Our Services

Below you will find a list of the types of service our team provides for your school when you have a relationship with us. If you have a need that's not on the list then just ask us about it!

End User Support

- ✓ "Help desk" and how-to requests for computers, phones, and other devices
- ✓ Desktop and laptop computer repair
- ✓ Unlimited remote support, including nights and weekends when required
- ✓ Printer/copier help
- ✓ External contact management
- ✓ Any other help we can provide for staff and students

Infrastructure Planning, Design, and Maintenance

- ✓ Wireless design, configuration, installation, and maintenance
- ✓ Switch and router configuration and maintenance
- ✓ Cabling specifications and vendor selection (though we will run the occasional cable)
- ✓ Server configuration and maintenance
- ✓ Internet connectivity including working with MCNC on your behalf
- ✓ Visitor Management Systems (Identakid, LobbyGuard, Raptor, etc.)
- ✓ Firewall configuration and maintenance
- ✓ Internet content filtering configuration and maintenance
- ✓ Project Management
- ✓ New building configuration and systems design working with your architect
- ✓ Overseeing new construction and working with your developer/General Contractor
- ✓ Technology integration with "smart" building systems (Access control, video, HVAC, etc.)

Computer Systems Management

- ✓ User account creation and maintenance
- ✓ Staff and student device configuration and device imaging and deployment
- ✓ Google G-Suite Admin console
- ✓ Google Cloud Print management and alternatives
- ✓ Office 365 administration

- ✓ Active Directory and Windows Server configuration and management

- ✓ Group policy management

- ✓ Printer server and printer sharing management and quota systems (e.g. PaperCut)

- ✓ Apple server/MDM

- ✓ General systems maintenance and support

- ✓ Technology Inventory

Phone System Management

- ✓ Create and maintain users and extensions

- ✓ System maintenance and programming

- ✓ General systems maintenance and support

- ✓ Voice mail and automated attendant support

Budgeting

- ✓ Staff and Student device specification including refurbished options

  State and private contract options

- ✓ eRate guidance and vendor recommendations

- ✓ Long range budget planning for technology implementation

- ✓ Infrastructure devices including refurbished options

Representation to other Vendors and Service Providers

- ✓ Tablet and laptop repair and insurance program vendors

- ✓ Internet and phone service providers (including MCNC)

- ✓ Working with eRate consultants and determining specifications/requirements

- ✓ Copier companies

- ✓ Hardware and software sales representatives

- ✓ Advocate on behalf of the school with outside vendors and price negotiation
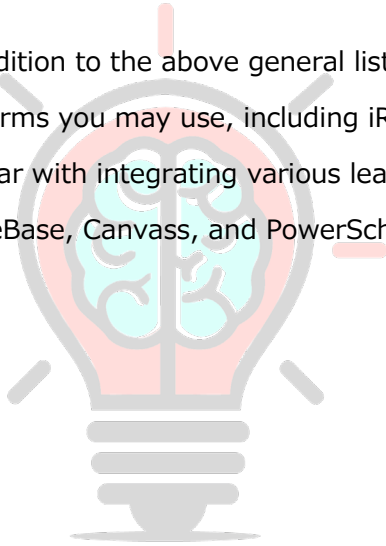
Classroom Technology Support

- ✓ Interactive white boards (Smart boards)

- ✓ Document cameras

- ✓ Data projectors

- ✓ Tablets and laptops-all types and manufacturers

✓ Google Classroom

Best Practices Implementation

✓ User accounts and email addresses

✓ Presentation devices and methods

✓ Educational software and web sites

✓ Audio-Video systems

✓ Car pool/dismissal systems

✓ Automated parent communication systems

✓ Lottery software

In addition to the above general list of services, we have years of experience with various testing platforms you may use, including iReady, WIDA, NCTest, MAP, and other platforms. We are also familiar with integrating various learning platforms and state-provided systems you may use like HomeBase, Canvass, and PowerSchool.