

In partnership with
Education Leeds



Autumn 2009 - Sims Support

Connect-Update

New real-time monitoring of your admin server

Connect-Up has just completed the roll-out of a real-time monitoring tool for servers. This tool continually monitors your server and allows us to perform the following:

- Automated software deployment such as Sims updates
- Receive alerts of critical events such as backup issues, windows updates, anti virus and Sims updates.
- Perform an audit of your server to show available memory, disk space, software installed etc.

Over the holidays every server that was accessible, was installed with this monitoring tool.

If you would like to book a school or family briefing on any of these items please feel free to email me on darren@connect-up.co.uk.

Profile	IP	OS	Service	Status	Uptime
Blount Primary 1-01	192.168.1.101	Windows	SQL Server	OK	100%
Blount Primary 1-02	192.168.1.102	Windows	SQL Server	OK	100%
Blount Primary 1-03	192.168.1.103	Windows	SQL Server	OK	100%
Blount Primary 1-04	192.168.1.104	Windows	SQL Server	OK	100%
Blount Primary 1-05	192.168.1.105	Windows	SQL Server	OK	100%
Blount Primary 1-06	192.168.1.106	Windows	SQL Server	OK	100%
Blount Primary 1-07	192.168.1.107	Windows	SQL Server	OK	100%
Blount Primary 1-08	192.168.1.108	Windows	SQL Server	OK	100%
Blount Primary 1-09	192.168.1.109	Windows	SQL Server	OK	100%
Blount Primary 1-10	192.168.1.110	Windows	SQL Server	OK	100%

Further enhancements to our SIMS Support

"All of us at Connect-Up would like to thank you for your understanding over the last few difficult months and assure you that we are committed to creating a culture of open and regular communication and support reviews with our schools. This communication will be accomplished through direct school visits, briefing sessions, and newsletters thereby ensuring you receive the highest level of support your school deserves

Following customer feedback, we have just completed a series of enhancements to our support structure, details of which can be seen in this news letter."

Mark Driver – Managing Director




Connect-Up Ltd

New training enhancements

We are pleased to announce agreements with the following locations for remote training:

- Ashfield Primary Childrens Centre (Otley)
- St Augustines Primary (Harehills)
- Broadgate Primary Childrens Centre (Horsforth)
- Lawnswood High School (North Leeds)
- John Charles Centre for Sport (South Leeds)

With a combination of our new online booking software, our Armley training suite and the remote sites listed above, Connect-Up will be providing a greatly enhanced training schedule for the autumn term.



The screenshot shows a web interface for booking training courses. At the top, there are navigation tabs: 'Select course', 'Select class', 'Select class', 'Shopping cart (0)', 'Checkout', and 'Home'. Below this, there is a section for 'Select date for: Start Diving Sailing' with a note: 'Please select a date. For classes taking place over more than one day, you should select the first day of the class.' A calendar grid is visible, with dates from 1st to 31st. To the right of the calendar, there are columns for 'Week', 'Mon', 'Tue', 'Wed', 'Thu', 'Fri', 'Sat', and 'Sun'. The interface is designed for users to select a course, a class, and a date to book a training session.

To see our new training area please go to www.connect-up.co.uk and click on the training link at the top of the page.

Changes to our telephone support

Over the summer holidays we have reviewed our telephone support capability and in conjunction with customer feedback we have implemented some further enhancements to our support system and procedures.

As of the 3rd September Connect-Up will be employing an "answer within 3 rings policy" and in the event a support engineer is not available, we will endeavour to respond within 1 working hour.

This policy will only apply to calls made to the main SIMS support number on 0845 4501425.

The Old Tannery, Barras Street, Leeds LS12 4JS
T: 0113 2631904 F: 0113 2319139
E: enquiries@connect-up.co.uk
www.connect-up.co.uk

High School Seminar at John Charles Centre for Sport

Connect-Up is pleased to announce another road show with guest speakers from SMIS and Education Leeds to cover all aspects of Sims in the High School environment, including:

- SMIS - Making the most of Sims in your school
- Education Leeds Finance - Restructuring Sims FMS
- Education Leeds - Workforce Census

Further details and registration can be found at: www.connect-up.co.uk

Online Support Portal

Connect-Up has now refined the online support portal, to allow schools to view, create and amend support calls logged against their school. With the ability to report on outstanding calls and view the status of existing calls your school is in complete control of your support at all stages.

To request a demonstration or online support login please contact Darren Rose on the following: Email: darrenr@connect-up.co.uk, Mobile: 07977 182493 or call the helpdesk on 0845 4501425.

