**RM**™

# Service Delivery Management

Ensuring the smooth running of your IT services

Overseeing the NX-Generation support services agreement you have purchased, the Service Delivery Management service is your single point of contact for monitoring, escalation and optimisation.

**Data sheet**

## Service overview

Service Delivery Management drives continual improvement in the delivery of your services through overseeing the reporting, monitoring and reviewing of the service on your behalf.

Delivering regular updates on service delivery performance against key metrics that are based around delivering a valued service to your users.

Being on hand to unblock service issues and drive faster resolutions to identified problems helps improve the level of service we deliver to you.

Look on RM as your trusted partner for overseeing and enhancing the performance of your IT services. Our dedicated team is committed to ensuring that our services meet your expectations and are continuously improved.

| Business outcome | Benefit |
|---|---|
| **Full transparency of service performance** | Through regular reporting on key metrics this service helps visualise how the service is tracking and where improvements can be made. Ensuring there is always a focus on the service levels to your school(s). |
| **Focus on continuous improvement** | The service delivery management service drives improvement through discovering service efficiencies and identifying practical improvements to systems. |
| **Your trusted advisor** | Through advice and guidance presented during regular review meetings our experts can support your team in making strategic decisions around implementing new technology and embedding it for maximum benefit. |

*"It is a genuine two-way relationship. It is why we keep coming back."*

**Ben Marks (Network Manager & Teacher of Computing) - Ashlyns Secondary School**

**NX-Discover**          **NX-Deliver**          NX-Manage          **NX-Enable**

## Service Description

- We provide a structured approach to service management, including regular dashboard reporting, service meetings, reviews, visits, and a clear escalation path for addressing any issues that may arise. This collaborative process allows us to align with your priorities, optimize service performance, and provide expert guidance on improvements.

- School staff benefit from having a dedicated partner focused on enhancing the services they rely on. School leadership gains visibility into service performance and access to expert guidance, while trust leadership can achieve a holistic view of service excellence across their institutions.
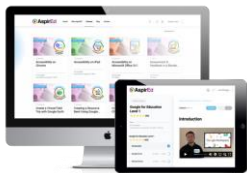
Every service desk support contract from RM includes access to AspirEd, the online training platform designed by educators, for educators. Self-paced training for Microsoft, Google and Apple platforms are all available as well as other useful technology courses.

## Key service features

**Service Escalation**

✓ Escalate service-related issues with the service delivery team in the unlikely event of any services not meeting expectations.

**Dashboard reporting**

✓ Receive regular dashboard reports that demonstrate how the service is performing and identify trends in requests being logged. This helps drive targeted improvement across your IT service and estate.

**Service Meetings**

✓ Regular check ins allow us to work more closely and respond to your changing priorities over the school year.

**Service Reviews**

✓ Review the most recent dashboard reports and gain insight from our expert service team on how to improve the service, the IT estate or provide guidance that can feed into your strategic planning.

**Service Visits**

✓ We'll build a complete picture of your school or trust community with visits to understand what makes your establishment unique and help us understand how to better support you.

**\*Note:** Service Delivery Management is purchased as an add-on to service desk (Remote Hands) contracts.

## Why RM?

**Smart**
Innovation is at the heart of our business, and we continue to explore advanced technologies, bringing to market pioneering ideas that respond to shifting educational tech needs in an unpredictable world.

**Safe**
The safety and safeguarding of our students is at the forefront of our minds and is the number one consideration when designing and delivering our IT services. We are setting the standard in the industry for safe use of technology in and out of the classroom.

**Secure**
Cyber threats are a major & growing concern for any trust or school. Our portfolio of IT security services mitigate the risk of a cyber-attack by highlighting vulnerabilities, implementing solutions & building resilience through training to improve your security posture.

## Our accreditations

Working with RM you can be assured that you will receive a high-quality service alongside our expertise and knowledge of supporting schools with their technology. Our school IT services are backed up by a range of educational and technology accreditations and partnerships.

PRINCE2®

besa |90
BRITISH EDUCATIONAL
SUPPLIERS ASSOCIATION

IWF
Internet
Watch
Foundation

CYBER
ESSENTIALS

AMTIVO
ISO 22301
Certified
Business Continuity

AMTIVO
ISO 27001
Certified
Information Security
Management

AMTIVO
ISO 9001
Certified
Quality Management

If you are interested in hearing more about any of our services, please connect with your regular RM contact, or if you don't have one, send us an email at getintouch@rm.com

**Website:** https://www.rm.com/services