

Would your school's IT benefit from:

...Curriculum and Admin Support?

...A fast, same day response time?

...A dedicated visiting technician?



Complete School Support by OmniCom

www.completeschoolsupport.co.uk

...Remote monitoring & back-up?

...Ofsted support?

Plus much more...

Enquire Today!

OmniCom are an ICT Support company focused on the Primary Education Sector, based in Durham central to their North East area of coverage. 90% of OmniCom's business is education ensuring that all staff are attuned to the needs of Primary Schools across the North East.

With over 10 years experience in the sector and a customer base across every Local Authority, OmniCom can rightly claim to be the Number One provider of ICT services and support in the region.

OmniCom is focused on a holistic approach by offering every aspect of ICT required in a Primary School, from wired and wireless networks through to PCs, Tablets, Servers and their Support.

As OmniCom support over 100 Primary Schools and supply 200 more, they can bring a wealth of experience in terms of advice and guidance. OmniCom's aim is to act as your school's own ICT department providing a direct, fast response with first class staff, backed up with accreditations from the IT industry's biggest names (e.g. Intel, Microsoft, Cisco, etc.)

We're accredited by:



Don't just take our word for it:-

"I have found OmniCom to be very helpful, proactive and accomodating to our needs. I only have positive views to express"
- B. H (Sunderland)

"Working with OmniCom has meant we have been able to feel the benefit of a modern approach to curriculum and admin ICT. We have much more effective ICT systems in place which enables office and leadership staff to access information on the go. Most support is done remotely and the fortnightly ICT in-school support has made life easier for everyone".

- J. G (Gateshead)

"We have now worked with OmniCom for 3 years and throughout this time, they have provided an excellent service. Their recommendations and advice have been tailored to our schools needs and all work on site has been professionally delivered. Their efficiency has been key to effective ICT in our school".

- G. R (Gateshead)

"I have worked in partnership with OmniCom for a number of years now through 2 headships. I have always found their service to be high quality and reliable. We have purchased a significant quantity of hardware, either purchased outright or on lease and prices have always been competitive. Our fortnightly TechShare visits are invaluable.

Thank you for your continued support".

- A. J, (Northumberland)



Complete School Support

CSS is a completely bespoke package that can be tailored to your exact school requirements, you only sign up to those modules that you require and are able to mix and match them with other 3rd party providers. The idea is to provide you with a customised solution that works best for your school and maximises the savings OmniCom are able to offer against other providers.

TechShare

Your own nominated Technician will visit your school on an agreed frequency (e.g. weekly, fortnightly etc.) and address any issues you have logged. They will only work term time in line with your school and will be part of your school team.

OmniCom provide on-site Ofsted support completely free of charge for all CSS schools. Your TechShare technician will be backed up by Head Office where any issues can be escalated.

On-Site Support

Any issues that cannot be resolved remotely or by telephone will be escalated to on-site support. OmniCom's standard SLA is an 8 hour fix time so you can expect a same day site visit for calls that require them.

Remote Support & Monitoring

OmniCom have invested in Remote Control software to allow remote resolution of most software faults. This is done via a secure connection and all activity is logged.

Telephone Support

Most faults logged are resolved via telephone. Equally, support over the phone can cover ICT advice and guidance in the form of 'How To's'.

Broadband

We offer educational grade broadband based on ADSL, Fibre, Cable or Wide-area Wi-Fi. A free survey will initially be performed to determine the ideal solution. OmniCom project manage the process from ordering through to installation and commissioning. Our broadband is generally 40%-60% cheaper than a comparable system provided by your LA.

Remote Access

We provide secure VPN's with all broadband installations. This facilitates secure remote access for staff to access resources from home.

Admin Support

OmniCom provide the Admin environment of network (LAN), workstations and server as well as providing all upgrades where required. OmniCom typically work in co-operation with a school's LA as and when changes are required.

Fault Logging

Our fault logging system allows the logging of any kind of faults via Telephone, Customer Portal or Auto Detection. As soon as a fault is logged a unique reference is passed back to the customer and status updates are generated as the fault progresses to resolution.

Internet Filtering

One of the most important parts of any broadband implementation. OmniCom's filtering is based on an in school state-of-the-art firewall. Filtering is based on keywords, websites and categories and changes can be requested by the school and actioned within the hour. Filtering can also be done by groups (e.g. pupils and staff) as well as per user.

Apple Support

As well as hardware and software support for Apple devices, OmniCom also offers a web based management system - Meraki, which facilitates secure profiles, App deployment and updates.

Servers

The core of any school's ICT is their server and we target an immediate response to any faults. OmniCom can specify and supply servers from their preferred suppliers of HP and Dell.

Printing

OmniCom will provide first line support on all printing issues. Any printing issues beyond this will be escalated to OmniCom's printer repair partner. Our Print Management Solutions allow printer toner monitoring and auto ordering, providing tight cost control across the school.



Vendor Management

Most schools are engaged in multiple IT related vendor relationships from photocopiers through to telephone systems. OmniCom's Vendor Management ensures that OmniCom can act as a single point of contact for all issues and liaise with these vendors on the school's behalf.

Remote Backup

All CSS school data (Curriculum and/or Admin) is backed up daily to a central secure data centre (stored encrypted) and from there, replicated to our office in Durham. This ensures that at any one time, your data is held separately in 3 locations.

Data Encryption

OmniCom are a DESlock partner, offering centrally managed data encryption on PC, Laptop or Memory Sticks. The central management allows remote password reset in the event of a failed logon. This level of security is increasingly becoming a de facto requirement for Ofsted.

Office 365

As a Microsoft Partner, OmniCom are able to offer Microsoft Office 365 (shared calendar and cloud based email) free of charge to all of our CSS schools. OmniCom offer a free domain name registration and setup as part of the standard service.

Web Hosting

OmniCom offer free website hosting and domain name registration to all CSS schools.

Website Development

A school's website is not only a key marketing/informational tool, it also displays key information required by Ofsted. OmniCom offers a cost effective, bespoke design service to give you the website your school deserves.

Supply & Install

We also supply and install ICT equipment, from PCs and Laptops, to Servers up to a full range of AV equipment. Equipment is installed by trained technicians and OmniCom is CHAS registered to ensure safe working practices.

90 Day Money Back Guarantee

We believe if you're not happy, you shouldn't pay for a service so if you have a problem and we can't put it right, we'll give you your money back. We're so sure of the quality of our service that we are unique in making this offer.

Online Quotation System

All quotations at OmniCom are viewed and stored online in our cloud based quotation system. You are free then to change quantities of requested goods, remove those you don't want, ask any questions and then digitally order. This reduces your paperwork and speeds up the whole procurement process.

WEEE Recycling

All redundant ICT equipment can be recovered and recycled by our WEEE Recycling Partners free of charge. Every hard disk is factory formatted to erase all data and a certificate to that effect is returned to the school.

Anti-Virus

OmniCom evaluated a huge range of anti virus solutions and selected ESET for its small footprint and competitive pricing. All anti-virus is centrally managed and updated by OmniCom.

Wireless Networks

We're a Cisco Select and Cisco SMB Partner and are trained to survey and install whole-school Wi-Fi networks. We have over 10 years experience in Wi-Fi and many of our installations have been operating for over 5 years.

Wired Networks

OmniCom are able to offer Cat5e, Cat6 and Fibre network cabling. Our CHAS accreditation confirms we're a safe contractor and our 15 year warranty on our cabling confirms we're confident in the quality of our work.

Audio Visual

AV equipment is a key part of a school's infrastructure and we have a wealth of experience in designing, installing and maintaining every aspect of AV. We're also an Epson self-maintained installer meaning we keep a stock of projectors and lamps in support of same day support.





Introducing... SIMS Support

OmniCom provides SIMS support in partnership with Schools ICT Services, with OmniCom providing a local on-site presence and Schools ICT Services providing remote support and telephone support as well as training.

Schools ICT Services are a formally accredited SIMS Support organisation with a huge depth of experience as well as nationwide coverage across 350 schools.

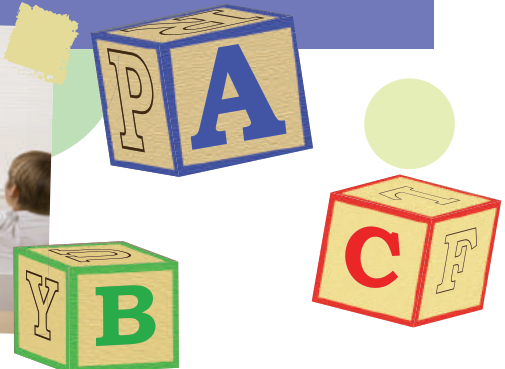
Education is the common core that runs through the OmniCom/Schools ICT Services partnership, with every member of staff of both organisations having at least 5 years experience in education.



The partnership allows complete end to end cover for every school's SIMS usage:-

1. Installation & Setup
2. User Training
3. On-Going Support (Remote/Telephone or Local)
4. SOLUS Updates
5. Advice & Support on Primary Census and all other Key SIMS Packages

OmniCom's SIMS Support is a complete replacement for your Local Authority support with the added advantage of competitive pricing.



Safety & Quality

We understand that the safety of your staff and pupils is paramount; which is why we equip all OmniCom staff with identity cards, an OmniCom uniform and an enhanced DBS check.

Our technicians are put through rigorous training processes and are encouraged to pursue a series of exams to achieve Microsoft, Intel and Cisco technical status.

How Do I Switch?

Switching from your current provider to CSS couldn't be easier. You will be allocated a dedicated Project Manager to ensure the seamless migration from your current service provider to OmniCom.

We'll liaise with your LA or external service provider to ensure a smooth switchover.

Please also be aware that the effectiveness of Local Authorities varies enormously, it is therefore essential to start the migration as soon as possible to ensure a completed transition well within your current contract term.

We Make IT Simple...

OmniCom understands changing your IT Support can be a daunting prospect, but we want to make the switch as easy as possible.

We've handled the process for a number of years now and have received many questions along the way - view our FAQ:

www.completeschoolsupport.co.uk/switching

Get in Touch

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