



8 Questions to Ask When Choosing an MSP for Your School

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A managed service provider (MSP) can be an important factor when choosing new technology solutions for schools. An MSP is a third-party company that provides technology solutions and services to schools and other organisations. They can provide a range of services, including hardware and software procurement, installation and setup, technical support, maintenance, and monitoring.

When choosing an MSP for a school, it is important to choose one that you can trust but also one that can fully meet the changing needs of your school as we progress further into the digital age.

"From the very start not only were SCG able to demonstrate experience and knowledge, they were also able to understand our specific requirements and anticipate our future needs."

IT Manager, King Edward VII School

1. What services do you offer?

Ensure that the MSP can provide the services you need, such as voice communications, internet connectivity, network monitoring, data backup/recovery, helpdesk support and cybersecurity.

Having a service provider that can provide all of the essential technologies and services you require as a school can offer simplified service and support, with one number to call for any and all of your customer service needs. It avoids any finger pointing between providers and means that any issues get resolved swiftly.

It reduces supplier management and means that a single account review can cover your entire technology landscape. It offers simplified invoicing, avoids duplication of services, and in many cases, cost savings.

2. What is your experience with educational institutions?

It is important to choose an MSP that has experience working with schools and understands the unique challenges and requirements of the education sector.

An experienced MSP can provide expertise and support in implementing and managing new technology solutions for schools. They can help ensure that the technology is set up correctly, provide technical support and troubleshooting when issues arise, and help the school get the most out of their investment.

An MSP should be able to provide technology solutions that are scalable and can grow with the school's needs. They can help schools plan for future growth and ensure that their technology solutions can accommodate that growth.

3. Can you provide references?

Ask for references from other schools or educational institutions that the MSP has worked with. Contact these references and ask about their experience working with the MSP. Here are just a few that we support...



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4. How do you ensure data security and privacy?

Data security and privacy are critical in the education sector, so make sure that the MSP has robust security measures in place and adheres to data protection regulations.

An MSP should be able to demonstrate that they can provide these solutions to protect the school's data and the students' personal information. They should be able to help ensure that technology solutions are secure and compliant with relevant regulations, such as data protection and privacy laws.

We would recommend that any MSP for schools should be ISO 27001 certified (Information Security Management), demonstrating a level of processes and competences when it comes to managing essential student data.

5. What is your response time for support requests?

Ensure that the MSP has a fast response time for support requests and can provide 24/7 support if necessary.

A fast response time is critical to minimise downtime, improve productivity, build trust and confidence, and mitigate security risks. MSPs should prioritise response time and ensure that they have the resources, processes, and tools in place to deliver timely and effective support to their school clients.

6. What is your pricing structure?

Understand the MSP's pricing structure and ensure that it fits within your school's budget. Also, clarify any hidden fees or costs.

An established MSP can help schools reduce costs with innovative solutions that enable operational process change and improve efficiency.



7. What is your track record for uptime and system availability?

Ensure that the MSP has a proven track record for uptime and system availability to minimise disruptions to your school's operations.

Students rely heavily on technology for learning and research, as do teachers to manage lesson plans, grade assignments, and communicate with students and colleagues. Downtime or system failures can disrupt their ability to access critical resources and complete assignments and impact administrative tasks such as enrolment, attendance, and scheduling.

MSPs must be able to demonstrate that they provide reliable and robust IT services to schools, with high levels of uptime and system availability. This will help to ensure that schools can operate efficiently, effectively, and securely, whilst providing students and teachers with the necessary technology resources to support learning and productivity.

8. What is your process for on-boarding new clients?

It's important to understand the MSP's process for onboarding new clients to ensure a smooth transition. An MSP should be able to demonstrate a proven process that covers the following:

1. Understanding the school's current technology infrastructure, including hardware, software, and networking equipment. This will help the MSP identify any potential areas of improvement and develop a comprehensive plan for providing support and service.
2. Establishing clear communication channels, including contact information for key stakeholders and a clear understanding of how support requests will be handled.
3. Developing a comprehensive service plan that outlines the scope of services, timelines, and deliverables. This plan should be communicated clearly to the school and any changes should be communicated promptly.
4. Defining roles and responsibilities to provide a clear understanding of their roles and responsibilities. This includes who will be responsible for managing the relationship, who will handle specific tasks, and what the expectations are for response times and service levels.
5. Training school staff on any new technology systems or tools that will be implemented as part of the service plan to ensure a smooth transition and minimise disruptions to the school's operations.
6. Establishing monitoring and reporting processes to identify potential issues before they become critical and provide the school with insights into the performance of their systems.
7. Conducting regular reviews of the school's IT infrastructure to identify any potential issues and recommend any necessary changes or upgrades. This will help to ensure that the school's IT infrastructure remains optimised and secure over time.



About SCG

We offer a range of industry-leading internet connectivity, cybersecurity and Cloud voice solutions, backed up by service and support that is second to none. Our specialist team helps you find the right mix of products and services for your needs and optimises them with ongoing expertise and support.

Our technology solutions for Schools include:

- Cybersecurity - student safeguarding, threat management, and content filtering.
- Connectivity - school's broadband, BT analogue/digital, Switch Off solutions, and next generation WiFi.
- Voice Comm's - Study-Call resilient voice, SIMS/Arbor/Bromcom MIS integration, and student welfare line.

Our experience in supporting schools means that we can offer advice and provide expertise and support in implementing and managing new technology solutions for schools. We design, install and manage solutions using our in-house engineering and product management teams and ensure that teachers and staff receive adequate training, in order to ensure our customers, take full advantage of the services provided.

We are ISO 9001 and 27001 accredited and are an approved supplier on all of the regular purchasing frameworks for schools. We offer competitive pricing and a range of support packages to suit the needs of our customers.

To find out more about how we could support your school with technology services, book a discovery session with one of our education sector specialists.

Get in touch

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