



SIMS

helping
schools
inspire

Becoming a SIMS Support Unit

Welcome

When it comes to supporting schools, SIMS support teams are pivotal to our future success. It's important that the SIMS support you provide helps our customers to make the most of SIMS. So whether you're a local authority employed SIMS support team or a third party support team, we will work with you to ensure every SIMS user has the **best experience possible**.

Providing SIMS support – your options:

If you are a third party support provider who wishes to offer SIMS support to SIMS Direct customers you have two options:

Option A: You may act on behalf of the school or academy and log cases with Capita in the same way that the school or academy is entitled to under their agreement.

Option B: You may enter into a SIMS Support Unit Agreement, which provides you with a support service agreement directly with Capita. This gives you the opportunity to seek accreditation through the SIMS Accreditation Service.

If your support is accredited it demonstrates to your customers that you are delivering support to an accredited and certified level.

NB: If you wish to offer SIMS support to local authority maintained schools using local authority SIMS licences, you must obtain permission from the relevant authority and be named on a Facilities Management Agreement (which the local authority would enter into with Capita) in order to be able to proceed with the SIMS Support Unit Agreement directly with Capita Children's Services.

Option A - Act on behalf of schools to log support :

This is predominately email support that the school or academy is entitled to as part of their SIMS Annual Entitlement charge.

The school or academy will cover the Licence and Annual Entitlement cost as a SIMS Direct customer and they are therefore entitled to Capita support directly, or via a nominated third party support organisation (acting as an agent for the customer).

Providing you have arrived at an agreement with the school or academy and providing they continue to pay SIMS Annual Entitlement direct to Capita, there will be no further charge to you as a third party.

For more information on what this support covers, you would need to discuss this directly with the school or academy to ascertain the specific package purchased by them.

Option B - Support Unit Agreement

If you wish to offer support to SIMS Direct customers and/or SIMS local authority maintained schools (via a valid Facilities Management Agreement) you must enter into a Support Unit Agreement directly with Capita and pay a Support Unit charge to Capita SIMS.



What's included?

We understand that you want to provide the best possible service to your schools. To support you in providing your service, the Capita SIMS Support Unit charge includes:

- Access to Capita's My Account website, providing product information, user forums, product roadmaps and the latest SIMS news
- Access to SIMS training materials (as well as data in electronic format)
- All new versions of SIMS software and associated documentation, including the right to use this software within your team, for familiarisation, training and support and to install it in licensed schools or academies
- Access to SIMS Online Update Service (SOLUS3) for online distribution of software releases and updates
- Access to the SIMS service desk to log, monitor and update support cases online, 24 hours a day seven days a week - the web support facility includes over 6,000 solutions to frequently asked questions which may resolve your issue without needing to log a call
- The option to have your support team accredited by Capita Children's Services
- Access to purchase training delivery and consultancy from Capita Children's Services
- Opportunities to generate income, based on the training and support services provided by Capita Children's Services
- Accredited SIMS Support Units will be entitled to claim a support charge for SIMS Direct schools and academies
- Two delegate places to attend the SIMS Annual Conference
- Attendance at our regional software update seminars and access to webcasts outlining future SIMS developments and associated topics.

What next?

In order to enter into a Support Unit Agreement you will be required to:

- Provide details of all SIMS establishments that you wish to support
- Be named on a valid Facilities Management agreement where applicable
- Sign a contract with Capita Children's Services
- Pay the required Support Unit charge.

