



EIS Turns

Celebrating one year since our return

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Help us get to know you better!

Scan to complete our short survey and reveal exciting prizes! It only takes a couple of minutes.

Scan the QR code to enter



Introduction



Welcome to the first edition of our relaunched EIS newsletter. As we mark one year since EIS returned, I'm pleased to share this termly update.

It brings together news, insights, practical guidance, and stories highlighting our impact across schools and trusts. Thank you for being part of the journey so far. We're excited for the year ahead with the launch of our new broadband offering (which you can read more about below) and continuing to support schools with their evolving technology needs, particularly as more move towards the cloud. We hope you enjoy the first issue!

Simon Austin
Business Operations Director, EIS

WHAT'S INSIDE?



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EIS Broadband: Are You Ready?

We're delighted to announce the launch of EIS Broadband for Schools this summer.



Reliable and secure connectivity, designed specifically for education and backed by 40 years of school IT experience. Our refreshed offering provides dependable connectivity schools can trust every day. More information coming soon.

SPOTLIGHT:

Account Management Team

Meet our Account Management team. They work closely with our schools and trusts to provide ongoing support and a familiar point of contact throughout the year.

Whether it's a quick check-in, a school visit, or a longer-term conversation, they're there to help schools problem-solve and stay on track with all things IT-related.

Day to day, no two days look the same. They might be out visiting schools, talking through challenges, or helping plan what's next — whether that's tackling ageing hardware, improving network performance, or helping them harness data protection support. Recently, they've been busy helping schools navigate Windows 10 end-of-life and



Left to right: Lucy Denny, Amy Adlington, India Foster-Crouch, Madeline Reeves (Team Leader), Grace Lyons and our latest addition, Alfie Bailey.



prepare for Windows Server 2016 retirement, as many choose to move to the cloud.

Planning ahead is a big part of what they do, helping schools stay ahead of renewals and upgrades, and manage key changes to avoid the last-minute rush.

At the heart of it, the team love building strong relationships, seeing the real difference their support makes, and making things that bit easier for schools.

NEXT ISSUE... Meet our Schools Technicians Team!

Fun facts

Madeline 🐾
Proud owner of a very popular orange Pomeranian!

India 🌍
Has visited 20+ countries (New York is her favourite)

Amy 🕺
Teaches Ceroc partner dancing

Lucy 🇮🇪
Spent her early twenties living in Dubai

Grace 🐕
Animal lover who once had 13 pets

Alfie ⚽
Gym regular and football enthusiast

A QUICK UPDATE

From April 2026, please send all email requests to **accountmanagement@eis.co.uk**, rather than individual Account Managers. These will be logged via ServiceNow, our customer portal, helping us to track and manage requests more effectively.

EIS Out and About

Our team had a brilliant time at **BETT 2026**, connecting with partners, sharing ideas and exploring the latest in EdTech.

We're already bringing those insights to life to help schools get even more from their technology.



Cyber Tip

Be cautious of emails requesting changes to invoicing or bank details. Attackers are now using highly convincing methods with no obvious red flags. Always verify requests using a trusted contact method, not the details provided in the email.

A NOTE FROM OUR MIS TEAM:

There's No Such Thing as a Silly Question



By Hayley Power,
Education Systems Team Leader, EIS

In the MIS team at EIS, we have a long-standing motto: there's no such thing as a silly question. It's an approach that sits at the heart of everything we do — making data feel less daunting and helping schools get real value from their Management Information Systems.

Recently, Education Systems Consultant Laura supported a school that had just moved to a new MIS platform and the school was struggling to access the information it needed. Staff had been relying on multiple reports simply to pull together basic data. By spending time with the team and understanding their processes, Laura introduced them to the Live Feed functionality and created tailored Excel formulas. The result? A much faster, automated way to compile their data, saving the

school significant time on what would have been a lengthy, manual task.

Senior Consultant Ellie has also been working with a secondary school to strengthen how they use Fine Assessment in Bromcom. This feature enables teachers to record progress in smaller, more precise increments for a more accurate picture of learning. By entering fine grades directly into the system, staff no longer need separate marksheets, reducing duplication and improving consistency. Weighted assessments now generate accurate overall results, helping the school spot gaps earlier and make more informed decisions.

These are just a few examples of how the MIS Team works alongside schools every day, offering guidance, solving problems and helping staff work smarter, not harder, improving both staff workload and student outcomes.

Dates to Diarise

07 May 2026

Schools and Academies Show, Excel Centre.

Summer 2026

EIS Broadband for Schools goes live!

June 2026

TEP-EIS MIS Briefings

Autumn 2026

EIS Breakfast Briefing

12 Jan 2027

Microsoft support for Windows Server 2016 ends.

31 March 2027

MIS and FAS contracts expire. EIS-TEP Framework coming soon. More details in the next issue.



Expert Partner



Windows 11 Reminder

Microsoft has ended support for Windows 10. There is no “do nothing” option — devices not upgraded or protected will be exposed to security risks without critical updates.

Schools must:

- Upgrade devices to Windows 11, or
- Apply for Extended Security Updates (ESUs) where devices are compatible as a temporary measure



Contact us for support at
accountmanagement@eis.co.uk

From Servers to the Cloud: Why More Schools are Moving

By Kevin Porter, Business Development Lead, EIS



When I joined EIS in 2010, a typical primary school would have two separate

“networks”: one for the office (admin) and one for the classroom (curriculum). On school visits, I’d often find two identical servers tucked under a desk or stored in a cupboard with the door propped open to prevent overheating. Newer builds were sometimes lucky enough to have a dedicated server room; some even had air-conditioning and a desk for the IT technician to work from.

Later in the decade, schools moved to a single server — one piece of hardware that maintained the separation of “Admin” and “Curriculum” through software rather than two devices.

What began as a practical response to space, cost and reliability has evolved into a strategic need: schools require systems that are

secure, flexible, remotely accessible and capable of supporting modern teaching and administrative demands.

With improved internet connectivity in recent years, many schools are now embracing cloud working and moving away from managing servers onsite.

Why Are Schools Moving to the Cloud?

- Replacing end-of-life servers is expensive. Cloud migration breaks this CAPEX cycle — you only move once, saving money over time.
- Staff can securely access school systems from anywhere.
- Schools gain access to the latest applications and technologies, including AI, at their own pace.
- Managing and updating a physical server is no longer required, reducing both workload and power consumption.
- Built-in cloud security protects data and identities.

- New devices can be deployed quickly without specialist support.

As more educational systems become cloud-native and AI-enabled, onsite servers will increasingly struggle to support new tools. Moving to the cloud is therefore not just a cost saving measure, it helps futureproof a school’s digital environment.

Supporting Schools Through Cloud Migration

EIS continues to support schools across Kent on their cloud migration journey. Our Microsoft-based solution provides secure access to data, applications and MIS systems in both the office and classroom, with device management, print services and an RPA-compliant remote backup service.

Email info@eis.co.uk if you’d like to arrange a chat about your cloud migration options.

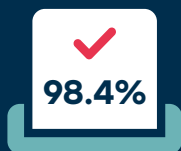
How We Are Doing: Customer Satisfaction Stats

In the last 12 months:



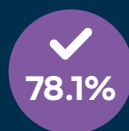
98.5%

of all feedback was positive



98.4%

of tickets resolved within SLA (incidents and requests)



78.1%

of requests resolved at first contact

76.5%



of incidents resolved at first contact



6,919

requests fulfilled



9,380

total tickets handled

“

The Education Systems Team, who support SIMS for us, are just brilliant! They are knowledgeable, professional and always get back to us quickly, even at busy times like the census.

Anne Pujadas,
Assistant Headteacher,
Sir Roger Manwood
Grammar School

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