



TECHNOLOGY FOR EDUCATION

**Helping schools overcome the four
biggest IT challenges in education**



AN EDUCATION-FIRST APPROACH TO TECHNOLOGY SOLUTIONS

Technology itself does not change the education landscape, nor is it a panacea to the challenges many schools face. However, it is now more integral within schools than ever before from its use in estate and asset management, MIS, school communications, BYOD integration and digitally enabled curriculums.

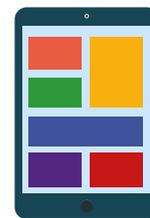
The result is a complex IT ecosystem with a need to remain safe, agile, cost efficient and always with the end user's needs at its heart. This presents a number of challenges for schools, which we've drilled down into the four key areas below.

Find out how CSE systems, software and expertise can help your school or MAT address the biggest IT challenges in today's education landscape.



1. IT budgets

Maximising return on IT investment



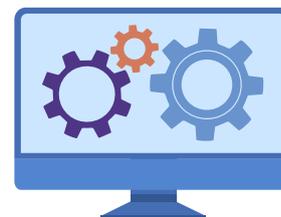
2. A digitally-enabled curriculum

Improving accessibility



3. Cyber security

Keeping your school, staff and students safe



4. IT confidence

Improving staff confidence in using IT

THE IMPACT ON STAFF AND STUDENTS OF TODAY'S EDUCATION TECHNOLOGY LANDSCAPE

IT Budgets

45%

of teachers say they have **no visibility on their school's EdTech budget.**



Just **19%**

of IT managers say they are happy with their **school's level of IT investment.**

Cyber Security

90%+

of primary and secondary schools have **experienced cyber attacks** in 2020 via fraudulent emails or websites

Only **35%**

of schools **train non-IT staff** in cybersecurity.



A digitally-enabled curriculum

80%

of educators have identified technology as **a great way to improve engagement in classrooms**

59%

of educators admit they are not granted adequate tech support

IT confidence

2 hours

The amount of time that **each teacher lost a week** through not having access to the right IT.

1. IT BUDGETS

Helping schools get more bang for their IT buck

“**53%** of surveyed UK teachers and administrators wanted to invest in technology but don’t know how”

*Source: Intel, Fujitsu and Birmingham University in The Road To Digital Learning
<https://www.birmingham.ac.uk/Documents/HEFI/FUJ-Education-Report-UK.pdf>



CSE has a highly skilled and highly experienced team of Account Managers and Project Managers that listen to your requirements, understand your needs and then provide comprehensive, value for money solutions.

We only work with schools meaning our proposals are practical, realistic and proven in an education setting. We also back up our proposals with real-life examples and give you the opportunity of getting a second opinion from another school that has benefited from our experience.

Unlocking IT budgets

We help schools streamline their existing IT ecosystem and identify and plug IT budget black holes. It means funds can be reallocated for new investment opportunities and ICT learning resources.

CSE can tell you everything about your IT ecosystem. However, we will not blind you with pages of irrelevant data or confuse you with technical jargon. What we will tell you is:

- What you are making best use of
- Which software titles are working for you so you can ditch those that aren't
- How often your IT suites are being used
- How you can get even more out of our existing IT budget.

Managed Services your way

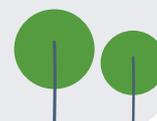
Our support services are as individual as your school. We tailor our services to your requirements. By making best use of our remote team, coupled with the time-saving benefits of CSE Remote Agent software we can get significantly more done with less people.



What our customers say

“There is so much trust now that we have a partner with infrastructure behind them that they use to sort problems quickly and can mobilise to research and resource projects. When we are looking at new technologies CSE brings with them their experience and learnings from other schools – they have already learnt what works well and what the pitfalls are. I know they will come back with the best solution.”

Steven Groutage, Chief Operating Officer (COO), Tudor Grange Academies Trust



2. A DIGITAL-ENABLED CURRICULUM

Helping teachers maximise the impact of IT in learning

“**80% of educators** have identified technology as a great way to improve engagement in classrooms”

*Source: Promethean in The State of Technology 2020/21
<https://resourced.prometheanworld.com/technology-education-industry-report/>



An exciting digitally-enabled curriculum that improves student engagement demands reliable, easy-to-use technology that also minimises disruption to learning.

CSE Magellan is an easy-to-use cloud-based portal that pulls together all the resources your school already uses into customisable dashboards with Single Sign On access. This includes all web applications including Office 365, school-installed applications, personal and shared files, emails, timetables, homework planners, noticeboards, twitter streams, YouTube videos and any other school information.

Having a simple, easy-to-use password reset facility brings an instant stop to those frustrating breaks in lessons caused by a student forgetting their password. Reducing the amount of passwords they need further reduces the number of breaks in learning and brings greater focus to the use of ICT.

Breaking down barriers to learning

CSE Magellan is cloud-based and vendor agnostic, which means students can access all of their school data and resources on any device, any time, anywhere. This single feature alone breaks down significant barriers to tech-enabled learning.

Using CSE Magellan to access Office 365 also gives every student 1TB of data storage at no extra cost. We know students can only access this data storage through Sharepoint, which makes it unnecessarily complicated to obtain.

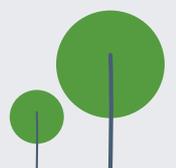
CSE Magellan automatically maps each student's Sharepoint drive onto the school network, giving your students access to their additional data storage for documents, images and videos that can be stored for homework, revision and project work.



What our customers say

“CSE Magellan provides the perfect solution for our students and staff to work at home as they would in school. As usual the CSE team has shown they are a fantastic, family-run company who care about its customers. Thanks to all the developers at CSE, in particular Tony but also to Gary for all the assistance, free advice and guidance you provide our school with every year.”

Eddie Jefferson, IT Manager, Berwick Academy

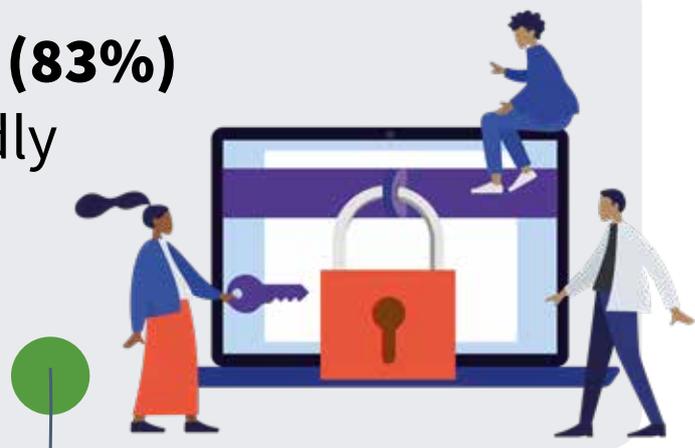


3. CYBER SECURITY

Helping your school IT be the safest it can be

“More than **four-in-five (83%)** of schools have reportedly experienced at least one cyber security incident”

Source: NCSC and LGfL in Cyber Security Schools Audit 2019 - <https://www.lgfl.net/cybercloud/securityaudit>



Alarming statistics about cyber criminals targeting schools are not new but there has been a spate of high-profile cyber attack incidents involving schools and entire Trusts in the past six months. We help schools fine-tune their existing security measures to mitigate weaknesses and leave nothing to chance.

Cyber-security coaching

A school network's users will always be the easiest target for hackers and cyber-criminals. We provide regular coaching courses and publish fake phishing emails that test school staff's commitment to school IT security. We also scan the Dark Web for instances of users' credentials being made available for nefarious purposes.

IT security audits

A second set of eyes is always of value and we offer a cost-effective IT security audit for schools. This involves a senior CSE engineer looking for holes in your IT security and providing a full report on any measures requiring improvement including:

- Network security review
- Remote access review
- Wifi network review
- Password management review
- Filtering and firewall review
- Antivirus review

Our IT security audits also include back up reviews. Schools will already back up their data but is this back up data easily accessed and easy to use should the worst happen? Cloud-based backup creates a fire-break between the school and the backed up data and we would always recommend this approach. It's also worth schools remembering to backup Office 365 data - as per Microsoft's terms and conditions they do not guarantee the safety of users' data.

Penetration testing

We also partner with independent penetration

testing experts to audit every aspect going into the minutest of detail.

Fixing IT security issues before they happen

CSE Remote Agent is an extremely powerful piece of AI-powered software that can predict and fix many IT issues before they happen. For example, it gives schools peace of mind by showing at a glance where anti virus software is loaded and then reviews the network 35,000 times per day looking for issues. If it finds a problem like anti virus software not being loaded or not being up to date, it loads the software automatically without requiring any input from an engineer.

We are rigorous about all aspects of IT security. CSE products are rigorously tested by our team of software developers with our managed service engineers getting involved in piloting products and services before they are marketed.

What our customers say

"We have followed CSE's advice to take a multi-pronged approach to cyber-security. This focuses on monitoring and coaching users, ensuring backups are cloud-based and therefore better protected and implementing CSE scripts that identify ransomware. Combined with CSE's recommendation to register for the National Cyber Centre's Early Warning Service, we feel that this gives us confidence that we are following the right processes to keep our data safe."

Michelle Doughty, Operations and Estates Director,
Arthur Terry Learning Partnership



4. IT CONFIDENCE

Building IT confidence and a clear path to tech support

“**8 out of 10** teaching staff don’t believe their provision of tech training is sufficient”

*Source: Promethean in The State of Technology 2020/21 <https://resourced.prometheanworld.com/technology-education-industry-report/>



At CSE, we very much see ourselves as technology experts and not teaching experts. However, we have a long history of helping teachers make the best use of technology and have helped many schools gain a better understanding of their needs and make the best use of the IT equipment they already have.

Bringing high-profile subject matter experts and teachers together

When teachers at Oakwood School, Hillingdon, were supplied with Microsoft Surfaces after the building of their new school, their ICT partner at the time did not adequately train the teaching staff on the best use of these brilliant devices. CSE stepped in and invited two teachers from Oakwood to join other CSE customers at Microsoft's HQ in Paddington for a day's training in the purpose built Microsoft Classroom. This was followed up by a further day's training onsite at the school carried out by a Microsoft Certified Trainer.

The result was staff at Oakwood then had the skills and confidence to make full and effective use of their Microsoft Surfaces investment with specific requirements around assessment fully met.

Agile tech support that lightens the burden for teachers

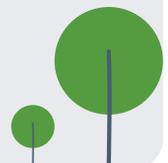
CSE's tech support evolved through the years and is focussed on being present, being physical and being available. Because of the effectiveness of CSE Remote Agent software and our remote support team, our onsite support engineers are not tied to the server room or stuck behind a monitor. They are free to get involved in coaching and knowledge transfer sessions and can be on hand in areas where extra help is required.

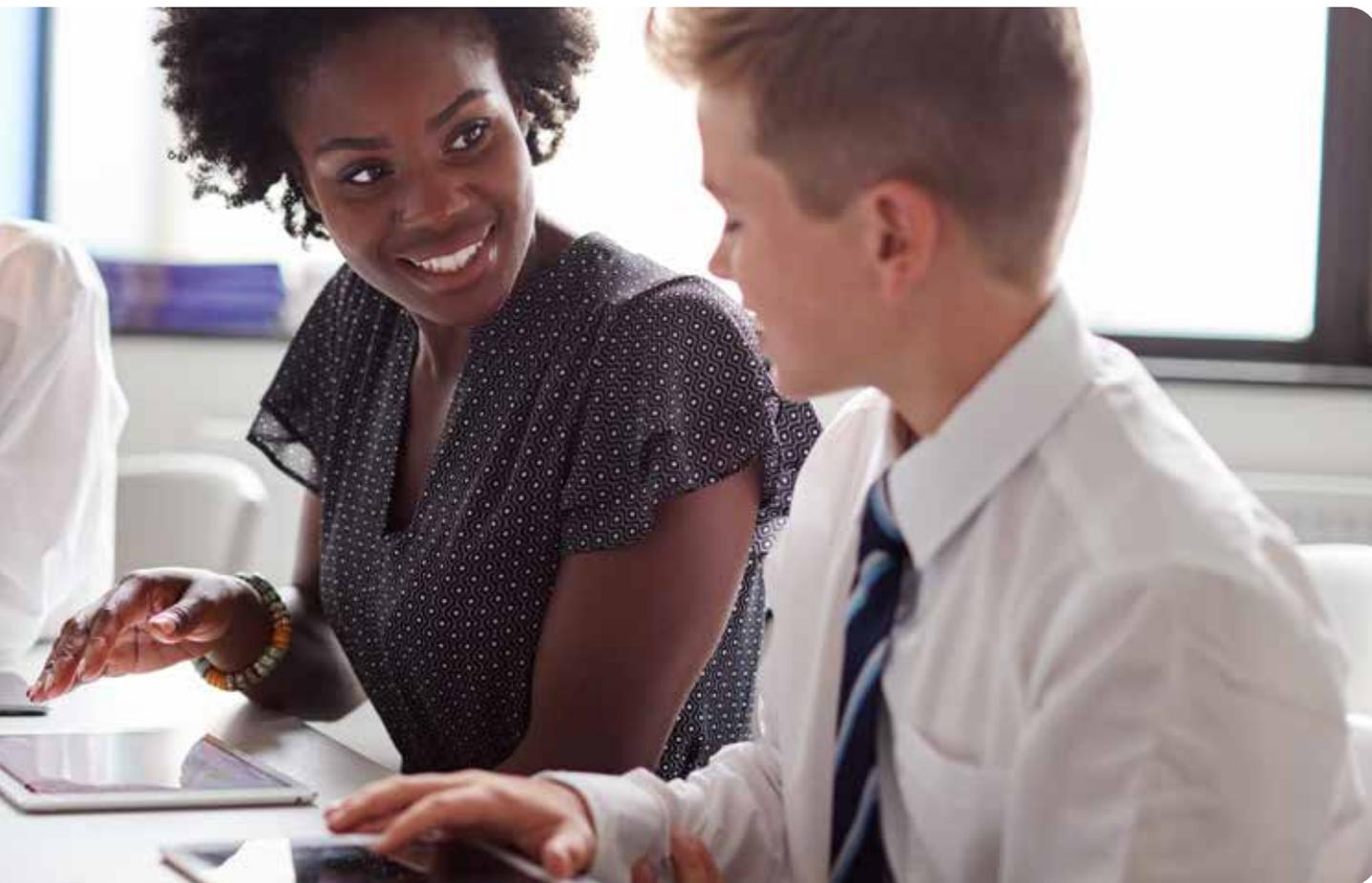
The past 18 months has seen a huge increase in the use of Teams and Office 365. Teachers have really risen to the challenges presented by the pandemic and have improved their ability to use this software. There is always room for improvement, however, and CSE is able to provide a suite of online training resources that keep your teaching staff up to date with improvements in MS Teams and provide a revision resource to maintain and increase skill levels.

What our customers say

"Thanks for organising such a great day with Microsoft. Please pass on our thanks to the team at Microsoft Training. My staff are full of new ideas and can't wait to get started!"

Shahriar Tabrizi, Trust Network Manager, Wren Academy Trust





WHO WE ARE

CSE is an independent, specialist provider of software, IT services, hardware and technical expertise to the education sector.

For more than 27 years, our team of engineers and consultants have helped to design and implement every aspect of school IT requirements including cabling, wireless, cloud, servers, software, AV installations and every variety of end user device.

Our work has been recognised through accreditation and top-level backing from organisations such as HP, Citrix, Microsoft, and Sophos. CSE has also been approved on every relevant DfE framework agreement for school IT.

CSE core services and products

Every school is unique so we tailor many of our solutions to address specific requirements. This means costs for our services vary but below are some indicative prices.

Managed Services

- **Fully Managed Services**
A complete solution for schools who want to seamlessly outsource all their technology support needs.
- **Hybrid Managed Services**
A combination of Full and In-School Managed Services, which allows our CSE experts to collaborate with School IT Managers.
- **In-School Managed Services**
A solution for schools who have an existing IT Manager and want more in-house control.

From **£40** per user per annum

Service Manager

- **Service Desk**
An IT concierge service to help School IT Managers.
- **Asset Management**
A full function asset register that can provide a complete asset management system.
- **Remote Agent**
Predictive and prescriptive analytics tools to monitor and fix IT issues before they happen.

Primary schools from **£1600** per annum

Secondary schools from **£3200** per annum

IT Security Audit

- **Full and forensic-level testing**
including web application security penetration testing and infrastructure security penetration testing.

From **£1000** per school

Magellan

- **Powerful auto-provisioning software and Single-Sign-On portal**
to reduce staff workload and disruption to learning.

From **£1** per user per annum

Get in touch for a no-obligation chat about any of your IT needs - big or small.

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