

ICT Network Support Agreement Consultancy



This agreement is great if you want your inhouse ICT team to have some extra support. New Era Technology's capability, capacity and breadth of experience, allows us to assist in further developing your school's ICT Network to enhance learning outcomes.

With a set number of (negotiable) hours a year, the major objective of this agreement is to provide schools access to New Era Technology's wide range of expertise and experience as and when you require it.

For an annual cost New Era Technology provides schools a set number of hours to access a range of specialist services based on your school's requirements, including:



Onsite or Remote Support

Onsite or remote technical consultation and support as and when required for a minimum of 32 hours per year or an average of 8 hours per term.



ICT Advice and Strategic Planning

ICT advice will include industry and education sector trends gained from New Era's broad experience in schools. Strategic Planning will include thought leadership in the use of ICT to achieve optimum pedagogy outcomes and input into varying ICT approaches.



Technical Team Leader or Engineer Escalation

Escalation when required.



Assigned Account Executive

Account Executive assistance with other optional New Era services such as project work, solutions procurement, or leasing.

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