



XMA Team provides Technician support package for Birmingham schools

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XMA is working with a team of technicians in Birmingham to help manage and troubleshoot ICT in the City's primary schools. Birmingham City Council set up their IT support team after recognising that many schools, particularly Primary Schools, could not afford to employ a full time ICT specialist, but that by collaborating, they could each purchase a package of services that would meet their needs.

The team was originally set up with 3 technicians, but has now expanded to 15. As the team grew, a need was identified to find a company that they could partner with, that would provide a back up service for the existing Birmingham City Council team.

A number of businesses were invited to tender for the contract, but it was won by XMA, because they were able to demonstrate their experience and knowledge in the education sector.

"The XMA technicians are working specifically with 47 schools in the city, helping to solve any ICT problems that may arise in the normal day to day work and allowing school teachers to get on with teaching without having to concern themselves with IT issues."

Opdush Singh from Birmingham's Learning and Culture IT team believes that the support from XMA is helping to improve the service that the team provides: "We are very happy with the way that XMA's technicians are working with us," said Opdush. "We are all working together closely to develop a complete service to the local authority and it is working very well, because everyone is learning something from each other."

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"We chose XMA because they provided the right service for us and the support that is necessary. We have also received excellent feedback from the schools involved in the project."

Each school pays into the scheme, for which they receive the support of a technician for one day per week. The technicians manage the IT systems in each of the schools, ensuring that they are well maintained and that any problems and queries are solved promptly.

John Blankley from XMA believes that the technician support service developed by Birmingham City Council could be rolled out to other areas of the country:

"In large towns and cities where there are a number of schools, it makes sense for them to collaborate together so that they can purchase an ICT support package. This is particularly true in primary schools, which do not need the services of a full time technician but which do require occasional technical support, such as software installations and network maintenance."



- For further details about the services provided by XMA, telephone **0115 846 4999** or visit **www.xmaonline.co.uk**
- For more information about the Birmingham City Council Learning and Culture department, visit **www.bgfl.org**



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