



# Technical Services Proposal





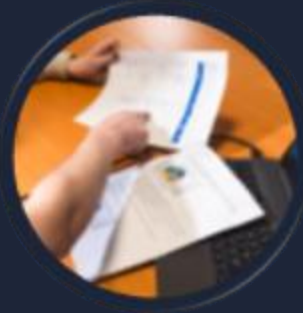
**MGL is the leading, independent provider of technical support services to schools across the Northwest. We have been providing technical support, advice and guidance since 1998 and our team of technicians has over 300 years of school specific experience.**



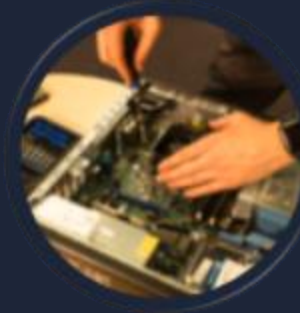


- **Regular Technical Visiting Services**
- **Technical Support Helpdesk via email, telephone (8am – 5pm) or online portal**
- **Emergency Callout Service**
- **Ofsted Support**
- **Network Auditing Annual Reporting**
- **Hardware Procurement Service**
- **Integration of new technology such as mobile devices**
- **Installation**
- **Project Managements**
- **Audio Visual Management**
- **Print Management**
- **Data Management**
- **Remote Backup Service**
- **Senior Management Briefings**

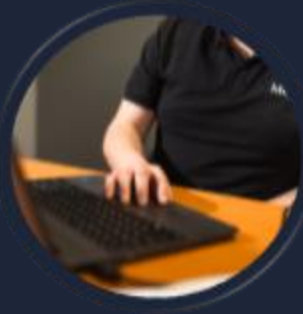




**Coordination of all hardware issues on behalf of the school according to existing warranties**



**Installation and technical support of all curriculum software used by the school**



**Ability to provide one-to-one, hands-on training to increase ICT technical awareness amongst school staff**



**Recommendations & management of existing antivirus software, staff and student access privileges, backup and disaster recovery procedures as well as advice on data and internet security**



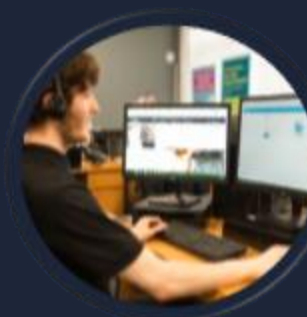
**An on-site visit for half a day (minimum 3 hours) once/twice per week or fortnight by a named MGL Network Technician – 39 weeks a year**



**Regular and anytime access to MGL senior technical/hardware consultants for infrastructure and equipment procurement advice, visioning, strategy and consideration of future developments**



**An initial audit and site survey to review the current ICT infrastructure and suggestions for future developments**



**Access to the MGL Technical Support helpdesk – providing telephone and online support and guidance on all aspects of ICT issues**

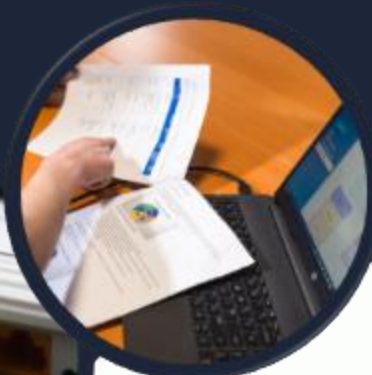


## MGL Technical Support Costs

Computing Curriculum Service	Cost
Half a day a fortnight Technical Support	£2,200
Half a day a week Technical Support	£4,195
2 half days a week Technical Support	£8,000
3 half days a week Technical Support	£11,500

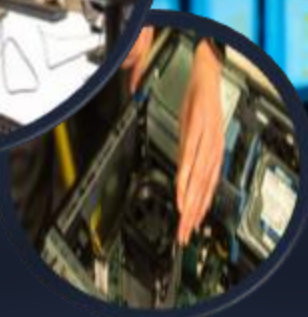
**For more information on this proposal or any other MGL services, please contact Sam Goodall-Walker on 07738 282853; [sam.goodall@mglworld.com](mailto:sam.goodall@mglworld.com)**

**MGL**



**Fast, reliable** broadband solutions underpinned by industry leading firewall and filtration ensuring quick yet **secure** Internet connectivity

**MGL**



**Bespoke** solutions from leading manufacturers all delivered and **managed by our team** with your requirements and your budget in mind





**Comprehensive, teacher led services that provide confidence in the delivery of Computing and enhance all other subject areas**