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IT Support

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Having the right IT support in place can help make the difference between a good school and an outstanding school.

Proactive support which monitors the environment and can actively pick-up and resolve minor problems before they become major issues allows schools to move away from the traditional break/fix support model which is a reactive and can be quite costly and stressful at times. Letting someone know that you have found and fixed a problem before they contact you to report it raises confidence and promotes increased use of a schools ICT systems.

That's not to say that there won't be occasions when a quick response is needed but schools should aim to make this the exception rather than the rule. We ensure that we are there for you when the chips are down.

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Affordable. Reliable. Innovative. Effective.

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Why it's right for you

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Important areas to consider when choosing a solution.

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Teaching and Learning

[/vc_column_text][vc_separator type="small" position="center" gradient_color="yes" up="8" down="20"][vc_column_text]Understanding the challenges schools face, why they face them and what is the best solution comes as a result of knowing our customers and applying the experiences we have amassed to the advantage all our schools.

Focusing on outstanding teaching and learning environments, we help teachers deliver an innovative curriculum and students to embrace it! We take care of the technology in your school leaving your teachers time to teach and providing your students with the best opportunity to learn.[/vc_column_text][vc_separator type="transparent" thickness="0" up="55" down="0"][/qode_elements_holder_item][qode_elements_holder_item item_padding="0 13%" vertical_alignment="top" advanced_animations="no" item_padding_1024_1280="0 8%" item_padding_768_1024="0 3%" item_padding_600_768="0 19%" item_padding_480_600="0 19%" item_padding_480="0 5%"][vc_separator type="transparent" thickness="0" up="0" down="23"][vc_column_text]

Budgets

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up="8" down="20"]vc_column_text]With more and more cost-savings needing to be made, a lack of investment available, Protek's budget-friendly services allows for migration from the traditional Cap-Ex model schools are accustomed to an Op-Ex model. Predictable, fixed, monthly costs give immediate access to equipment and solutions that may be unavailable if capital expenditure is the only funding option.[/vc_column_text][vc_separator type="transparent" thickness="0" up="55" down="0"][/qode_elements_holder_item][qode_elements_holder_item item_padding="0 13%" vertical_alignment="top" advanced_animations="no" item_padding_1024_1280="0 8%" item_padding_768_1024="0 3%" item_padding_600_768="0 19%" item_padding_480_600="0 19%" item_padding_480="0 5%"]vc_separator type="transparent" thickness="0" up="0" down="23"]vc_column_text]

Support

[/vc_column_text][vc_separator type="small" position="center" gradient_color="yes" up="8" down="20"]vc_column_text]When looking for a support provider to build a long-term partnership with the reassurance that a consultant can be on-site working towards a resolution in as little as a few minutes is invaluable. Over and above the immediate remote support we provide to all of our customers, if the issue requires onsite intervention at your school, schools can rest assured Protek will be quick to respond and easy to communicate with Quick Resolutions = Happy Staff. Happy Staff = Great Learning.

Our staff have experience of working in and around schools and organisations across Berkshire and the South of England.[/vc_column_text][vc_separator type="transparent" thickness="0" up="55" down="0"][/qode_elements_holder_item][qode_elements_holder][vc_separator type="transparent" thickness="0" up="0" down="6"]qode_elements_holder number_of_columns="three_columns" alignment_one_column="center"]qode_elements_holder_item item_padding="0 13%" vertical_alignment="top" advanced_animations="no" item_padding_1024_1280="0 8%" item_padding_768_1024="0 3%" item_padding_600_768="0 19%" item_padding_480_600="0 19%" item_padding_480="0 5%"]vc_separator type="transparent" thickness="0" up="0" down="23"]vc_column_text]

Reliability

[/vc_column_text][vc_separator type="small" position="center" gradient_color="yes" up="8" down="20"]vc_column_text]Monday morning and you can't log on.... For teachers that's what nightmares are made of and as ex-Teachers and ICT Managers ourselves we

know how that feels. Which is why with the latest technology, proper setup and management our proactive approach helps ensure no unwanted downtime occurs so you can sleep easier knowing your technology is one less thing to worry

about.

about.

Security

With over 35 years' experience in the technology industry, and with some of our staff having worked for Schools for over 15 years, we pride ourselves on connecting with our customers needs and aspirations whilst working to the ever-increasing security guidelines that today's environment presents. This knowledge allows Protek to confidently offer the best products, solutions and managed services with the best service, whilst maintaining peace of mind for our customers that security is a top priority. Keeping students and staff safe whilst online and preventing any unwanted activity on your network.

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Flexible and Scalable

In today's constantly changing world, the ability to have choice and flexibility is vital. And there's no exception when it comes to your ICT Partner, which is why all our services have flexibility built in. We adapt with your school and guarantee your technology is at the forefront of innovation with every solution we provide.

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[Want to know more...](#)

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What are the Challenges and Benefits of IT Support in your school?

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Challenges

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Without the correct support Schools can often find themselves with disadvantages due to poor or non-existent IT Support. Do any of these occur at your school?...

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Expensive, inflexible, longterm contracts

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Existing supplier has no focus on teaching and learning

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Not having the right support and strategic information to make the best decisions and plans for ICT in your school

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Ensuring the Health of your ICT Resources is Reliable and Secure

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Feeling like one of many customers with no personal 'Partnership' feel

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Slow response times and long periods of downtime

[vc_empty_space height="35px"] [Let us help](#)

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Benefits

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With Protek as your Technology Partner, there are lots of ways that with the right IT support from a Trusted, Experience Partner, you can Empower Learning too. Here's just a few...

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Affordable, Flexible contracts

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Teaching and Learning focused Partner, not just a supplier

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Super fast SLA's. Quick response time, quick fix, minimal downtime

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Proactive support, regular strategic meetings

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One number to call for all your Technology needs

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Modular design services gives choice and best value

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Out of hours work to minimise disruption and we are trusted key holders

[vc_empty_space height="35px"] [Find out more](#)

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Why Choose Protek As Your ICT Partner?

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Our refreshing and Innovative approach means that the way we do things is different from most other Technology Companies, here's just a few reasons why we are becoming Schools first choice for a Technology Partner...

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Local Advantage

Being local to your school gives you the benefit of our knowledge and support in minutes, we are always available for your needs.

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Quick Response

With our head office based in Reading, a consultant or engineers can be at your school in as little as a few minutes. That means that issues can be resolved more quickly.

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Fast & Friendly Support

Need Help? Our highly skilled team of Reading based support consultants are there for you 24 hours a day, 365 days a year.

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Innovative

Protek strives for innovation of new technology integrated seamlessly into the classroom. We are more than just Technology, we are Teaching and Learning.

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Budget Friendly

In current climates we understand budgets are tight, that's why we've focused on creating best value solutions specifically for schools. With our market disruptive pricing, we help budgets go further and outcomes improve.

[vc_empty_space 0=""][Secure 'Best Value' For Your ICT](#)[/vc_column_inner][vc_column_inner offset="vc_col-md-4"]

Local Network

We've built a great network of Local and Global Partners which means more choice for our partner schools.

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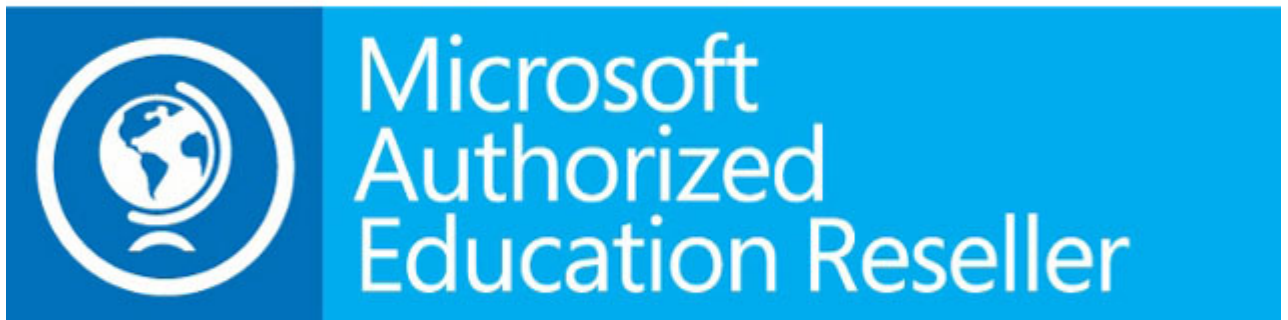
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Empowering Education.
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Microsoft®

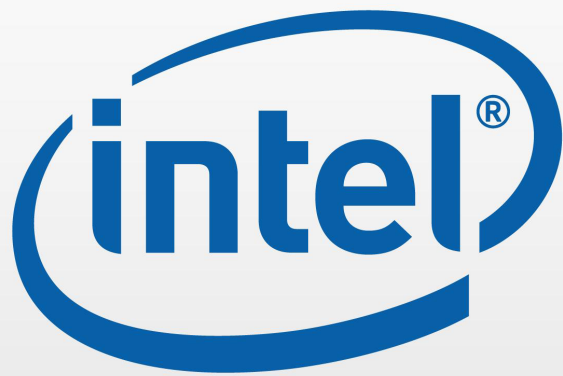
CERTIFIED

Partner



Microsoft®
AUTHORISED

Refurbisher



Technology Provider



Partner
Network

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