CNETSO
EDUCATION

Making IT simple for schools

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Cnetso provides comprehensive and cost-effective ICT services to the education sector as well as simple yet complete ICT solutions to schools. Our approach is proactive and supportive owing to our 16 years plus experience in the world of education. We have an outstanding team of highly trained and dedicated engineers who work closely with primary and secondary schools.

We understand that in these changing times, many schools are looking for a more secure and reliable ICT infrastructure. Therefore, our senior management team is on hand to develop a 3–5 year plan specific to your needs be that focused on technical guidance and support or the development of a new or existing ICT infrastructure. Whatever your IT needs, we have the solution.

We pride ourselves on reliability, response time, dedication and the ability to solve all your IT needs within a budget you are happy with.

We Are Proud Partners of

Microsoft

AEP
Authorized Education Partner

LGfL

Google for Education

CNETSO worked tirelessly over the summer holidays to make our transition to them as smooth as possible. They are delivering an excellent service, providing us with a dedicated technician, who is highly skilled and knowledgeable. Their technicians make a point of chatting with members of staff at all levels in order to understand their needs. CNETSO approaches school IT from a strategic perspective - looking for ways to modernise, integrate and streamline.

Sara Hawley, Assistant Headteacher,
Holy Trinity CE Primary School

Who We Are

16
Years in business

100+
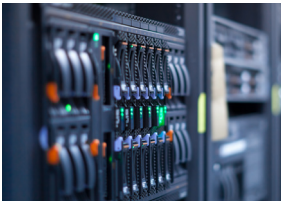Years of Experience

7000
Users

80+
Servers

5000+
Number of Hosts

30+
Number of Schools

7+
Local Authorities

2000+
Monthly Support Tickets

Less than **1 min**
Response time

2400+
Numbers of hours for Teachers IT training
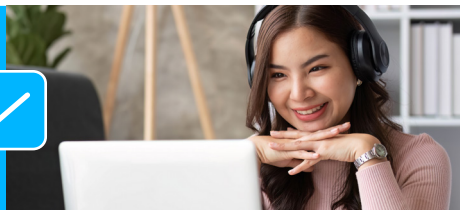
Our Managed Services

AV Solutions

Application Support

Connectivity & Network

Managed Services

Procurement

Teaching, Learning & Training

Business Continuity

Disaster Recovery

Onsite & Remote Support

Cloud Migration

MAT Mergers

Cyber Security

Highlighted Services

Cyber Security

Cyber security preparedness is critical to the ongoing success of any organisation. It defends your IT infrastructure and your business-critical data from serious cyber incidents. With Cnetso, all your infrastructure, endpoints, networks and users will benefit from advanced cyber protection delivered by globally recognized security experts.

Our committed security analysts and architects provide a diverse range of cybersecurity solutions that comprehensively address the spectrum of cyber risk concerns.

MAT Mergers

In today's educational landscape, the integration of ICT into the curriculum has become increasingly vital. Ensuring a strong infrastructure and reliable support has become paramount. The emergence of cloud technology has revolutionised the way ICT is upheld. This is where Cnetso comes in. Our focus lies in maintaining seamless operations, enabling educators and students to harness technology confidently.

We understand the unique nature of each educational institution. Hence, we offer a complimentary ICT Review, aimed at identifying the specific requirements of your school. This allows us to tailor our support precisely to your needs.

Operating within a Multi-Academy Trust (MAT) framework, we capitalise on economies of scale. By synergising cloud technology and fostering collaboration, we've found a successful approach to reduce overall support costs for both you and your affiliated schools.

Cloud Migration:

With our expertise and understanding of cloud technologies, we are uniquely placed to guide your organisation through your cloud computing journey. We work to identify your desired outcomes and build a cloud solution that effectively establishes a flexible, fast and secure environment. Our team of technical specialists is dedicated to tailoring the optimal remedy, whether that entails Microsoft 365, Google Workspace, or a hybrid approach.

From inception to culmination, we serve as your trusted companion throughout your transition to cloud services. With lucid communication and comprehensive training at every phase, we delve into the prospects unveiled by a cloud environment. We meticulously chart your business workflows and undertake the task of seamless integration and migration to the cloud.

Why just manage your IT, when your IT can be managed

Our services provide full support and complete responsibility for your overall IT requirements; managing day-to-day services and providing long term advice regarding IT-related business issues.

As a client of CNETSO you will receive a proactive service from our trained and professionally qualified staff who have the 'know how' to prevent issues before they affect you and your business. We are proud to have a great team here at CNETSO. The support team are experienced in Information Technology specialising in programming, networking & infrastructure, software and hardware support.

We identify trends and recurring issues to isolate the root causes. From one-off projects to fully integrated IT support packages we are there for your requirements today and in the future.

Customer Care is paramount

CNETSO provide a cost effect solution whilst making sure you receive the maximum benefit on our recommendations. It is essential that you always come first and that your CNETSO experience from start to finish is outstanding.

Our capability and effectiveness sets us apart from the rest. Our processes all adhere to best practice ITIL service management, with continuous review of customer satisfaction to improve future performance. We work closely with our technology partners to ensure our staff are trained and accredited to the highest standards.

If you have specialist software that needs support, we can also liaise with the software provider on your behalf and provide as much guidance as you need to get it up and working.

How our support works

An integral part of our solution is our Service Desk which sits at the heart of our delivery process. This enables our schools to access all our technical resources throughout the service. We have a dedicated team of network and system engineers, consultants and service delivery managers who will be supporting our on-site engineers throughout the life cycle of this contract.

2000+
Monthly Support Tickets

> Cnetso have been our IT provider for over 5 years and when it came to reviewing our contract we renewed knowing that they were small enough to respond dynamically to our needs but large enough to bring experts onto our site according to our need. Over the course of our 5 years we have upgraded every machine in the school, upgraded our wifi network and placed CCTV across the site.
> I have found the Cnetso team knowledgeable, clear, reliable, cost-effective and critical to supporting the school, support the reduction in teacher workload as well as critical to new threats to our system.
> I recommend them without hesitation.
>
> Kuljit Rahelu, Headteacher,
> Hornsey School for Girls

Under
30min
Average Resolution Time

How our support work

Issue → Call or Email our Support Line → We raise a ticket for your issue → Technicians will respond, usually resolving your issue remotely. You'll receive a receipt of the issue raised → If the issue cannot be resolved remotely, a visit to your premises will be arranged

Schools

- ✓ Alexandra Primary School
- ✓ Belmont Junior School
- ✓ Holy Trinity CofE Primary School
- ✓ Muswell Hill Primary School
- ✓ Noel Park Primary School
- ✓ Erlham Primary School
- ✓ Risley Avenue Primary School
- ✓ Trinity Primary Academy
- ✓ Welbourne Primary School
- ✓ Tetherdown Primary School
- ✓ Stroud Green Primary School
- ✓ Trinity Primary Academy

> *Cnetso provide and excellent, professional, quick response service that enables teaching and learning to take place unhindered. Nothing is too much trouble - a service I can highly recommend.*
>
> David Worrall, Executive Principal, Hillyfield Academy

> *CNETSO Limited manages the school's IT infra structure including over 200 laptops, 100 PC's and the school's high speed Wi-Fi system. A dedicated IT technician is onsite each day and CNETSO provides remote support seven days a week. CNETSO provides a helpful, responsive service for all the school's IT needs and takes a proactive approach to technology ensuring that our current systems works for all the children and staff.*
>
> Mervin Armoogum, School Business Manager, Risley Avenue Primary School London

- ☑ Mulberry Primary School
- ☑ Holy Trinity NW3
- ☑ Nightingale Academy
- ☑ Beam Primary School
- ☑ Ripple Primary School
- ☑ Purley Oaks Primary School
- ☑ Christ Church CofE Primary School
- ☑ Forestdale Primary School
- ☑ Rowdown Primary School
- ☑ Spring Park Primary School
- ☑ Darell Primary School
- ☑ Nelson Primary School

Cnetso team are helpful and always make themselves available. They understand how frustrating IT problems are and they attend to our needs with calm professionalism and expertise.

Daniel Kerbel, Headteacher,
Earlham Primary School

Over the course of the last four years, our collaboration with Cnetso has proven to be highly beneficial. We've received outstanding technical support from their team, which has not only been professional and efficient but has also allowed us to tap into their extensive knowledge of computing curriculum. This partnership has enabled us to enhance the skills of both our staff and students.

R. Poolat, School Administrator,
Lubavitch Multi Academy Trust

Our Partners

Microsoft

Google

ARBOR® NETWORKS

smoothwall®

PaperCut

Azure

DELL

hp

LGfL

aruba

CISCO

FORTINET®

HIKVISION®

Paxton

groupcall™

3CX®

Ruckus™

UNIFY

RM Integris

ScholarPack — Cloud based MIS for Schools

RISO

Canon

NETGEAR®

Lenovo

	Basic	Standard	PRO
Unlimited Telephone & Email Support	✓	✓	✓
Unlimited Remote Support	✓	✓	✓
On-Site Support	Hourly Charge	On demand	2*
Backup Monitoring	✓	✓	✓
Anti-Virus Monitoring	✓	✓	✓
Quaterly review		✓	✓
System Check and monitoring	✓	✓	✓
Quarterly Onsite Visit	✓	✓	✓
Preventative Maintenance	✓	✓	✓
Monthly Service Report			✓
Liaison with 3rd Party	✓	✓	✓
Standarad Hour of Support	Mon. - Fri. 9:00-5:00	Mon. - Fri. 9:00-5:00	Mon. - Fri. 9:00-5:00
	Unlimited 'problem-solving' support by either remote connection or telephone, for a competitive, fixed monthly fee. Ideal for nursery or small primary schools without a heavy demand for IT support but with the assurance that help is available when needed.	Unlimited 'problem-solving' support by either remote connection or telephone & on-site support in case we are unable to resolve the issue remotely but with the addition of proactive system monitoring so we can resolve an issue before it impacts your business. Additionally, a comprehensive check of your systems is made remotely on a quarterly basis to ensure we haven't missed anything!	Designed to give complete peace of mind and could be considered a lower-cost alternative to employing your own in-house IT personnel. With all the elements of our Standard package but with a physical presence by us based on your requirements, and on a regular basis to check your entire infrastructure.
	Response Times (Hour), usually a maximum or less:	Response Times, usually a maximum or less:	Response Times, usually a maximum or less:
Critical Response	1 Hr	1 Hr	1 Hr
Normal Response	2 Hrs	2 Hrs	2 Hrs
On site response (Critical)	4 Hrs	4 Hrs	4 Hrs
On site response (Non-Critical)			
Annual Price	£2,100.00	£3,800.00	£8,320.00

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