace is tough – they're competing with the enterprise IT market and candidates can often get much more from an organisation than from a school.

"As technology becomes an increasingly integral part of education, schools need IT expertise in multiple types of technology, which leaves them with two choices; to find a single IT support specialist with the knowledge and expertise of five different people, which is almost impossible – or to employ multiple experts to cover the vast range of technologies, which is very expensive.
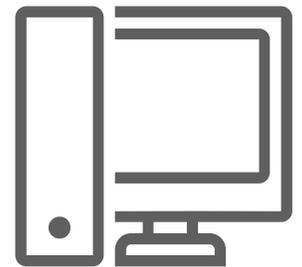
"Education thrives on partnership and collaboration — within schools, between schools and with other groups and organisations"

Sir Ken Robinson
Creative Schools:
The Grassroots Revolution
That's Transforming Education

One person or a team?

- One person
- Limited time
- One persons skills
- One persons experience
- Limited back up
- What's the contingency plan?

- Team of professionals
- Shared time
- Broad skills, expertise, qualifications
- Accumulated team experience
- Redundant support
- Experienced education specialists
- Product experts
- Technical specialists

Core support services

Free up staff to focus on your core mission and leave the "technology arms race" to our team of education technology experts. Technology evolution moves at an incredible pace. Keeping up with and managing technology is a time- and resource-consuming effort –one often better suited to an outside team of experts whose sole job is to manage technology. Overburdened IT staff at educational institutions often wear many hats; they simply don't have the resources to focus on cutting-edge technology solutions the way an outside vendor would.

EDU365 can assist in ensuring the appropriate infrastructure is put in place to deliver the applications and service levels modern school users demand 24/7.

By utilising the EDU365 team of over twenty you can secure high-quality expertise that is otherwise difficult to obtain, realise cost savings while you accomplish the same task, and gain more time in your day to focus on the real purpose of your organisation, educating the students who are enrolled.

Outsourcing or Co-Sourcing improves the quality of the overall educational experience. When your systems stay up and educationally appropriate solutions run well word travels fast. Satisfied learners enhance the reputation of your institution—and that will likely translate into future enrolment.
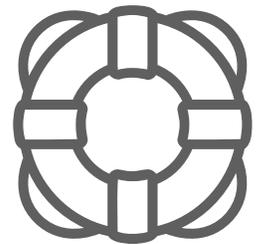
Bridging the gap

When an IT issue occurs that goes beyond the expertise held locally – such as server failure, or pupils not being able to log into something – schools have to rely solely on their Network Support Manager or IT technician, who may not always be able to help.

This puts schools in a vulnerable situation as it could ultimately lead to hours of lost teaching time and major classroom disruptions.

Outsourcing IT support allows schools to transfer the risk of day-to-day mishaps and any other risks associated with IT to the service provider, as well as providing cover for sickness and holidays.

It also minimises any disruptions from technology, as IT partners providing managed services to schools can run proactive checks on the schools' systems throughout the day to instantly pick up and rectify issues before they become a problem. Conversely, co-sourcing IT support can fill in gaps in internal expertise and save schools time, money, and effort in recruiting additional staff. By combining services from within the school and from a well-chosen partner, both parties can work to achieve the same goals.

Perhaps the greatest motivator of all is no longer simply about cost, but about addressing the widening technology skills gap; in today's competitive marketplace and with technology moving at a rapid pace, schools are finding it increasingly difficult to attract the right type of IT specialists to support them.

Managed Services	Application Support
Cloud Solutions	Service Desk
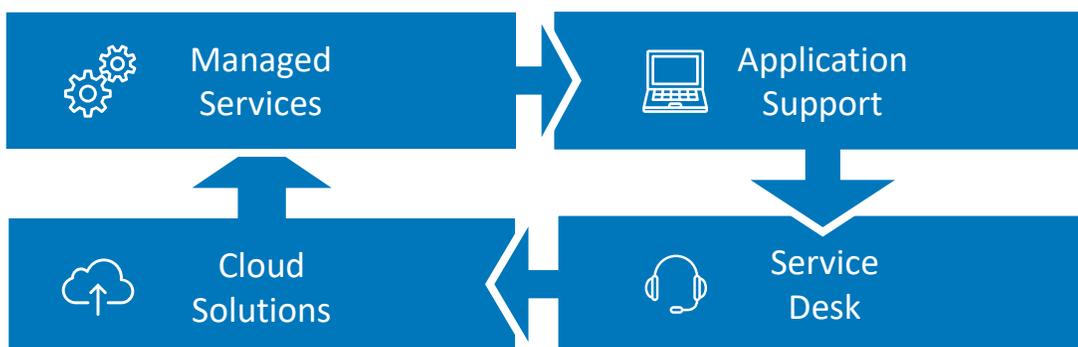
EDU365 Cloud services

Why cloud? Moving to the cloud helps schools drive down expenditure and enhance learning, educational institutions of all sizes are also beginning to look for IT partners who can not only help them transition to the cloud, but provide ongoing IT support and expertise as the breadth of available technologies develops. Let EDU365 share our extensive experience in harnessing cloud technologies to create successful change and improved learning outcomes.

EDU365 recommends taking advantage of online hosting, storage, collaboration and communications services now available to schools and delivering them using your own "single pane of glass" school engagement portals. Such services prove to be a successful cost-effective option if supported by a well thought out cloud strategy and communications plan. Storage requirements are exploding in schools and using Office 365 and other academic online services will negate the need for schools to invest in expensive storage systems that often require costly, expert care.

Disaster recovery

How would your school function without access to the network?
The answer is usually 'not very well' and the longer the outage the more severe the impact on business operations. Unfortunately, backup and DR services are often only "top of mind" in schools after major issue occurs. Far too often data loss is high and restoration of services takes an unacceptable amount of time if restoration is possible at all.

The EDU365 Managed Cloud Disaster Recovery Service ensures business continuity and risk management objectives are met. If or when a disaster strikes, your institution has the peace of mind that redundant datacentres and expert resources are in place around the globe to help minimise the impact of service to your teachers, students and parents. Backing up date between two buildings or campuses is not going to provide always on services your stakeholders require.

Hassle-free, always-on service

EDU365 can provide the advice, experience and strategies that will help you improve ICT engagement, make the most of your current investment and save money. Our team of networking experts along with our Software Development Team provide the tools to truly unlock the potential of IT to deliver services that are aligned the needs of each stakeholder in your school.

Let us complement or be your internal IT team – so you can get on with the business of education:

- Get a team of specialist certified engineers for a fraction of the cost
- Leverage our five years of award winning experience with educationally appropriate cloud solutions to reduce costs and improve the usefulness of IT in schools
- Have an outsourced IT team 'on-staff' that understands education and which can assist with selection of the right technologies and solutions for your school
- Set a budget and keep to it
- Develop a 5-year roadmap to excellence with our help with a focus on teaching and learning NOT the technology
- Implement proven best practice technologies without costly selection mistakes

Next Steps?

For more information or for a customised quote on your school's needs, contact us today.

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