Issue 2 • SEPTEMBER 2026

Schools Newsletter



PART OF Commercial Services Group

Broadband is Here

EIS launches flexible broadband, built for education

We Have a Winner!

Congratulations to the winner of our Issue 1 prize draw!



Amy France (left) with Jo Barker, St. Francis Catholic Primary School

Scan to complete our 2-minute survey for your chance to win a luxury M&S food and drink hamper.

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Secure Broadband to Meet DfE Standards

The DfE's Digital and Technology Standards set out six core areas that all schools should be working towards by 2030: broadband, wireless networks, network switching, digital leadership and governance, filtering and monitoring, and cyber security.

This June, we launched EIS Broadband for Schools - a fully managed broadband service designed for education. Alongside our wider IT services, this enables EIS to meet all six core areas, giving schools one trusted provider for all their IT needs.

Getting the broadband foundations right is about more than speed. Schools also need to consider whether their connectivity is secure, resilient and able to support future needs. With more than 40 years' experience supporting schools, EIS can help you review your current setup and plan ahead, with managed migration and ongoing support to make the transition as smooth as possible.

Find out more at eis.co.uk/broadband, or join us at our free Breakfast Briefing.

EIS Breakfast Briefing

Helping Your School Meet DfE Requirements

22 Sep 2026 | The Village Hotel, Maidstone

Learn more and book: eis.co.uk/dfe-breakfast/



Welcome

Welcome to issue two of our newsletter. I hope you had a restful summer and are ready for the year ahead.

I was genuinely delighted by the feedback on our first edition - it's great to know you enjoyed hearing about our people and the work we're doing to support schools.

It's been a busy few months for me, meeting schools at events and on visits. Hearing what's working well and where we can help is one of the most rewarding parts of my role. A highlight was representing EIS at a House of Lords roundtable hosted by Commercial Services Group, where we heard directly from education leaders about the realities they're facing. It's also been great to see our new broadband service get off to such a positive start, with schools already on board.

I hope you enjoy this issue, and I look forward to seeing you at our Breakfast Briefing on 22nd September.

Simon Austin
Business Operations Director, EIS

Super User Community

Do you lead or support technology in your school? Connect with other EIS schools to share ideas and best practice, learn from peers and engage directly with EIS specialists.

Scan to register your interest

MIS Update



By Hayley Power,
Education Systems Team Leader, EIS

Happy New Academic Year from everyone in the MIS team! Over the summer, we've been busy preparing resources and support for schools, including our School Census webinars for Arbor, Bromcom and SIMS.

The DfE has introduced a number of new Census items this year, so we would encourage you to join one of the webinars or visit our support portal for further guidance and updates.

Looking ahead, the DfE is proposing a new MIS Framework from June 2027. Schools can continue procuring their MIS and FAS contracts as normal, with guidance for those considering a change of provider. We've summarised the latest information in a recent news article on the EIS website.

We remain committed to supporting schools with the MIS that best meets their needs, whether that means helping you make the most of Arbor, Bromcom and SIMS Next Gen, or guiding you through a migration to a new system.

For questions about your MIS, available options or upcoming Census requirements, get in touch with the MIS team - or catch us at the breakfast briefing. We're always happy to help!



EIS Out and About

In June, we teamed up with The Education People to host MIS showcase events, where schools heard directly from Arbor, Bromcom and ParentPay through live demos, practical insights and Q&As.

Catch up on virtual MIS sessions on our EIS Customer portal.

MIS Customer Training

Autumn Census

SIMS, Arbor & Bromcom webinars from **15 September**

Drop-in Q&A session on **29 September & 1 October**

View & book:
eis.co.uk/autumncensus/

School Workforce Census

SIMS, Arbor & Bromcom webinars from **20 October**

Drop-in Q&A session on **3 & 5 November**

View & book:
eis.co.uk/schoolworkforcecensus/

Need more MIS training?

Get in touch:
training@eis.co.uk

SPOTLIGHT:

Our Schools Technicians

By Kishan Solanki, Schools Technicians Team Leader

When people ask what our Schools Technicians do, the honest answer is... a bit of everything!

Our team of six dedicated technicians provide regular onsite IT support to more than 66 schools across Kent, as well as tmactive leisure centres. Over time, we become familiar faces, build relationships with staff and get to know how each organisation works. Every visit is different - one of the things our team enjoy the most.

Some days we're helping with cloud migrations, Windows 11 upgrades or iPad management. Other days we're troubleshooting Wi-Fi, printers, classroom devices or network issues. Quite often, we haven't put our bag down before someone says, "Sorry, could you just help me with..." - and that's exactly why we're there. Whatever the question, we're always happy to listen, offer advice and do everything needed to get things back up and running with a smile.



Left to right: Luke Allum, James Green, Andy Holden, Kishan Solanki, Lee Gribbin, Debashis Roy

For us, the best part of the role isn't the technology - it's the people. Feeling like part of the team and knowing we've made someone's day a little easier is what makes the role so rewarding. As one of our technicians, Lee, puts it, "Seeing the same friendly faces each week is great for the rapport - and the soul." I think that sums it up perfectly.

Technology never stands still, so we're always helping schools prepare for what's next - from cloud migrations to new devices and projects. We're here to make change feel manageable. Whether we're visiting every week or supporting a major project, it's a privilege to work alongside so many brilliant schools. Thank you for making us feel part of your team!

Fun facts

Luke 💻
Worked across several EIS teams, including the Tech Bar.

James ⚽
Football fanatic and proud Cocker Spaniel owner.

Andy 🍏
Lost seven stone through determination and healthier habits.

Kishan 😁
22 years with EIS and never taken a sick day!

Lee 🐟
Loves scuba diving - the warmer the water, the better!

Debashis 🌩️
Always thinking ahead to prevent IT problems.

Cyber Tip

Phishing emails remain one of the most common ways attackers gain access to school systems. Many are designed to look like legitimate emails from colleagues, suppliers, or trusted organisations.

Before taking any action, always check the sender's full email address and hover over links to verify the destination. If something doesn't feel right, follow your school's procedure for reporting suspicious messages.

REMINDER:

Microsoft Updates

Microsoft SQL Server 2016 is no longer being supported. We have notified EIS schools that are using this and confirmed recommended actions to stay secure. Look out for an email or contact your Account Manager directly to discuss.

AI in Schools: **Why Transparency Comes First**

By EIS Schools' Data Protection Officer, **Adam Halsey**



The debate around AI in education often focuses on capability. What can it do? How much time can it save? Yet some of the most important questions are not technical at all.

When schools consider using AI-based tools and products, many experience the stages of intrigue, caution, optimism and concern. Sometimes one after the other, sometimes all in one! What schools also need to think about is how their use of AI will be understood and received by parents, carers, pupils and staff.

Many schools are already exploring AI to support report writing, meeting minutes, lesson planning, revision and homework tools, or tailored feedback to students. Some of these uses involve processing personal data, bringing them firmly within the scope of UK GDPR.

This is where transparency becomes essential.

Transparency and Data Protection

To comply with data protection law, if schools are using generative AI to process people's data, they should:

- Tell pupils and parents how they plan to use AI
- Explain why it is being used and what they hope it will achieve
- Explain how it will work, what the tool will do with the personal data and what outputs it produces
- Where appropriate, give parents the opportunity to provide feedback, helping to shape proposals, building trust and support.

Transparency should always form part of the planning process. Schools should understand how an AI tool will process personal data, whether information could be used to train large language models, and that a Data Protection Impact Assessment (DPIA) is required before implementation.

AI will continue to evolve, and schools will continue to find valuable ways to use it. Whatever approach a school takes, being transparent about AI-based activities before any processing begins is always better than being forced to explain the situation afterwards.

After all, transparency isn't just about compliance. It's about maintaining the trust that every school depends on.

Our DPO Service gives schools access to expert advice on data protection and the use of AI within the GDPR framework.

How We Are Doing: **Customer Stats**

In the last 6 months:

98%
of all feedback was positive

98%
of tickets resolved within SLA (incidents and requests)

82%
of requests resolved at first contact

15 schools
progressing with **EIS Broadband for Schools**

7 schools
migrated to the Cloud (Modern Workplace Solution)

27
cloud migrations in planning

> The DPO service provided by Adam and Stacy is exceptional. They are experts in their field... always swift to respond and thoughtful in their approach.
>
> Their impact is felt across our entire organisation, making complex compliance issues accessible for everyone. They truly feel like an extension of our own staff.
>
> **Liz Bruce,** Swale Academies Trust

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