



SystemCare

for Education

Complete protection for your campus technology



One IT Support Partner is all you need
Security - Reliability - Performance - Availability

Introducing TSG

At TSG, we're trusted to take care of IT systems for thousands of organisations, businesses and schools across the UK. And in delivering a comprehensive range of IT services and solutions, our local offices pride themselves on their understanding of customer needs, regardless of size, sector or the role IT plays in delivering their objectives.

We appreciate that there is very rarely a generic solution and we are in a unique position to be able to call on the broadest range of experience in tailoring hardware, software and systems solutions.

All in all, it means that you can focus on what's important to you; whether that's preparing reports for your local authority or getting on with the business of nurturing your students by delivering the teaching that they deserve.

Experience a full technology service from one professional, local supplier with trusted partners and credentials such as...



- Security** – ensuring a safe environment for your students
- Reliability** – monitoring and fixing before you notice any problems
- Performance** – reporting to meet your specialist requirements
- Availability** – ensuring that teachers have the tools they need to do their job



SystemCare for Education - Proven in business; tailored for education

Technology that's safe, secure and reliable

It's difficult to imagine how your school or college could function without the IT systems you've come to rely on. Technology now plays a crucial and pivotal role both in delivery of the curriculum for your students and also the day-to-day business of running your campus. In fact, in many respects schools and colleges are no different these days to any small or medium sized business (we call them SMEs and we work with thousands of them.)

At the most basic level, we'll ensure that your critical software applications are secure and always available, and that your valuable data is fully protected. More importantly we're confident that we can apply industry best practice to make your systems better, with SystemCare delivering improved reporting and allowing you to focus on what's important to you.

Our comprehensive technology protection will give your campus the security and confidence it needs, safe in the knowledge that your IT system is being closely monitored and that SystemCare will identify any issues before they impact on the education of your students.

That's why taking an educated view on selecting the right IT support partner is one of the most important business decisions you'll make.

Total protection for you and your students

Whether you're running multiple servers and hundreds of desktops or are part of a cluster or confederation each with smaller requirements, we understand that it's essential to protect your data against threats arising from both within your IT environment and from the outside world. And that level of protection is exactly what SystemCare offers.

A complete IT support solution from TSG's SystemCare

In many respects, your systems are no different to those operating in businesses of all shapes and sizes with a mix of more than 20 different hardware and software components. Your essential curriculum applications are all underpinned by a range of servers, firewalls, PCs, laptops, routers, broadband and many other components. And while your job is to teach, ours is to ensure that these different components all work together efficiently, seamlessly and invisibly.

Even those with dedicated in-house IT support will find the range of expertise we can offer invaluable. That's because our local support teams have access to hundreds of specialist technicians through our national Network Operation Centres and that's in addition to SystemCare's unmatched monitoring, auto-scripting and live-fix features.

Proven in business; tailored for education

Unlike others, we'll never attempt to 'shoe-horn' business standard applications and solutions to fit your specific needs. We fully understand that whilst you need to report like any business, the format and structure of your reporting systems is highly specialised. That's why, as a leading supplier of Sage, we worked closely with schools and colleges to develop our bespoke Education Module for the highly regarded Sage 200 SQL suite of software.

So by working with your local TSG Education Product and Services Specialist you'll be safe in the knowledge that we can look after all aspects of your system, telecoms, hardware and software. And when problems arise you'll probably never notice until after we've fixed them.



What makes TSG System*Care* for Education different?

Our reliable proactive monitoring technology

You need your IT systems to be running smoothly and efficiently when you need them, and that's why System*Care* for Education monitors more than 100 different elements to identify potential problems before they impact. And without you even knowing about them. Few, if any, can match the extent of TSG's proactive monitoring and the first you'll know is when you receive a report from our comprehensive and reliable reporting suite.

Our service

We're so confident in the proven technology that underpins System*Care* for Education that we also include remote support, telephone support and onsite support as standard (in the unlikely event that you'll need to call on them – although we know that it's reassuring to be able to talk to someone). We'll also include replacement parts and the service time required to make any fixes and repairs. For full details of what's covered, please consult our 'Definition of Service' document.

Our team

There's not much that our team of over 300 accredited hardware and software professionals haven't seen in the world of IT. That means when you work with TSG you're tapping into unrivalled experience in applying best practice and can be confident that what we do for you will have worked for hundreds, if not thousands of others before.

Our extensive business and education software applications experience

We appreciate that you'll be running a mix of curriculum and education specific business software designed to create the best possible learning environment for your students. And, critically, we understand the potential impact of even the most simple hardware or system fix on your critical applications. It means you can rely on TSG to deliver a comprehensive service tailored specifically for education.

Our Microsoft SQL knowledge and skills

Microsoft's SQL database has become an industry standard and underpins IT systems across the globe. Working with TSG, you'll be safe in the knowledge that we have over 30 Microsoft certified professionals looking after your critical data.

The fact that we 'manage the cause'

We work to the principle that prevention is better than cure and System*Care* for Education is a proactive solution to the health and wellbeing of your IT environment. It's the results of TSG's unique combination of proactive network monitoring, auto-scripting, live-fix technology and our team of highly skilled technicians.

Our 'Power of Familiarity' policies

We work with thousands of systems on a daily basis, so there isn't a component, application or system that we aren't familiar with. Our vast experience in deploying market leading products and services means that our customers can be assured of robust network stability regardless of the mix of components making up your IT infrastructure.

What is TSG System*Care* for Education

Built on proven technology that is constantly evolving TSG System*Care* for Education is one of the most advanced technology support services available. It has been tailored specifically to ensure that your campus IT system is proactively monitored, completely secure and protected against system failure and data loss.

By working with the team at TSG you'll have the reassurance of 24 hour network monitoring coupled with advanced reporting techniques and telephone/on-site support options.

And System*Care* for Education includes a number of bespoke enhancements to provide you with the peace of mind that your IT system is being effectively looked after.

- ✓ 24 hour proactive monitoring of your network
- ✓ Unlimited telephone support
(6am – 8pm weekdays and 8am – 4pm weekends*)
- ✓ Unlimited remote support
(6am – 8pm weekdays and 8am – 4pm weekends*)
- ✓ Unlimited on-site support (8.30am – 5.30pm weekdays*)
- ✓ Hardware maintenance and warranty replacement as specified in the 'Definition of Service' document
- ✓ Patch and service packs updates
- ✓ A monthly executive summary IT Health report
- ✓ Prompt action to solve problems as they emerge
- ✓ Advice on where your system is vulnerable
- ✓ Regular service reviews with TSG specialists
- ✓ Asset reports available on request - so you know what equipment you have
- ✓ Non-business critical software reports (available on request) to identify software which is of threat to your network and data
- ✓ Software auditing reports available on request – to help ensure that you meet your legal obligations
- ✓ A fixed cost clearly defined service contract, so you know what you're getting
- ✓ Help ensure your curriculum platform is stable and delivering to the pupils at all times
- ✓ Friendly experts, with local CRB checked engineers ready to visit you on-site when needed

*Designed to support your IT Manager
where you have one and YOU where
you don't.*

For full details of the extent of TSG System*Care* for Education, please refer to our 'Definition of Service' document.

(* Excluding bank holidays.
Additional charge for weekend support)



The value of SystemCare for Education reporting

Over many years we have made significant investment in the latest proactive monitoring technology. With SystemCare for Education you will have the confidence to know that the vital signs of your IT system are being continually monitored via the TSG Network Operation Centres (NOC).

Our team of highly trained experts constantly review the alerts which are generated by the monitoring software, allowing potential problems to be identified and fixed before they have an impact on either your learning environment or the running of your campus.

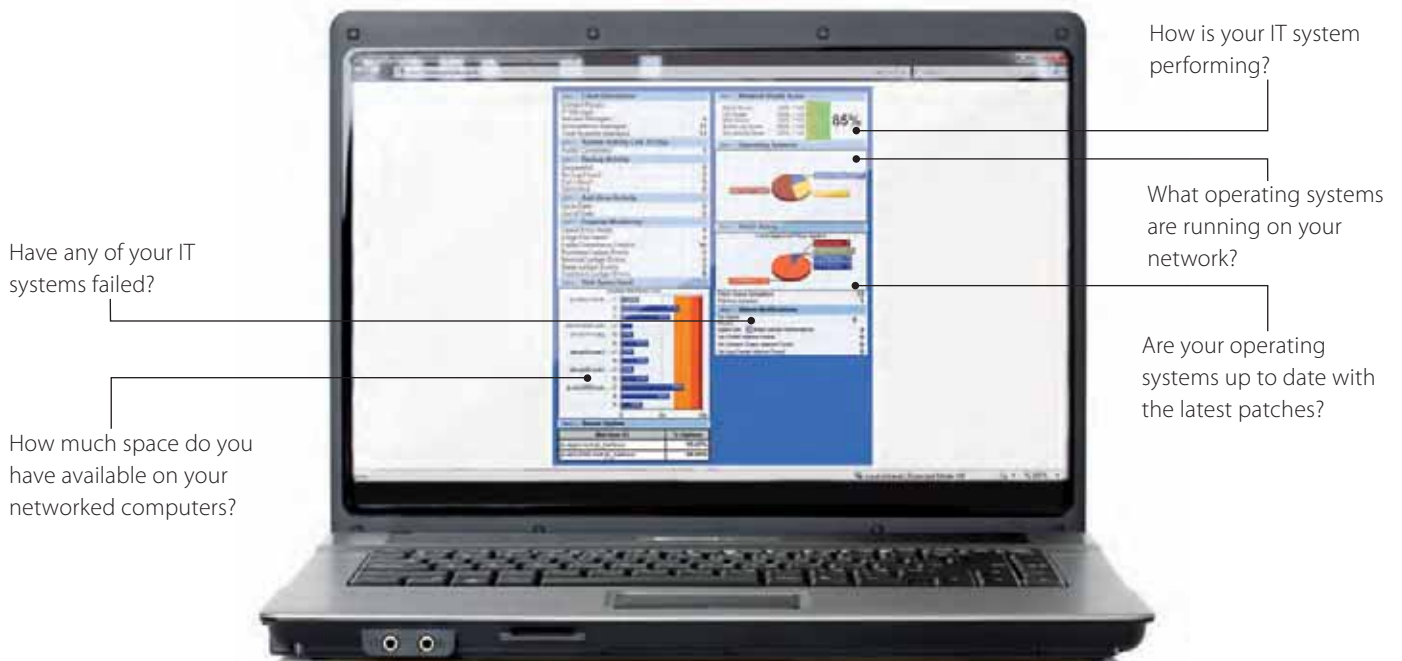
Thanks to our monitoring technology you'll have access to a comprehensive selection of reports. So, coupled with the recent enhancements to TSG SystemCare for Education and our ongoing technology development programme, these reports will allow you to answer these questions with confidence:

- Which part of your network is the weakest point of failure?
- Does your data backup run successfully every night?
- Do you know what illegal and/or dangerous software is running on your network?
- Do you know if staff or pupils are visiting unauthorised web sites?
- Do you know whether staff are loading their own software onto their PCs?
- Do you know if your campus website is up and running and available for secure access for teachers and pupils?
- How quickly do you know if there is a fault with your external email?
- Do you know when Outlook Mobile Access isn't sending email to your mobile devices?
- Are there any hardware devices failing in your server or workstations?
- Is any unauthorised access to your system being attempted?
- How confident are you that your system will keep running consistently throughout the year ahead?
- Which parts of your network will need replacing or servicing in the next 12 months?



The comprehensive set of SystemCare for Education reports provided will help you to see exactly what is happening with your IT system.

*A full overview of the health of your IT system can be seen by the **Monthly Executive Summary** report:*



The SystemCare for Education Reporting Pack

The Executive Summary report will be provided to you monthly and you will also be able to benefit from a full range of individual system reports, offering comprehensive detail on different aspects of your IT system.

This reporting is used to ensure that a regular customer 'platform review' is executed and recommendations can be made by TSG to ensure the ongoing network security and reliability of your IT system and pupil data.

The reports included as part of your SystemCare for Education service will be continually enhanced in line with technology developments and pedagogy demands. Any additional reporting requirements can be discussed with your TSG Education Account Manager.

Examples of reports available include:

Report type	What this shows	How it will help your campus
Uptime history report	When machines are switched on and off. Highlights poor shutdown practices which may corrupt data. The desktop usage profile for individuals.	By making sure all machines are switched off each day your campus will conserve power and reduce wear and tear, so your equipment lasts longer. This will enhance your green IT credentials if you can ensure that all machines are switched off every night.
Disk utilisation chart	Disk space of each machine on the network and how much storage space is left on the hard disk.	Allows storage trends to be monitored.
Software licence report	All licenced software on your "managed" machines.	This report will help your school ensure that you have the appropriate software licensing in place. Will provide an easy to access list of software installed on all machines. Will help to identify any shortcomings with licences.
System monitoring graphs	Provides a view of processor, memory and disk usage.	If you experience issues with your IT system e.g. slowing down at certain times, this diagnostic tool will show trends to help identify potential issues. Will provide an overall picture of the health of your servers.
Non-business critical applications monitoring	Any non-business applications that may allow users to download films, music etc from the Internet.	Reduces the risk of viruses to your IT system as often downloads will carry viruses and trojans which may bypass Anti-Virus software.



When you need information, SystemCare for Education delivers
direct to your inbox – **over 40 different reports available**

SystemCare for Education enhancements

In addition to the core SystemCare service, TSG would strongly recommend that all customers install our SystemCare for Education enhancements, in order to deliver a 'total' support solution. These include TSG's recommended solutions for:

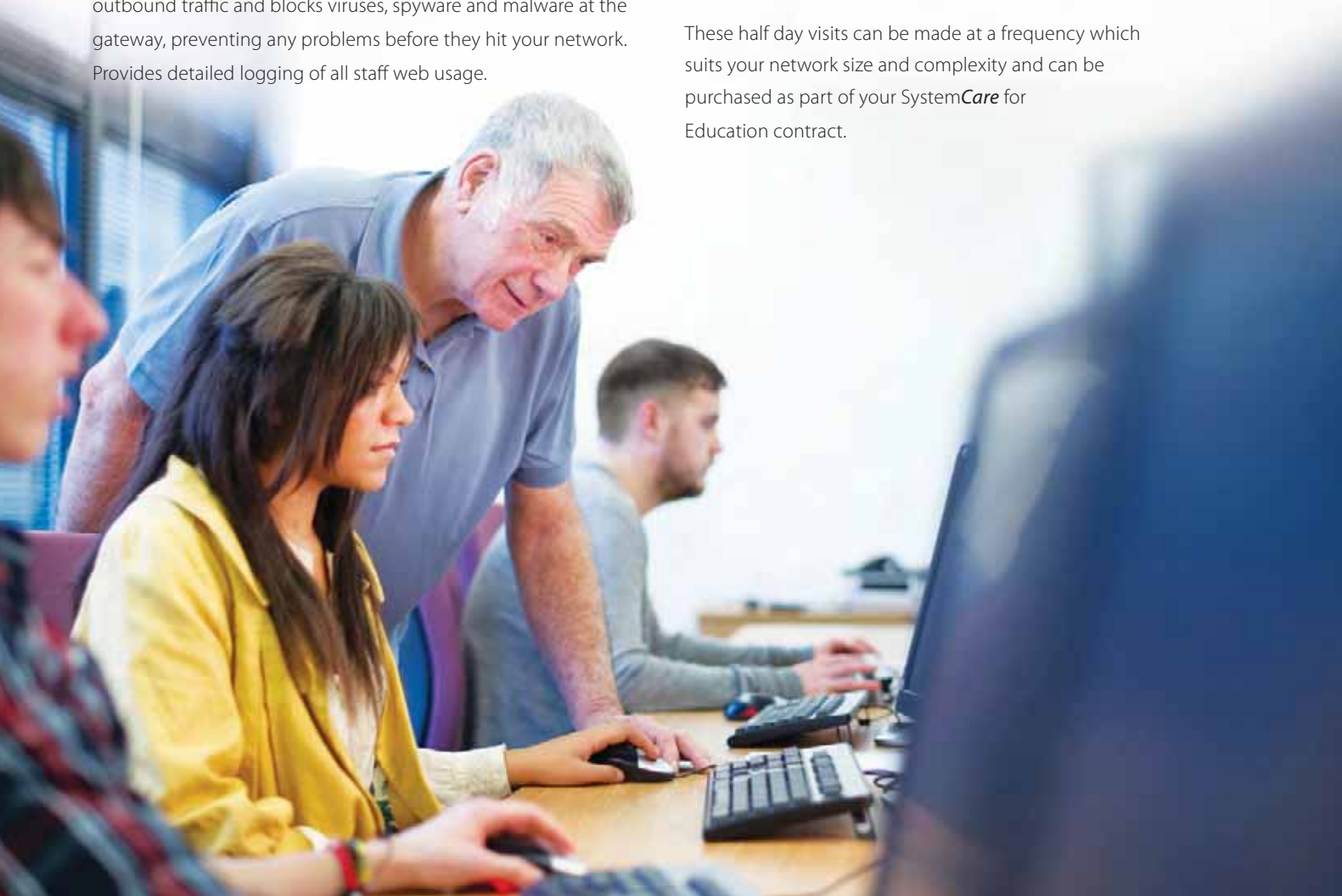
- **Anti-virus protection** – Detects and removes viruses, spyware and potentially unwanted applications. Ensures users are kept productive with the use of a fast, low impact virus scanning engine.
- **Mail content filtering** – Will stop any email that contains a virus before it arrives in your network (with 98% accuracy). Saves bandwidth usage by ensuring your broadband coverage is only used for legitimate email.
- **Firewall and Web content filtering** – Scans all inbound and outbound traffic and blocks viruses, spyware and malware at the gateway, preventing any problems before they hit your network. Provides detailed logging of all staff web usage.

- **Broadband** – Reliable broadband provision is the most significant part in the delivery of SystemCare for Education as all monitoring, remote access and email is delivered using this line. The fast resolution of any broadband faults is therefore critical to the successful running of your IT system. By letting TSG take care of your broadband service (we offer a range of award winning broadband services powered by Zen) we can identify any problems quickly and minimise any downtime to your campus.

TSG 'On Site' Proactive Services

TSG Proactive Services will help your campus achieve its key IT objectives by providing regular network maintenance and help with any specific IT issues.

These half day visits can be made at a frequency which suits your network size and complexity and can be purchased as part of your SystemCare for Education contract.



TSG Proactive Services

Your school will be able to select a suitable visit frequency depending upon how much help is required with the management, planning and deployment of the following*:

Software and Hardware Upgrades	<ul style="list-style-type: none"> ▪ Management and delivery of major OS service packs ▪ Installation of SQL and Exchange service packs ▪ Upgrade of server firmware in conjunction with major service packs
Minor Installations	<ul style="list-style-type: none"> ▪ Workstation installations with data transfer or new user setup ▪ Installation or upgrade of 3rd party software ▪ Mobile devices configuration eg. iPhone, Blackberry etc..
Change Management	<ul style="list-style-type: none"> ▪ User account management ▪ Reconfiguration line of business applications ▪ Reallocation of hardware to staff e.g. PC's and printer moves ▪ Configuration of secure remote access for new users
Storage Management and Email archiving	<ul style="list-style-type: none"> ▪ Planning of storage requirements and assistance with email archiving ▪ Ensuring that staff have access only to data that they need ▪ Advice on file and folder security
Asset Management	<ul style="list-style-type: none"> ▪ Design and on-going maintenance of Network drawings ▪ Maintenance of lists of all IT assets and their users ▪ Documentation and labelling of all IT equipment ▪ Implementation of PC naming convention
Licence Management	<ul style="list-style-type: none"> ▪ Administration of all licence documentation and licence counts ▪ Reallocation of unused licences to reduce waste ▪ Licence reporting
Internet Access, Security and Reporting	<ul style="list-style-type: none"> ▪ Updating of Internet access policies ▪ Reporting on staff Internet usage ▪ WiFi security checks ▪ Vulnerability testing
IT Strategy Planning	<ul style="list-style-type: none"> ▪ Assistance with the planning of any system upgrades ▪ Creation of security and password policies
Disaster Recovery/ Business continuity planning	<ul style="list-style-type: none"> ▪ Testing of data backup system and procedures ▪ Assistance with development of IT usage policy to prevent staff from installing unauthorised software/hardware ▪ Removal of spyware and viruses from infected PCs ▪ Assistance with development of Disaster Recovery (DR) policies and procedures ▪ Regular checks to ensure that the DR plan will work ▪ Fully documented DR processes and procedures provided for Audit / Insurance purposes
Legal compliance	<ul style="list-style-type: none"> ▪ Disposal of all old IT equipment in line with WEEE legislation (charges may apply for physical disposal of old equipment) ▪ Conformance to secure data disposal requirements
Internal IT training	<ul style="list-style-type: none"> ▪ Training for IT tasks e.g. Backup or storage management ▪ Help to ensure that staff understand responsibilities around IT policies and licence management

*TSG Proactive Services are most effective at a minimum monthly frequency

How will my campus benefit?

SystemCare for Education will monitor over 100 different elements of your IT system and provide a host of automated fixes, with over 100 scripts as standard. Providing the following benefits to your business:

SystemCare for Education will offer...	How?
<p>Security – helping your campus to protect itself against threats to your campus critical data thus creating a safe learning environment for students</p>	<p>SystemCare for Education , together with TSG’s SystemCare for Education enhancements* supports system security in many ways including:</p> <ul style="list-style-type: none"> ▪ Monitoring of failed log-on attempts – the TSG team will be alerted of any repeated unsuccessful attempts ▪ Notification of non-campus critical campus applications – SystemCare for Education reporting will alert the TSG team to the presence of any potentially dangerous file sharing software on your system ▪ Industry leading anti-virus software - provided with TSG’s SystemCare for Education enhancements, will protect your technology system against virus infection ▪ SQL server agent service monitoring – alerting the TSG team to any service failures which may affect backups and data management, allowing any necessary remedial action to be taken
<p>Reliability – keeping your campus critical software running</p>	<p>The reporting tools of SystemCare for Education will actively monitor and report on network events which threaten the reliability of your IT system including:</p> <ul style="list-style-type: none"> ▪ Disk space size – the TSG team will be alerted if disk space exceeds the maximum capacity set, allowing action to be taken before system reliability is compromised ▪ Backup – monitoring your backup software to ensure any faults are resolved, keeping you fully prepared should you need to restore any campus critical data ▪ Event logs – alerting the TSG team on errors generated in the Windows event logs so they can be resolved before the reliability of your system is affected
<p>Performance – continually monitoring your network and its components</p>	<p>The comprehensive monitoring and alerting functionality of SystemCare for Education will ensure your network is proactively monitored 24 hours a day. Examples of monitoring provided include:</p> <ul style="list-style-type: none"> ▪ Disk queue length - the TSG team will be alerted if the time taken for data to be retrieved from the server is longer than normal and will act to identify the cause ▪ Processor and memory usage trend – the TSG team will be alerted of any abnormal usage and will take action to limit any impact on users ▪ Processor, memory and disk space failure – failure of these components will be identified in order for replacements to be arranged and any system deterioration minimised
<p>Availability – ensuring your campus critical software is always available</p>	<p>SystemCare for Education provides significant functionality to help to ensure software applications are always available, including:</p> <ul style="list-style-type: none"> ▪ External email monitoring – monitoring the system to make sure it is always available to receive email from external sources ▪ Availability of Outlook Web Access (OWA) – alerting the TSG team if OWA stops responding ▪ Ensuring all curriculum specific applications are running efficiently

*additional charge for SystemCare enhancements

What customers who already use SystemCare say

“Above all SystemCare saves us time. It has reduced any down time, it has provided us with a far more efficient and robust system and most importantly, the worry of our IT requirements have gone.”

“It was something of a leap of faith for us to sign up to the SystemCare service, but having taken that step we would not go back. The regular on-site visits from our TSG engineer have allowed us to develop a real working relationship, and we consider him to be a member of our team.”

“We rely heavily on our systems and can't afford any unplanned downtime. With SystemCare we have the confidence that our technology is being continually monitored and protected, and lets us focus on the day-to-day activities, rather than worrying about IT.”

“The kind of support we get through SystemCare, and the advice we've received regarding systems couldn't have been provided by a smaller IT company. TSG has been very beneficial in implementing our IT strategy. We're very happy with the service.”

“With SystemCare and its proactive service we have an excellent service, making the investment more than worthwhile.”

Why choose TSG?

- We are one of the UK's leading IT companies, trusted by thousands of businesses across a wide variety of industries
- With 15 regional offices nationwide we offer a professional, local IT service
- We are a total IT support solutions provider – offering the convenience of just one number to call for support on your entire IT system
- As a leading provider of Dynamics NAV, Sage For Schools and Pegasus business software we deliver impartial advice, ensuring that we identify the right software solution for your campus
- We offer a comprehensive range of IT and telecoms products, solutions and services. By offering a choice of flexibility on delivery we can advise which option is best for your campus, whether it is on-premise, co-hosted or cloud applications.
- We have considerable experience in a wide range of market sectors including professional services, education, retail, distribution and manufacturing industries.



Other services from TSG

In addition to offering a proactive IT support service, TSG can also offer your campus a wide range of IT and telecommunications products and services - providing the convenience of just one telephone number to call for all of your technology needs.

Products and services offered include:

Business Software



- Sage
- Pegasus
- Microsoft Dynamics
- Microsoft SharePoint
- Business Intelligence

CRM Software



- Microsoft Dynamics CRM
- Sage CRM

Infrastructure



- Network Solutions
- Installation
- Network Design
- Security

Telecoms



- Telephone systems
- Lines and calls
- Network Connectivity

TSG Business Online



- Virtualisation
- Cloud computing
- Hosting
- Software as a Service

TSG Enterprise Solutions



- Converged Networks
- Unified Communications
- Data cabling
- Wireless systems

What to do next

The size and scale of TSG enables us to engage with the world's leading technology vendors. With benefits including exclusive access to beta software, the latest products and a wide range of technical resources.

To find out more about how TSG System*Care* for Education can help your school, you can contact your local TSG System*Care* for Education team in the following ways:

Tel: **0845 11 11 888** • Email: **education@tsg.com**



TSG has regional offices across the UK

Aberdeen • Edinburgh • Glasgow • Newcastle • Teesside • Humberside • Leeds •
Manchester • Birmingham • Kettering • Loughborough • London • Southampton

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