



123MIS Support Service Overview

The **123MIS** team offers MIS support, training and consultancy to both maintained schools and academies for the following MIS systems:

- **RM INTEGRIS**
- **Scomis hosted SIMS – information available on request**

123MIS can help your school to:

1. Select the right MIS system for your school via **123MIS** impartial advice
2. Escalate and resolve queries relating to your MIS via our **123MIS** Service Desk
3. Make the most of your MIS via a range of **123MIS** training courses and webinars

*Please contact Nicola Fenwick, Jan Packard or Della Bray for more information and associated **123MIS** support and training costs via MIS@123ICT.co.uk*

RM INTEGRIS

The **123MIS** support team are all RM Integris Accredited to provide first/second line support and training. We offer the following RM Integris support to primary schools.

1. **LIGHT** Integris Support Package - designed for schools that do not require a great deal of Integris training:

- Unlimited access to 123MIS telephone support desk from 8.30am to 4.30pm
- Same day escalation of issues and call back
- Remote support assistance via Logmein Rescue
- Guidance notes and support for all DFE statutory returns
- **PAY AS YOU GO** training courses for RM Integris (**cost: £50 / half day**)
- **PAY AS YOU GO** induction for head teachers or MIS administrators for RM Integris
- Free annual user group meeting – keeping you updated with new releases

2. **FULL** Integris Support Package – County council style MIS support including training:

- Unlimited access to 123MIS telephone support desk from 8.30am to 4.30pm
- Priority escalation of issues and call back within the hour
- Remote support assistance via Logmein Rescue
- Guidance notes and support for all DFE statutory returns
- **FREE** training courses for RM Integris
- **FREE** induction session for head teachers or MIS administrators for RM Integris
- Free annual user group meeting – keeping you updated with new releases

In partnership with RM, **123MIS** will also ensure a smooth migration service from other MIS platforms and will attend Integris user groups on behalf of schools and input into development of the product.



123MIS Team

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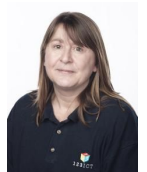
The 123MIS support team are located at the Witney Business & Innovation Centre, Windrush Industrial Park, Burford Road, Witney, Oxfordshire OX29 7DX



Helpdesk

Nicola Fenwick (MIS Support Consultant/Administrator)

Nicola delivers first line MIS support. She joined us from Meadowbrook College in Oxford back in 2016, where she had been working as an administrator. Nic had been using Integris on a daily basis and understands the pressures of working in a busy school office, she also looks after administration for 123ICT.



Jan Packard (MIS Support and Training Consultant)

Jan joined us from Oxfordshire County Council and is well known in schools as a Local Authority Trainer/ MIS Consultant with 10 years' experience of supporting schools. Jan also worked in primary school for 16 years and has a Certificate in School Business Management and is a qualified MIS trainer for both SIMS and Integris.



Della Bray (MIS Support and Training Consultant)

Della joined the MIS team at 123ICT in August and has over 15 years of experience in supporting schools with their use of Integris and SIMS having previously worked for Capita and Oxfordshire County Council. Prior to this Della worked for 15 years in a Secondary School in Oxford so understands the pressures school staff face each day.





123MIS Integris Training Courses:

All courses are run over a morning and the cost is dependent on your level of Integris support with **123MIS**:

FULL Integris support: FREE
LIGHT Integris support: £50 per morning
Non-**123MIS** schools: £75 per morning

Courses are aimed at new administrators and for staff wishing to brush up on their RM Integris knowledge. Training is delivered in groups up to 6 delegates and full details will be advertised through our **123MIS** newsletter and website at the start of each term.

For a current list of courses, please follow the links below:

[Autumn 2018](#)

[Spring 2019](#)

Please note - The deadline for booking onto a course is 24 hours before the course is due to run. There is a £50 charge for short notice booking cancellations or non-attendance.

Integris Induction: Schools that have a new Head Teacher, Administrator or School Business Manager starting in September (and need hands on assistance before the courses commence) can arrange In-School Integris Inductions. The induction sessions are two hours long and the cost is dependent on your level of Integris support with **123MIS**:

FULL Integris support: FREE
LIGHT Integris support: £100
Non-**123MIS** schools: £150

For more information or to book, [please follow this link](#):

Customised On-Site Consultancy: 1:1 consultancy for Integris can be arranged during the year and our typical charge for this is £50 per hour (£75 for non-123MIS schools) Please contact **123MIS** for training and induction details: **MIS@123ICT.co.uk**



RM Integris