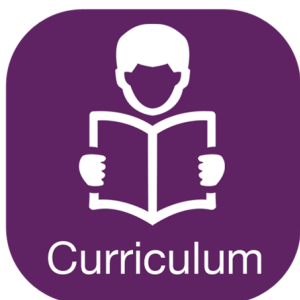


Changing ICT Support FAQ's

Making IT simple



I have always been with the local authority for ICT Support?

What will change?

When using Omnicom you will instantly see increased levels of support on a daily basis. Issues will be logged by our friendly office team and all ICT issues have a maximum of an 8 hour response.

You will also see a change in the school budget; when joining Omnicom you will save up to 40% from Gateshead published SLA prices.



What effect will the handover have on my schools network?

The simple answer to this popular question is—NONE! All network information, passwords and server configurations are requested from your current provider. We then do the rest with no effect on your service, network or school day.

What contract length will I be signing into?

Omnicom offer several contract lengths to suit each school, from 12 months to 5 years. We believe our customers should have the option to choose the length of contract that will best suit their needs.



Who do I contact when we need ICT Support?

Omnicom use a variety of methods to log any issues you have including email, a web portal, Omnicom website, Telephone and via your personalised TechShare Log book.

How much will I save from my school ICT budget?

CSS will save you up to 40% from your current budget, we are dedicated to providing you with the best prices around. In year 1 with Omnicom you could save up to £3980, Year 2 up to £7960 and in Year 3 you could save a staggering £11940!



CSS has a service called TechShare, what is this?

TechShare is a service which comes as part of your CSS, TechShare is based around a scheduled half day visit on an agreed frequency (i.e. weekly or fortnightly) by a dedicated, experienced Technician. You would simply log the work you would like completing in your personalised TechShare Log Book, web portal, email or telephone ready for your scheduled visit.



Do I have to buy into all the services from Omnicom?

Omnicom provide a menu of options that can be easily compared to the current Gateshead SLA, this allows you to select the option that best suits you.

When it comes to purchasing equipment we always encourage customers to gather three quotes, this allows you to see just how competitive we can be when it comes to purchasing at excellent value.

OmniCom

Suite 6 , Kingfisher House, Durham City, DH7 8TZ Tel: (0191) 3866222 Fax: (0191) 3751966

e-mail: solutions@omnicom-group.co.uk website: www.omnicom-group.co.uk