



ICT Consultancy for Schools
1 Oak Crescent, Eye, Suffolk
e-mail: tecwyn@tecwyn.net

Details of service packages for 2009

Curriculum support service **£100**

This service gives you access to

- support by telephone or e-mail (for curriculum network, computer and software issues)
- the procurement service that will find the most cost-efficient supplier for all of your ICT needs (and in many cases place orders for you)
- technician support when required (at £20 per hour)
- specialist support and consultancy (at £40 per hour)
- equipment and software installation and commissioning at preferential rates

Curriculum support service by remote access **£260**

This service gives you access to

- support by telephone or e-mail
- remote management of your network, including network updating and the addition or removal of users on the network and where possible this will include the installation of software, correction of configuration errors and general fault finding. Working Internet access is required.
- the procurement service that will find the most cost-efficient supplier for all of your ICT needs (and in many cases place orders for you)
- technician support when remote access is not practicable (at £20 per hour)
- specialist support and consultancy (at £40 per hour)
- equipment and software installation and commissioning at preferential rates

Extended SIMS support basic **£100**

This service gives you access to

- support by telephone or e-mail (for admin network, computer and software issues)
- the procurement service that will find the most cost-efficient supplier for your administrative ICT needs (and in many cases place orders for you)
- technician support when required including SOLUS updates (at £20 per hour)
- specialist support and consultancy including major technical developments (at £40 per hour)

Extended SIMS support by remote access £260

This service gives you access to

- support by telephone or e-mail (for admin network, computer and software issues)
- remote management of your admin network, including SIMS SOLUS updating and where possible this will include the installation of software, correction of configuration errors and general fault finding. Working Internet access is required.
- the procurement service that will find the most cost-efficient supplier for your administrative ICT needs (and in many cases place orders for you)
- technician support if remote access is not practicable (at £20 per hour)
- specialist support and consultancy including major technical developments (at £40 per hour)

Extended SIMS support full £460

This service gives you access to

- support by telephone or e-mail (for admin network, computer and software issues)
- remote management of your admin network, including SIMS SOLUS updating and where possible this will include the installation of software, correction of configuration errors and general fault finding. Working Internet access is required.
- the procurement service that will find the most cost-efficient supplier for your administrative ICT needs (and in many cases place orders for you)
- free of charge technician support if remote access is not practicable
- free of charge specialist support and consultancy including major technical developments if remote access is not practicable.

Remote access system

Remote access is a very efficient way of delivering rapid support to solve problems, and of performing regular ‘housekeeping’ work without travelling to the site.

The remote access system used by Tecwyn.net is a system widely used by large corporations and puts security as a high priority.

Your data does not leave your system and its security is not compromised by the remote access system. In order to access your computer remotely it is necessary to know a username and two separate passwords (in addition to username and password for Windows on your computer, and username and passwords for systems such as Sims – potentially requiring three usernames and four passwords to access your data!). You can, at any time, prevent remote access if you feel the need.

This system is a subscription service, paid on your behalf by Tecwyn.net out of the extra fee charged by us for this service.

If you subscribe to our remote access services, either for curriculum network support or for Sims support, we will perform necessary operations on your systems without extra charge.