

Scope of Service: SIMS Support



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SIMS & FMS Support packages go above and beyond reactive problem solving to give you everything you need to get the most out of SIMS for your school. All at prices designed to reduce your support costs by up to 50%*.

Choose the level of support that's right for you – from our popular Advanced package or – when you're looking to take your school's use of SIMS to new levels – our Complete package.



See your questions answered quickly when you get in touch with our expert and experienced support teams online or by telephone.

Plus, when issues need additional expertise, you can be sure of rapid resolution with the product and development teams behind the SIMS software always on hand.



Create more time for teaching and unlock your school's full potential with access to best practice sharing, SIMS education experts and our searchable knowledgebase.

Plus, ensure everyone benefits from SIMS by taking advantage of tailored briefings for your leadership team plus support to quickly and seamlessly get new users up and running.



Looking to join the 1000s of schools already accessing SIMS anytime, anywhere in the cloud? Roll-out the latest SIMS Next Gen functionality to all staff? Or fully understand how SIMS can help your school save money and run more efficiently?

Whatever your goal, our professional services team are ready to help you align the extensive capabilities of SIMS with the specific ambitions of your school.

The Scope of Service in Table 1 is subject to the Terms and Conditions set out in Annex 1 of the Agreement, and applies to the extent brought into scope by an Order:

Table 1

Service	Service Description	Foundation	Advanced	Complete
		A straightforward support package for schools who already excel in their use of SIMS	A popular option for any school looking to get the most out of SIMS	Ideal for schools looking to take their use of SIMS to new levels
Service Desk - case logging & resolution	Get expert help when you need it with direct access to 1st and 2nd Line support via email, customer portal during office hours. Underpinned by a market leading Service Level Agreement (SLA) with specific response and resolution times	N	N	N
Service Desk - case logging & resolution	Get expert help when you need it with direct access to 1st and 2nd Line support via email, customer portal and telephone during office hours. Underpinned by a market leading Service Level Agreement (SLA) with specific response and resolution times, your agreement covers core and additional SIMS Software and SIMS Next Gen as well as FMS. In the event that your issue cannot be resolved via email or over the telephone, your support agent will lead a remote access session. If an issue, software bug or the availability/performance of SIMS cannot be resolved by our 1st/2nd line teams, your case will be escalated to our in-house experts - SIMS Service Operations, Product and/or Development. Behind the scenes we will keep disruption to a minimum in the event of a service outage, with our dedicated Major Incident Team on hand to respond 24x7.	Y	Y	Y
24/7 Online case visibility & Knowledge Base	Search for a solution to your issue on our knowledge base and see your case history, tracked updates, identified owners and clearly defined next steps in our Case Management Portal. All cases are managed through our enterprise leading ServiceNow ITSM platform.	Y	Y	Y
24/7 online resource - e.g., videos, tips	Get the most out of SIMS with expert tips, best practice guidance, videos, webinars and other useful content available 24/7 via our online Customer Success Resource Hub.	Y	Y	Y
'How to' guides & information sent to you	Reduce the time taken to complete key activities such as the School Census with guides and key educational updates proactively provided for you at the appropriate time from the Customer Success Management team.	Y	Y	Y
Termly school improvement sessions	Align your use of SIMS to support delivery of your School Improvement Plan. Your Customer Success Team will work with your Senior Leaders to identify how SIMS can support your School Improvement initiatives. Up to 2 hour session per term.	N	Y	Y
Termly best practice sessions or SIMS inductions	Get new users up and running quickly with welcome sessions providing a high-level overview of SIMS functionality, tailored by specific job roles. Drive best practice and use of SIMS with guidance provided by your dedicated Customer Success Management Team. Up to 1 hour session per term.	N	Y	Y
Extended Termly best practice sessions or SIMS inductions	Get new users up and running quickly with welcome sessions providing a high-level overview of SIMS functionality, tailored by specific job roles. Drive best practice and use of SIMS with guidance provided by your dedicated Customer Success Management Team. Up to 1 Additional hour session per term.	N	N	Y
SIMS task completion	Get an extra pair of hands. A SIMS expert will carry out key tasks and processes remotely or onsite for you. For example, these sessions could be used to carry out key procedures such as applying SIMS releases or patches, completing end-of-year processes, data entry, housekeeping and technical health checks. Up to 1 half-day session per term.	N	N	Y
SIMS consultancy	Maximise your use of SIMS. Book the time of a SIMS Software Consultant, to deliver remote support, consultancy or training, to meet your school's requirements for SIMS. Up to 4 x half-day sessions each academic year.	N	N	Y

Table 2

Table 2a sets out the Service Levels in relation to the services set out in Table 1, these service levels will be the committed service level prior to 01/02/24:

Priority	Description	Response		Resolution	
		Time	Committed service level	Time	Committed service level
1	Entire system failure. The failure of a time-critical activity, for example payroll or statutory returns.	1 hour	90%	4 hours	75%
2	High – System or key module failure. A malfunction causing impact on ability to operate significant key business processes or production. No workaround or manual process is available.	2 hours	90%	8 hours	80%
3	Medium – An issue that causes a significant impact to business, but a workaround or manual process is available.	4 hours	90%	2 working days	85%
4	System usage assistance or guidance is required on services / System / Hardware / Software queries that are not the consequence of a failure.	8 hours	90%	5 working days	95%

Table 2b sets out the Service Levels in relation to the services set out in Table 1 that will be achieved from to 01/02/24:

Priority	Contact method	SLA Response time	Resolution time	
1	Critical - Entire system failure impacting all users Phone	30 Seconds (business hours)	75% within 60 minutes	90 % within 120 minutes
	Portal / Email	Immediate escalation and Analyst response within 20 Minutes (business hours)		
2	High – Key system failure with no workaround available, impacting some users or one part of the system Phone	30 Seconds (business hours)	75% within 120 minutes	90 % within 6 Hours
	Portal / Email	Analyst response within 20 Minutes (business hours)		
3	Medium – An issue causing impact but a workaround is available or only some users or records are affected Phone	30 Seconds (business hours)	50% within 2 business hours	90 % within 8 business hours
	Portal / Email	Analyst response within 2 business hours		
4	Low - System usage assistance or guidance is required. Phone	30 Seconds (business hours)	50 % within 6 business hours	90 % within 8 business hours
	Portal / Email	Analyst response within 6 business Hours		

Notes:

1. 'Response' means initial content from ESS regarding your case via email or telephone.
2. 'Resolution' means a solution is offered. If a visit is required, then the case will be put into a state of 'wait' until the visit has been carried out.
3. All response measures are mean average within the reporting period.

Third Party Items included within 1st and 2nd Line Support

- Online Free School Meals (OSFM)



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