



IT SERVICES

# PKAT IT Services Brochure

PKAT IT Services 2023-2024

## Our Mission

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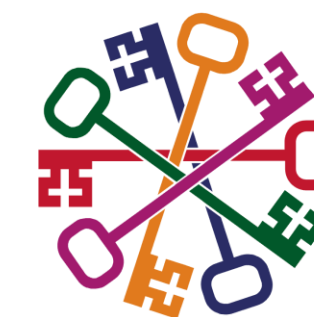
## IT SERVICES

*“To unlock everyone's potential to achieve more with technology .”*



# About Us

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## IT SERVICES

Welcome to PKAT IT Services. Whether you're a new customer, or an existing one who is extending your services with us, thanks for taking the time to read this document. PKAT IT Services was formed in January 2023 after a successful 10+ years running as part of Jack Hunt IT Support. The new service team has been designed to push and test the limits of technology in education whilst inspiring teaching and learning across our trust and traded customer schools.

Schools and academies have unique IT needs and are constantly looking for innovative ways to reduce costs yet enhance the use of technology within the classroom and wider business processes.

Our service portfolio has been built around our in-depth understanding of IT needs within the primary and secondary education sector. We are a professional team, of whom all hold DBS clearance, who can provide advice and assistance to the whole of your School or Academy team. Our team are trained and experienced in working within the primary education sector and are in touch with latest technology and education developments.

All of our Technicians are employed by and based at Peterborough Keys Academies Trust. The team have a vast range of experience in how different schools work and what style of support they require. Onsite support provides dependable, guaranteed support without having to employ a Technician of your own. If you happen to have an onsite Technician, we will happily work alongside and support them. You will have a guaranteed scheduled, regular weekly visits from your named Technician who will ensure your systems are fully functional and IT strategy is on track.



**PERSONAL BEST**



**OPPORTUNITY**



**LEADERSHIP**



**COMMUNITY**



**LEARNING**

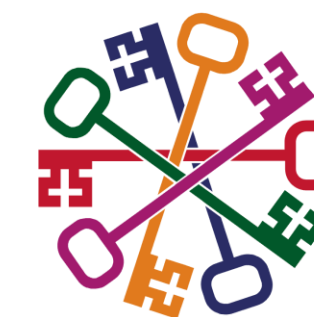
# Our Support Network



# IT SERVICES



# What Our Clients Say



## IT SERVICES

I have been working with the PKAT IT Services team for over three years and the whole time I have used them I have been thoroughly impressed.

Their knowledge, quick resolution of issues and dedication to delivering excellent service have made a tremendous impact on my school's IT infrastructure.

The team are always very responsive and always go the extra mile to ensure that my technology needs are met, making my life easier and stress-free.

I highly recommend PKAT IT Services to any school looking for a reliable and professional IT tech support provider.

**Mr Howlett**  
Southfields Primary School

We employed the PKAT IT Services team when our current IT Support team decided to reduce their support.

We decided to go with the Jack Hunt Team as we had had some help from them previously as they were our 'Next Step' school for our Year 6 children to move on to.

We have never looked back. The support we receive is outstanding. The team came in explained how things would progress and gave us every bit of information we needed. They proved themselves to be a good choice. Helping us with our understanding of the networks and current systems in school. They also helped us move on and become more independent. They are always ready to help or give advice and are very proactive.

I have also gained a few skills whilst we have been supported by Jason, because of this I now feel more confident in the job I do and the work I carry out.

**Ms Sharp**  
Highlees Primary School

PKAT IT were already supporting our School when I started here four years ago. They have shown nothing but patience and professionalism from the first day I dealt with them.

Jason is our support Engineer and he is very knowledgeable and extremely helpful. He has a calm manner and no question is too basic or too challenging. He never makes you feel you are wasting his time.

Other members of the team have also been incredibly supportive when we have contacted them various occasions.

The invoicing is on time, extremely clear and accurate. We enjoy working with them and receiving their support.

**Mrs Wright**  
Eyrescroft Primary School

Before we partnered with PKAT IT Services, we had an extremely outdated infrastructure, a tired kit and we were being supported by an alternative company that did not understand our needs.

PKAT IT Services worked with us to understand our requirements and put in place systems to fully support school and our vision. They support the procurement processes to ensure that we have the best value for our investment into devices, work with us to ensure we keep up to date with developments and updates.

The friendly and supportive team are always on hand to assist and resolve any issues, address any questions or queries; responding in a timely manner, either remotely or in person.

We have an allocated technician on site weekly, Jason, who is amazing. He is informative, patient and we have an excellent working relationship. However, the service is organised in a way that any member of the team can skilfully step in and support school should the need arise.

I cannot recommend this service enough – it ensures that school has peace of mind in regards to our technical systems, administration capabilities, curriculum delivery and cyber security.

**Mrs D Reynolds**  
Norwood Primary School



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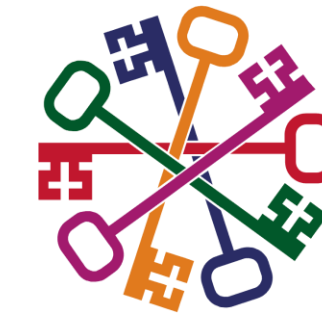
Bringing  
Enterprise  
Technology  
To Education



IT SERVICES



# Some of The Companies We Work With



## IT SERVICES

Google for Education

Microsoft Cloud

wonde



SONICWALL™

PaperCut

freshdesk

veeam

KONICA MINOLTA



NetSupport

Lightspeed Systems

SOPHOS

aruba  
a Hewlett Packard  
Enterprise company

SalamanderSoft

jamf

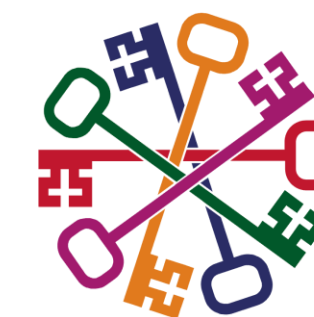
HIKVISION

## Our 1:1 Case Study

At PKAT we know that our pupils are always learning, both inside the classroom and at home, and that families play an essential part in supporting the educational journey.

iLearn provides every Year 5, Year 6, Year 10, Year 11 and sixth form student and their teachers with an iPad to give them access to enhanced online learning, no matter where they are. Students and teachers use the devices together in lessons to bring subjects to life and participate in shared learning. To further support iLearn we are constantly reviewing and developing our curriculum and pedagogy to make sure we are sharing the latest and best teaching methods with our staff.

Students will develop a firm foundation of digital skills that will support them beyond school and into their future careers. We also hope the device will have a positive benefit beyond the student so that the whole family can benefit from the technology and applications available.



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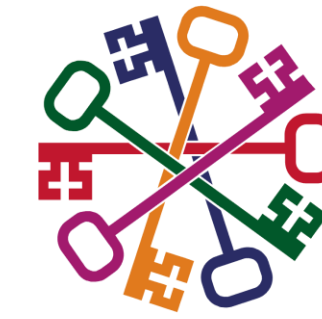
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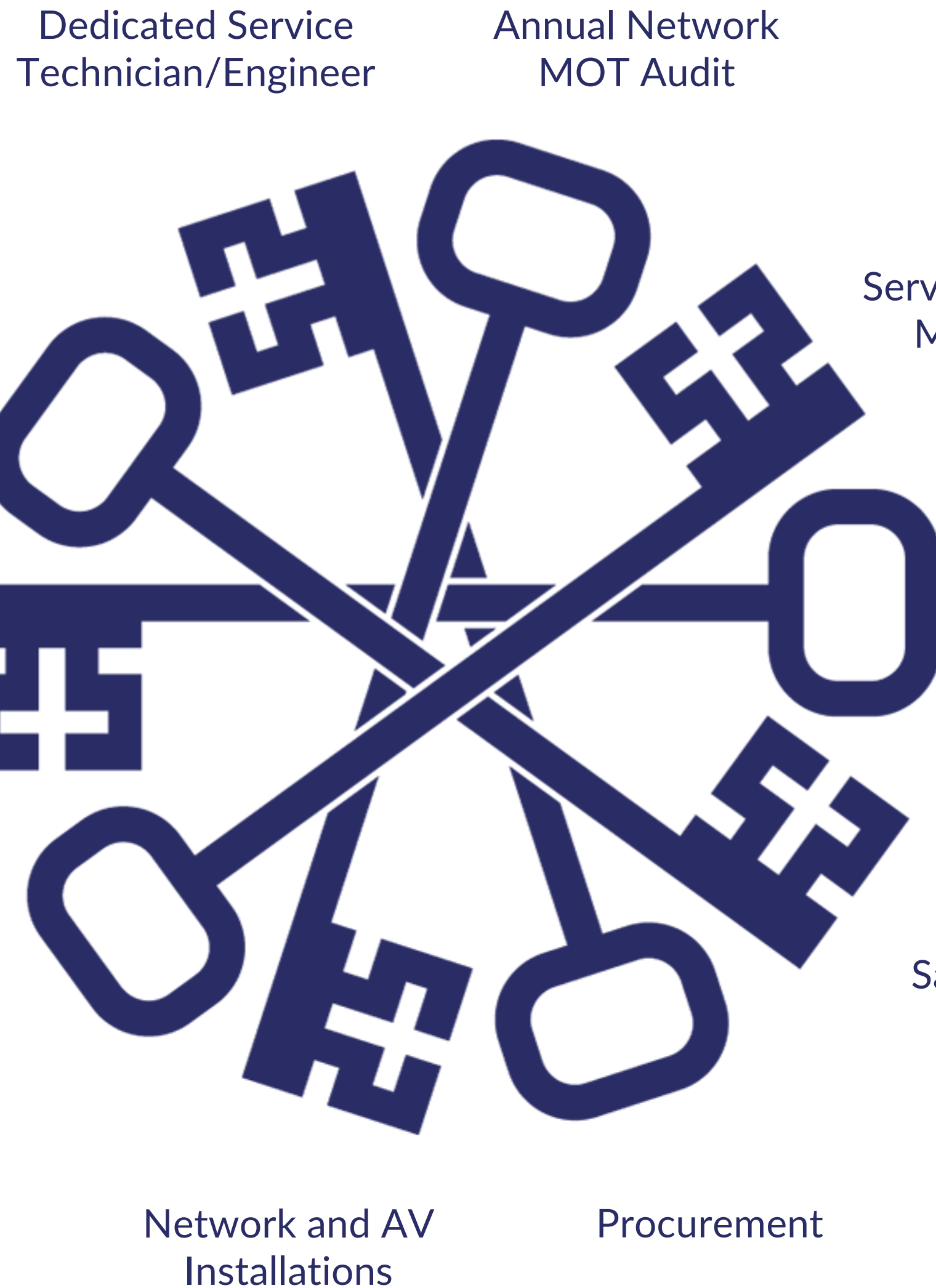
Our  
Supported  
Service



IT SERVICES



# IT SERVICES



Dedicated Service Technician/Engineer

Annual Network MOT Audit

Strategic Planning and Development

Service Review Meetings

Backup and disaster recovery support

Full Helpdesk and Knowledge Base Access

EduCloud Migration and Support

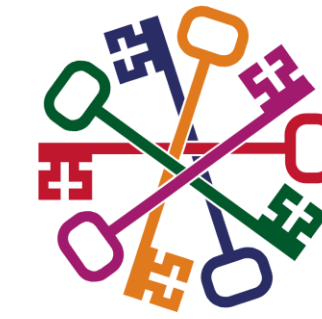
Network Safeguarding

Network and AV Installations

Procurement

Designed to work in partnership with you to remove the stress and headaches around technology and empower your school community!

# IT Support For Education



## IT SERVICES

At PKAT IT Services, we aim to keep our service simple but action it to the highest possible standard. Therefore, we only have one core support package which contains a few optional features to ensure we get the best support in place to meet your school / Trust's requirements.

Schools and academies have unique IT needs and are constantly looking for innovative ways to reduce costs yet enhance the use of technology within the classroom and wider business processes. Our service has been built around our in-depth understanding of IT needs within the primary and secondary education sector.

### What To Expect When You Invest In PKKAT IT?

- Dedicated Service Technician/Engineer
- Central Service Desk Available between 8:15am – 4:15pm
- Training & Professional Development
- Embracing Industry Standard Technologies
- Standardised Approach To Educational IT
- Annual Strategic Development & Planning
- And lots more....



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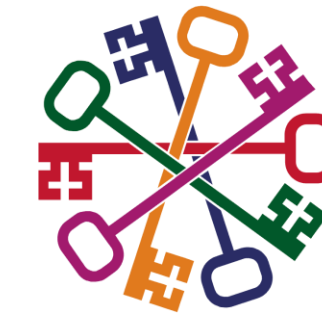
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# Strategic Development

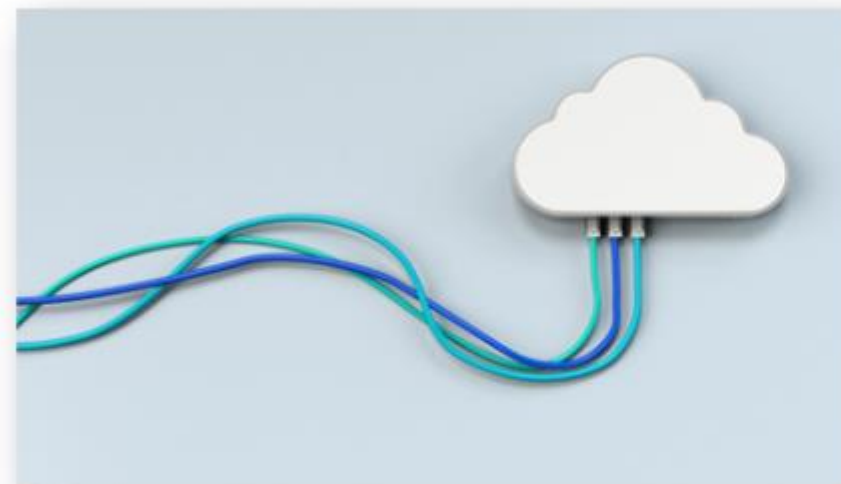
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## IT SERVICES

With over 30+ years EdTech experience between our central team covering a vast knowledge and skill set, we are proud of the strategic development and support we can provide to our Trust and traded schools. We have designed our service to act as an extension to your school and not as an external service.

We work to understand the school's requirements and needs along with the current technological infrastructure to provide a clear development roadmap to ensure that your school remains up to date with the current industry standards without paying the enterprise costs. We currently work with a large number of suppliers and providers to bring enterprise grade technology to education without running your budgets dry.



**A Cloud First Approach**



**Leveraging Partnerships**

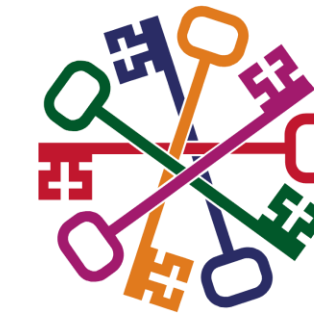


**Centralising Systems**



**Enhancing Security**

# Network Infrastructure Audits



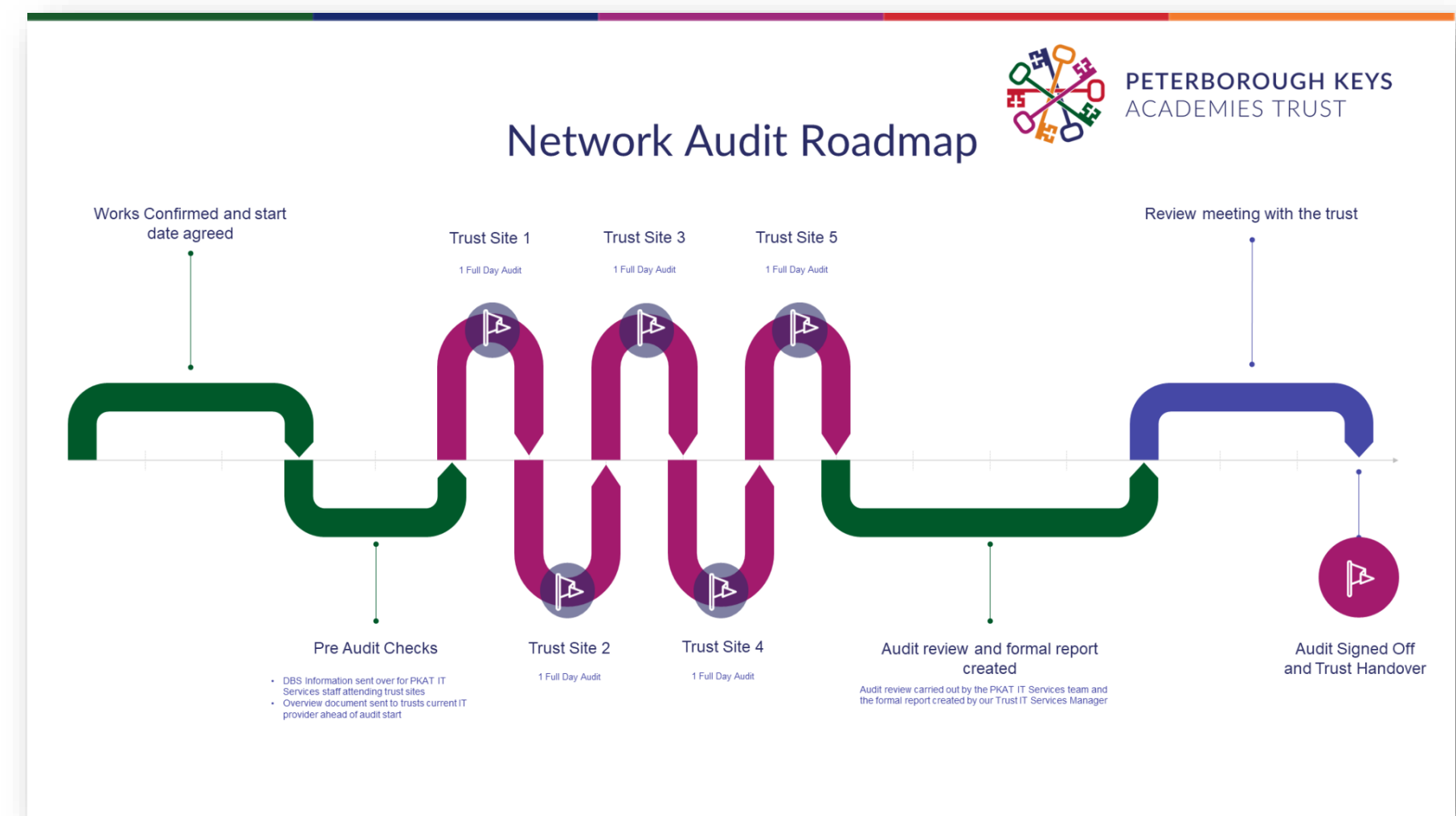
## IT SERVICES

Our network infrastructure audits provides an evaluation of your school / Trust's network focusing on elements such as topology, network & device security, device management, data recovery and licensing. Our audits are designed for us to focus on the technical parts but the outcome for you is core strategic recommendations without the technical jargon!

If you are already outsourcing your IT and question the current status of your network, it may be the ideal opportunity to get an unbiased view. Our audits typically last one full day onsite and will be conducted by a member of our central management team along with one of our service technicians. As part of the audit we will deep dive into all known parts of the network from the top-down taking live information based on the current infrastructure and noting down possible recommendations. Once the audit visit has been completed, our central team will then compile a formal audit report to be submitted back to your school / Trust. This audit will cover each section of the audit in more detail and also provide possible short, mid and long term strategic goals which could be implemented by the school to bring it up to industry standards.

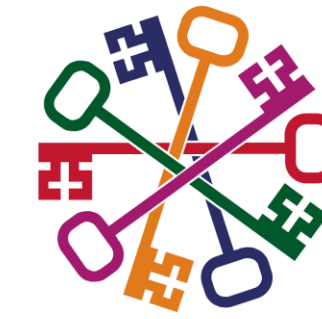
From start to finish, our central IT services team will manage all communication and discussions around the audit. As part of our pre-audit checks we will communicate with the school and ensure that all of our DBS information is passed over prior to us starting on site.

For single school audits the roadmap will be slightly streamlined, however the process will remain the same. Once the visit has been completed and the formal report has been compiled, we will arrange a review & handover meeting to go through the findings and strategic development points.



## Events & Training

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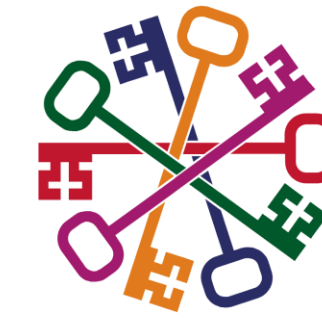


## IT SERVICES

At PKAT IT Services we believe that everyone school should have equal access to training and resources. With technology playing a much larger role within the education sector, we feel that now is the time to reinvest the knowledge and skill set from our central team along with inputs from other schools which have been able to test the boundaries of what's possible with technology. Our central team are working hard to stay one step ahead of the technology curve and ensure that we remain up to date with the latest EdTech products and can provide in-depth training to the wider education community.

All Microsoft MIE sessions we provide will be free to all education staff. Any training session that is a PKAT IT Services developed session, may incur a charge. To discuss how we can work with your school to develop and empower your staff, please contact us.





## **BRINGING YOU ENTERPRISE GRADE TECHNOLOGY WITHOUT THE ADDED COSTS**

With our growing network of suppliers and partners, our central team are on hand to support with any procurement needs your school / Trust might need. Working within the education sector, we understand the growing struggles around budgets and financing developments, that's why providing high quality products without the enterprise added costs is our core focus.

We can support with any of the following purchases:

Servers;

Core networking (switches, port installation, cabling, etc.);

IT equipment (laptops, desktops, tablets, etc.);

AV equipment ( Smart boards, TVs, Projectors, Speaker systems, etc.);

Software and licensing;

General consumables.

Our procurement service is open to all schools / Trusts within the education sector and not just limited to our Trust & traded schools. To see how we can support your next purchase, why not speak with one of our technical team



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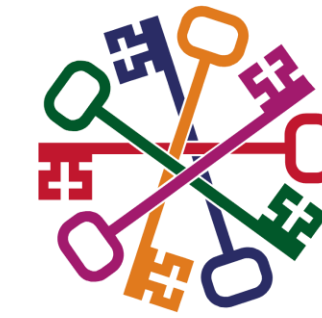
What does a  
standard support  
package look  
like?





# Our Core Service

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# IT SERVICES

At PKAT IT Services, we aim to keep our service simple but action it to the highest possible standard. Therefore, we only have one core support package which contains a few optional features to ensure we get the best support in place to meet your school/trusts requirements.

## What's Included?

- Dedicated Service Technician/Engineer
- Weekly or fortnightly visits during term time
- Access to our helpdesk network
- Access to our ever-growing knowledge base
- Detailed system documentation
- Annual network audit

## Annual Service Review

- Annual service review meeting with our Trust IT Services Manager
- Reviews to take place prior to the new financial year
- Provides ongoing strategic support
- IT policies and procedures planning
- Project planning
- Customer service feedback and review
- Network safeguarding

## What will my service technician/engineer do?

- Onsite technical management and problem resolution
- Pro-active maintenance
- Network checks, backup testing and device management
- Site report after each visit. Including system health checks
- Maintains network documentation



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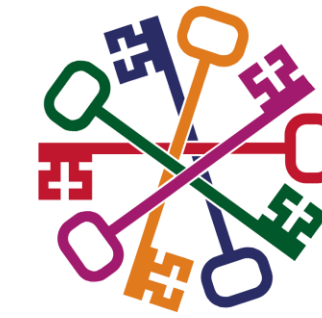
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# Our Core Service

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# IT SERVICES

## Critical Support Service

- Critical support from your dedicated technician
- Critical support given urgent priority status
- Provision of temporary network switch to minimise downtime
- Escalation and strategic support from our Service Manager
- Full diagnoses and service report following fix

A critical support callout will consume one of your allocated scheduled visits or will be taken out of your reserve hours pot if available

If an emergency callout is determined to be caused by a third party system, we will raise the request with them to deal with it at their highest level of urgency, but cannot guarantee their response or resolution times

## Reserve Hours

Customers can also opt in to purchasing a set of reserve hours which can be used at any point throughout the year except from public holidays and our Christmas shutdown. The reserve hours must be booked in advance with your service technician and hours can be used during school holidays.

These reserve hour's can also be used as part of our critical support service, meaning that you don't need to worry about extra payments when a critical incident happens.

We normally offer 10 reserve hours as standard, but this can be customised depending on your requirements.



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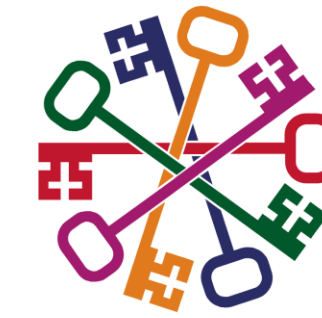
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# Key Information

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# IT SERVICES

## Financials

At PKAT IT Services we believe in ensuring that all students and teachers have the same equal access to high quality technology and education networks. Our core support packages covers everything you will need to manage and maintain your schools IT infrastructure. Even if we are unable to attend a site visit, we aim to provide a like for like remote service via our central team.

When building your customer support package, your main contract price will be made up from the number of requested visit hours x the hourly rate. If you have selected any additional services to be added to your package, these will be included within the total service cost and a full breakdown of your package will be provided prior to sign off. Our support package is purchased based on a weekly or fortnightly visit, typically either 39 or 19.5 visits per annum depending on requirements.

Should you wish to purchase the reserve hours pot, this is priced based on the standard hourly rate of your package. The purchased hours will then be held until they are required.

Examples of reserve hours usage:

- Critical Support Callout
- Half term/holiday support hours
- Onsite training sessions



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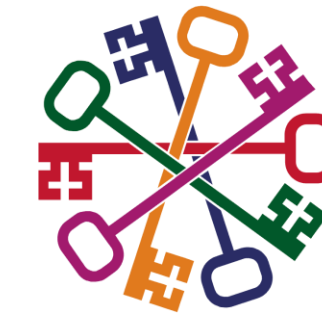
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# Optional Services

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# IT SERVICES

We also have a wide range of additional services that are designed to allow schools to expand their overall support package and build a wider support network around the school/trust.

## Additional Services

- Server replacements and upgrades
- Cloud support
- Network and AV installations
- Mobile device management (MDM)
- ICT installations and upgrades
- New build network design and strategic planning
- Backup and disaster recovery planning
- Device protection
- Automated cloud services with Microsoft365
- Training and CPD sessions

## Procurement

We can support with any of the following purchases

- Servers
- Core networking (switches, port installation, cabling, etc.)
- IT equipment (laptops, desktops, tablets, etc.)
- AV equipment ( Smart boards, TVs, Projectors, Speaker systems, etc.)
- Software and licensing
- General consumables



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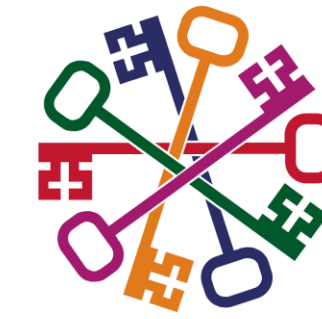
**IT SERVICES**

**Contact Us**



## Contact Us

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## IT SERVICES

For all enquires about our support package, additional services, procurement or general questions, please feel free to contact us via phone or email.

Phone: **01733 843484**

Email: **[jbird@jhs.pkat.co.uk](mailto:jbird@jhs.pkat.co.uk)**

Our normal office hours are 08:15am – 16:15pm Monday to Thursday,  
08:15am – 15:45pm on Friday.



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**PKAT IT SERVICES**

*Peterborough Keys Academy Trust  
Ledbury Road  
Peterborough  
PE3 9PN*