



Webinar 23rd May | Introduction and Q&A
with Kirklees Schools



Agenda

- Who are emPSN and what do we provide?
- What emPSN can offer Kirklees schools
- Our dedicated technical support team
- Next steps
- Your questions - please use the 'Q&A' option in the Teams menu

Your presenters

Mike Kendall - emPSN Managing Director

Mike established emPSN in 1999 (and MD since 2004) overseeing the development from it's beginnings as a regional broadband consortium with an initiative to deliver broadband infrastructure out into schools and communities, connecting people to learning.

Patti Jackson - Business Delivery Manager

Patti is our Business Delivery Manager and is instrumental in the day-to-day communication with our customers and making sure that installations, customer queries, and quotations are dealt with.

Ric Stevenson - Operations Manager

Ric is our Operations Manager with considerable technical, commercial and project management experience gained within telecommunications.



Who are emPSN?

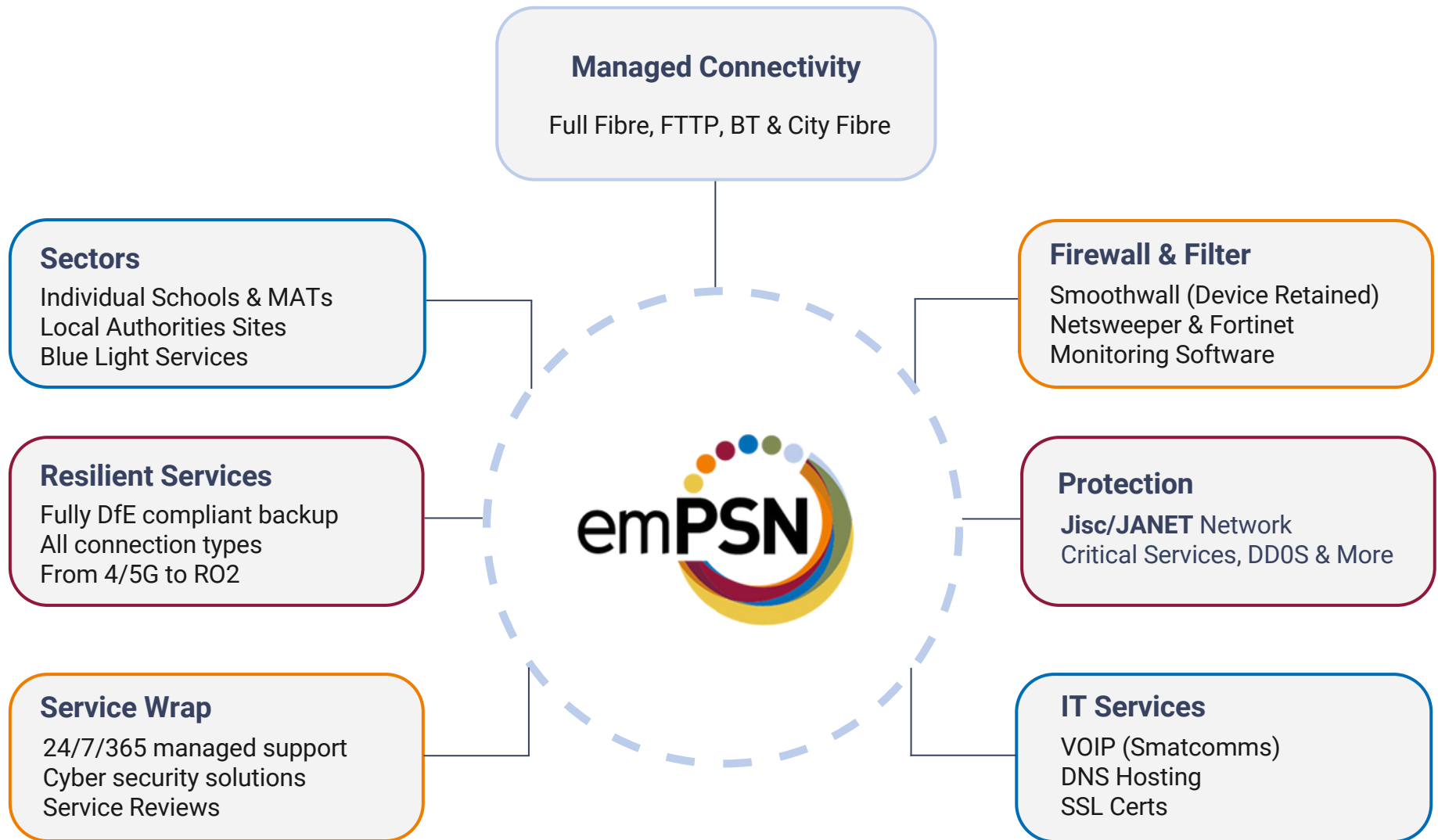
- Providing managed broadband services to schools and local authorities since 2000 as part of the National Education Network (NEN).
- As a not-for-profit Company, solely owned by Lincolnshire Council, we operate for the public good. We do not have shareholders with profits invested in our services or pricing.
- We uphold our values to rigorous standards, working closely with the DfE and the NEN to establish safeguarding standards.

Our values underpin our offering

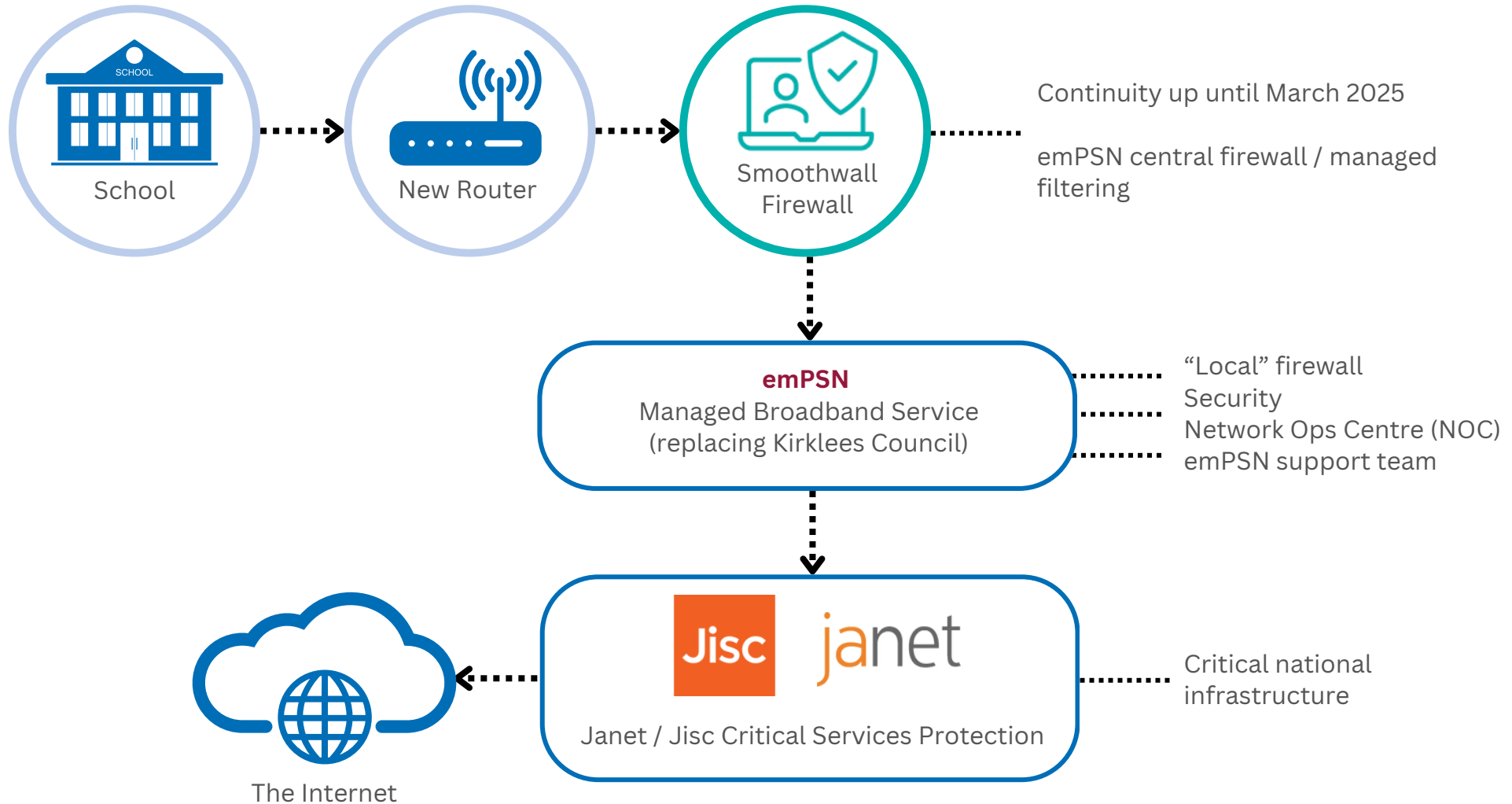
- As a schools-based provider, all our protections and systems are specifically designed to meet or exceed the standards set out by the DfE (compliant with Keeping Children Safe in Education)
- Reliability is essential. We do our utmost to provide a robust service through the trusted suppliers we manage on your behalf.
- Partnered with Jisc, a leading not-for-profit digital, data and technology agency, connecting schools to their world-class Critical Services Protection (CSP) which is ordinarily, only available to higher education, further education and research facilities.



What we do



Our plan for continuity of service in Kirklees



Your connectivity options

Service	Bandwidth		Description
	Download	Upload	
FTTP 1000:115	1000Mb	115Mb	Fibre to the premises provided by our supplier Nasstar
Naastar 1Gb / 1Gb	1Gb	1Gb	Fibre leased line provided by our supplier Nasstar
City Fibre 200 Flex	200Mb minimum	200Mb minimum	City Fibre leased line provided by our supplier Nasstar. This will offer a minimum of 200Mb download and upload but may be able to flex on occasion up to 1Gb.
City Fibre 1Gb / 1Gb	1Gb	1Gb	City Fibre leased line provided by our supplier Nasstar
Jisc 100 Mb / 100Mb & 4G Back Up	100Mb	100Mb	Fibre leased line provided by our supplier Jisc. This includes 4G Back Up capability.
Jisc 1Gb / 1Gb & 4G Back Up	1Gb	1Gb	Fibre leased line provided by our supplier Jisc. This includes 4G Back Up capability.

What is our offer to Kirklees schools?

- Upgrade options

We have sent you options for your connectivity provision based on information that we been advised about your current service. These are the closest match based on our assumptions.

We have included other options outside of your existing service.

- Where available and suitable we will also offer FTTP

If not currently available to you, emPSN constantly monitor the BT roll-out of Full Fibre FTTP so that we can make these services available to our customers at the earliest opportunity.



Your contract with emPSN

- Your annual cost quoted is based on a 3-years contract. The contract starts from the handover of the managed service.

A link to our terms and conditions will be included in your quotation.

www.empsn.org.uk/legal/terms-conditions

- Cancellation must be received in writing, with at least 2 months notice. Customers will still need to pay outstanding monies for the full term.
- Our T&Cs include a provision to allow for price increases during the contract period. This is a standard T&C you will find with many providers. Any increases will be a result of our suppliers, such as BT, City Fibre, Cisco increasing their prices. Please refer to section 8 in our T&Cs for more information.
- As a not-for-profit, our role is to ensure your service options are up to date and value for money. This includes acting as a broker on your behalf to regulate and manage suppliers.
- In most cases, emPSN are able to allow in-contract upgrades with no penalty charges.



Your technical support team

- From order stage we offer a dedicated delivery team who will manage and communicate throughout the process.
- For in-life services there are dedicated teams to provide support for changes and service issues.
- Access to a technical life-cycle.
- Where relationships with Smoothwall have been direct, these can continue if you wish.
- Access to a service operation manual which will be provided to you at the time of order.
- emPSN have dedicated Commercial, Finance and Support teams available Monday – Friday for any queries.



Next steps

- Come and meet us for tea or coffee

A choice of 3 different venues:

Wednesday 12th June in Huddersfield

10.30am – 11.30am at The Tolson Museum

1.30pm – 3pm at The Media Centre

Thursday 13th June in North Kirklees

10.30am – 11.30am at Healds Hall Hotel

- All information and registration can be found at our dedicated Kirklees page:

www.empsn.org.uk/kirklees

- How to contact us

support@empsn.org.uk

Tel: 01604 879869

