

TAILORED MIS SUPPORT FROM HOLKER GROUP.

Holker Group has a well-established team for both RM Integris and Arbor support and have developed a service that provides specific enhancements to the standard support you may expect to receive from other vendors. Our team supports schools, academies, free schools, local authorities and multi academy trusts in efficient pupil data management and reporting.

What makes us different?

We pride ourselves on our flexible 'people first' approach. We have a friendly, dedicated team, who have many years' experience, supporting and working in schools, who understand your needs specifically.

Our support service is unlimited and subject to a robust SLA. If we say we'll do something, we will.

We will always put you first, taking the pain from the IT, so teachers can keep teaching and school office staff can work efficiently.

We have been working with Integris since going to market and have over a decade of experience and knowledge to utilise.

We were also the very first North West Arbor accredited company in the UK and have fully trained experts with full system and application support experience.

We are proactive. We will identify and contact the key staff members regarding their induction training and preparation for statutory returns (e.g. Census).

Our team has a good understanding of 3rd party software which integrates with your MIS, enabling faster resolutions.

Holker are G-Cloud accredited, giving you the ability to procure under an approved Government framework.



We also offer a full range of IT services including IT & Network Support, Hardware Supply (e.g. Laptops, Promethean screens, Printers, Projectors), Cloud based solutions (e.g. hosting, desktops, backups), Managed Print, VoIP Phone Solutions and Microsoft Teams & Google Consultancy.

Ultimately, we have an unmatched understanding of MIS for education packages; as well as providing technical support and the full wrap-around of services, expertise and advice that enables us to deliver schools and colleges exactly what they need in terms of IT.

OPTIONS AT-A-GLANCE.

Description	Standard Support	Premium Support
<p>Unlimited Telephone Support – expert team will allocate calls and resolve during office hours against SLA timescales.</p>		
<p>Unlimited Remote Support – our experts can take control of the computer(s) you are using to see the problem first-hand.</p>		
<p>Unlimited Onsite & Remote Training – provision of unlimited training for all school-based staff including setup, new staff and refresher training.</p>		
<p>Assisted Administration of System – helping you navigate through processes and standard reports.</p>		
<p>Support materials – to provide everything you need to implement and manage all standard processes.</p>		
<p>Customised support – guidance and training notes produced for all government obligatory requirements:</p> <ul style="list-style-type: none"> • Census notes for January, May, and October returns • Year-end timeline and Common Transfer File (CTF) advice • Year-end process and execution 		
<p>Personalised Webinars – updates on new modules and compliance requirements.</p>		
<p>Strategic Engagement – quarterly onsite (or remote) based consultancy to assess business requirements and advise on planning, analysis, and objectives.</p>		
<p>Custom Reports – assistance with creation of bespoke reports.</p>		
<p>Assessment provision – we can create mark books bespoke to the school, in partnership with the school. These are project-based activities and subject to scoping and additional cost.</p>		