



EISS

Education ICT Support Services

IT experts ready to assist

After 28 years, we've learnt a lot about schools

When it comes to education, Computelec does IT better. That's because we simply understand schools better. With over 28 years' experience working with over 10,000 schools, we understand the ICT management challenges you face every day to deliver an effective and reliable 21st Century Learning environment.

We know that schools are different to businesses because:

- School user communities often like to 'test the boundaries'
- The Australian National Curriculum is increasingly demanding of ICT
- Schools' annual ICT cycles are unique
- Sharper peak loads mean projects can only be carried out during limited times

What is EISS?

Education ICT Support Services (EISS) provide a proactive solution that delivers continuous protection and support for your school ICT infrastructure.

Through secure monitoring and management of your technology and network, we keep you up and running and give you greater control and visibility over your ICT environment.

How does EISS work?

We deliver expert server management

We understand how important the performance and reliability of servers are to schools. We're also fully aware of the effort and resources involved in continuously monitoring server health, managing hardware and software vendors, keeping up to date, and staying secure and compliant.

That's why we created EISS to maximise server performance and uptime in the school environment, helping you with:

- Proactive server monitoring and maintenance
- Rapid, skilled response to issues
- Comprehensive vendor management
- Ready access to specialists when you need them
- Your ICT budget and resource management

We can help overcome your school network management challenges

In today's school environment, everyone is relying on the network infrastructure to get everything done – despite the chain of network devices between two end points having become increasingly complex. With a vast array of end-point devices, mobility options, security and access policy complexity, network administration and performance management are ever more challenging.

This challenging environment demands a committed team of experts to ensure that the performance and reliability of networking and internet access don't interfere with the delivery of educational outcomes and services to the wider school community of teachers, administrators, pupils and their parents. This is exactly what EISS delivers:

- Continuous network monitoring and proactive maintenance
- Remote and onsite response through dedicated network support
- Comprehensive vendor management
- Access to specialised network expertise when and as needed
- Regular network health checks
- Ongoing moves, adds and changes (MACs)*

*Conditions Apply

“ We have access to a team of professionals, each with different specialist skillsets, who complement our existing ICT team – this gives us access to a richer pool of skills and experience. It's more cost effective than providing those services in-house. I would state that, from a financial perspective, Computelec's EISS would be the equivalent of 1.5 additional permanent staff members ”

Paul Bothma, IT Manager, Cannon Hill Anglican College, QLD

EISS is a highly flexible solution

EISS can be tailored to meet your specific needs. Because each school's priorities and environments are different, we offer a range of support solutions – from 24x7 monitoring of server performance and a priority service desk, through to complete management of your infrastructure, including remote and onsite support.

How your school benefits

Computelec EISS can help you achieve maximum return on your ICT investment by delivering:

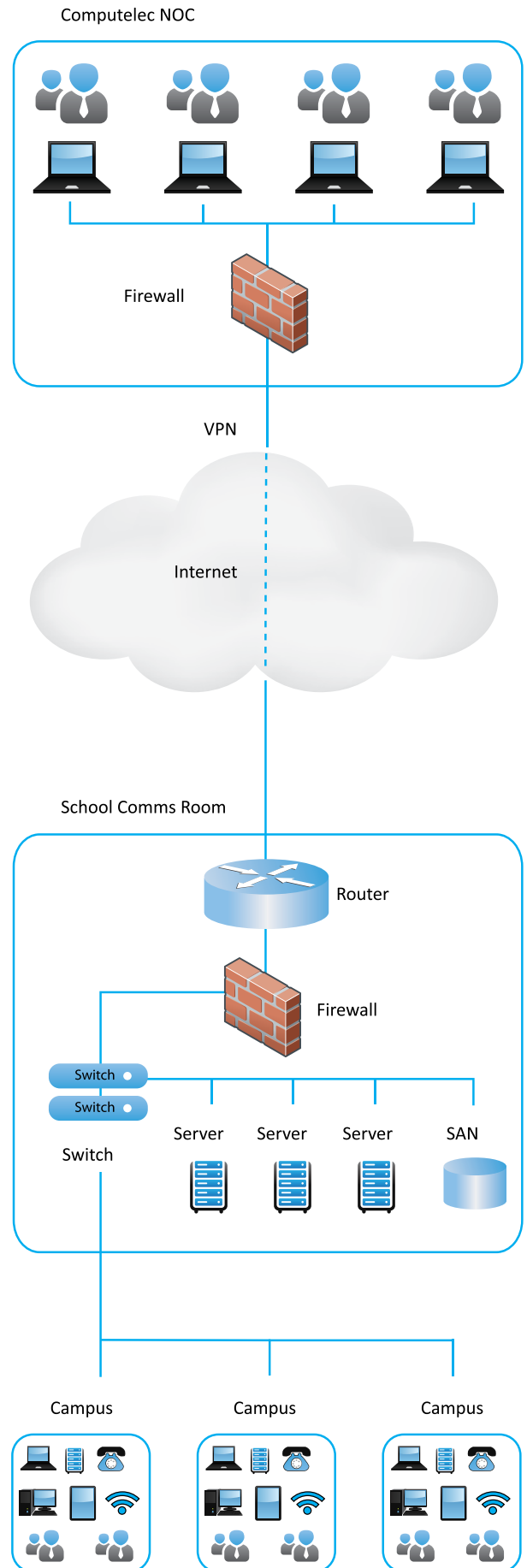
- Predictable ICT costs with fixed monthly billing
- Cost savings from reduced technical obsolescence
- Priority access to specialist expertise – when and as you need it
- Delivery of best practice services
- More time to focus on strategic ICT objectives and projects by removing day-to-day tasks best automated
- Transfer of technology and delivery risk to Computelec, whilst retaining control of your ICT strategy and direction
- Reduction of network downtime through stabilisation and improvement of network infrastructure
- Better visibility and support for planning from comprehensive monthly reporting
- Peace of mind from 24 x 7 infrastructure monitoring and a single point of accountability for service delivery with solid guarantees

Service Level Agreements

We offer guaranteed SLAs and a competitive, transparent pricing structure that enables you to select the level of support you need – at a price that meets your ICT budget.

So, as you embark on the execution of your ICT strategy, we can deliver any level of customised support – from continuous monitoring of network infrastructure and onsite support to asset reporting and application management – by:

- Only charging for the devices we manage
- Allowing you to scale the combination of devices managed up or down



Trusted Relationships

Here are just a few of the schools we have supported with EISS:

Cannon Hill Anglican College, QLD
Bacchus Marsh Grammar, VIC
North Sydney Girl's High School, NSW
Radford College, NSW
East Preston Islamic College, VIC
Geelong Grammar School, VIC
Xavier High School Albury, NSW
St. Mary's Cathedral College, NSW



For more information



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