



# The Updater

"Keeping IT connected"  
**evolve**  
IT SUPPORT

"We provide valuable IT support and services so that you can focus on nurturing and developing the young people in your care."



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## What's going on @ Evolve?

### Welcome

Thanks for reading our Autumn Term 2018 update, we've been working hard behind the scenes as always to improve our internal systems and in turn, offer an improved service to you.

We'd like to share with you some of the things we've been up to and what we're going to look at next, much of which is all part of the service.

### Technical Developments – What's New?

Technology is never still, and we're the first to acknowledge that, some of the things we've worked on are listed below, if you'd like more info, email [info@evolveitsupport.co.uk](mailto:info@evolveitsupport.co.uk) or check out future updates.

[Encrypted Email using office 365](#) – free to all customers we've setup a simple way to encrypt or restrict emails with a user guide, please speak to your technician for further info.

[Enhanced Spam and Phishing Email Protection](#) – using tools provided by Microsoft for a monthly subscription and a small setup fee.

[Centralised Anti-Virus Monitoring](#) – for our customers using Eset Endpoint Security.

[SharePoint \(or OneDrive\)](#) – allowing document sharing and collaboration for teams and MATs, we can set up and offer training for a small extra fee.

[Server technologies and resilience](#) – we've investigated new ways to make your servers more robust and resilient, and these will be appearing as the standard for any new server quotes but also in your network improvement plans accordingly.

[Cloud Backup and Disaster Recovery](#) – we've worked hard on the way we set up servers and backups to make them as efficient as possible, we now offer cloud backup and server breakdown cover to keep nasty surprise bills away.

[GDPR](#) – we've met with lots of you about GDPR guidance as well as implementing technical solutions such as encryption, improved network security, print retention and policy reviews. These things don't just happen, and we're really pleased with the effort our team have made.



### Service Improvement Initiatives

#### Relationship Management -

We've been trialing a re-structure which has enabled us to get out and see you and our team and your schools more since June, and we're pleased with the results so far. It has helped us strengthen our relationships and identify areas for improvement in the service that we offer. We want to take it a step further and add some capacity to the role, so watch this space. In the meantime, if you have a specific need and would like a visit, please let us know.

#### Internal Training and

**Staff Development** – we always work on sharing skills and knowledge; our relationship manager role has helped us to identify some areas for improvement as well as areas where we're really strong.

All of our team are formally trained in: Level 1 Child Protection, GDPR Awareness and some have asbestos awareness.

**Procurement** we're in a privileged position to represent about 50 schools now, and we've been able to leverage some advantage for you by negotiating discounts with some suppliers of hardware and software. It's an opportunity for us to expand our services and for you to save some money and conveniently access the market with 30-day terms from us as standard and VAT invoices unlike from some online retailers.

#### Work in progress

we're currently planning the rollout of Windows 10, Office 2019 and Server 2019 for those customers who haven't already had them. Microsoft end their support of Windows 7

and Windows Server 2008 in January 2020, and so we're working hard to plan the projects, and we'll be in touch with you accordingly.

#### Announcements

We've welcomed Paul and Louie into the team. We hope they'll continue to enjoy working with us!

#### Thank You

We're a humble bunch and we know that without your support and loyalty we have no business, so THANK YOU.

If we can help or if you have any concerns please just let us know.



We'd like to wish you a Merry Christmas and a very Happy and Enjoyable New Year!

#### Get in touch

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