Additional ICT Support: 
when you want it, how you want it

WHAT IS IT?
Our technicians attend site on a regular basis at a frequency to meet your support needs.

HOW DO I USE IT?
Just let us know the frequency of support you require and we’ll be there.

Created in answer to specific requests from schools, Cygnet offers an enhanced technical support service providing on-site visits at a frequency chosen by each school.

The reassurance of having a known technician accustomed to your individual ICT pressures and who integrates to become a familiar face for teaching staff is one which has proved to be highly popular and beneficial to schools.

Schools can buy in to as much time as they require, ensuring that their technician performs some of the day-to-day tasks which do not always fit well with a purely reactive support service.

This frees the school’s ICT Coordinator to concentrate more time on their own area of responsibility and expertise, knowing that they have on-site backup that they can use effectively.

Every school has a different view on how to use their time but in addition to routine tasks many schools assimilate their technician into the school team and work together on planning building projects, capital expenditure, infrastructure upgrades and ICT Suite design.

Because our technicians are a fully integrated part of the Cygnet team, they will be able to advise you on the latest services and developments from our portfolio and advise on the best way to utilise your ICT budget to gain maximum results for your school.

They are also able to call on the full team who will support them whilst on site in order to deliver the service you need to keep your ICT running at peak performance.
Service Features and Benefits

**Key features:**
- A regular visit at the times you need: monthly, weekly or daily support
- A friendly face ready to take away the pain of school ICT issues who will become a part of your school staff
- Able to take on project planning with your ICT Coordinator and Senior Leadership Team to achieve your outcomes

**Ease of use:**
- Arriving on a timetabled basis our technicians will check your recorded faults on the MLE or faults book and go straight to work
- Routine maintenance such as equipment moves, cleaning of equipment and updating virus scanners and patches is done automatically without the need to request it
- New equipment is unboxed, installed and configured at no extra cost
- Advice on cost savings such as print management and centralised printing and automatic power-down of your ICT systems after school can be arranged by your dedicated technician

**CONTACTING CYGNET:**
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Specifications may be subject to change. Ceiling mounted projector maintenance is not included with this service, but can be arranged for you.