# Pay 360 Education Payments Support Service

## Contents

## Service Overview and Benefits

Our Pay 360 Education Payments Support is provided by a group of highly experienced customer focused SIMS professionals based within our Systems Team, all of whom have substantial knowledge of supporting Schools with their management information systems. This means that we can fully appreciate the pressures school users face, and the essential requirement for you to receive a prompt and efficient response to your Pay 360 Education Payments related issues and enquiries.

As part of Coventry City Council local authority and through a longstanding working relationship with Capita staff, means we are well placed to understand the demands upon schools, not only from a software perspective but also from wider education policy affecting schools and academies.

Through our partnership with Capita, we regularly attend regional and national meetings and update seminars, we keep abreast of their software developments, updates, and plans.

This service provides full support of Pay360 Education Payments product suite, including advice, guidance, and technical support and its integrations into other third-party applications.

This service is complimented by our Training and Events service which provides full training and support for this product.

# Service Description

The following is a description of the services provided as part of this service element.

- Support, Advice, and guidance for all elements of the Pay360 product
- Technical support for integrations into third party products
- Training courses arranged by ICT & Digital
- Liaison with third party software providers

We provide this service via: -

- Telephone and remote support
- On site visits where necessary
- Documentation on our website
- Face to Face Training, Webinars, Online Courses, and Events

# Liaison with Third Party Software Provider

Where we identify that a problem exists within the Pay360 Education Payments system that requires further investigation to resolve, we will liaise with the software vendor on your behalf.

# Integrations into other products

This service supports the integration with SIMS .net/SIMS 7, SIMS FMS and SIMS Services Manager (SSM)

We will work with yourselves and ESS to support the data transfer between the systems.

We will only support the third-party integration where the third-party support provider provides a tool to enable the data transfer between the two systems. Our support does not extend to supporting the third-party system unless otherwise stated.

# How to access the service

Documentation on how to access this service can be found on our website or you can contact the ICT & Digital Service Desk to raise an Incident or Service Request.

# Training, Seminars, Webinars and Workshops

Training is provided for Pay360 Education Payments. Please see the ICT Training and Events service description for further details

# Exclusions

The following exclusions apply:

| Area | Item Excluded |
|---|---|
| **Parent Access** | ▪ Parent registration and access issues. |
| **Connectivity** | ▪ Loss of connection to internet resulting in loss of access to Pay 360 Education Payments on non-Coventry City Council supported devices. |

## Requirements and Assumptions

To provide this service, we make the following assumptions.

- ▪ Schools are licenced for the supported products.
- ▪ Access will be granted toPay360 Education Payments.
- ▪ Staff have been adequately trained in the use of products.

## Supporting Services and Dependencies

The following services support the operation of this service, please see the separate service description document:

| Service | Description |
|---|---|
| **ICT Training and Events Service** | Schools taking the SIMS support service are automatically entitled to the ICT Training and Events Service. Training is provided using a variety of different approaches such as face to face training, self-directed online training, trainer lead online training, webinars, workshops, and attendance at our ICT conference. |
| **SIMS 7 Support Service** | SIMS 7, also known as SIMS .net is the desktop installed version of the SIMS Management Information System. The SIMS 7 support service provides software and user support, guidance, and advice on the use of the SIMS 7 product suite and its related modules. Including how schools can fulfil their statutory duties within the SIMS products regarding elements such as School Census, School Workforce Census, End of Key Stage, Admissions, Data Management including GDPR/Data Protection. |
| **SIMS Next Generation Support Service** | SIMS Next Generation is the cloud version of the SIMS Management Information System. The SIMS Next Generation support service provides software and user support, guidance, and advice on the use of the SIMS Next Generation product suite and its related modules. Including how schools can fulfil their statutory duties within the SIMS products regarding elements such as School Census, School Workforce Census, End of Key Stage, Admissions, Data Management including GDPR/Data Protection. |
| **SIMS FMS Support Service** | The SIMS FMS (also known as Finance) service provides support, advice, and guidance in relation to the use of the SIMS Finance suite. This service provides software and user support, guidance, and advice on the use of the SIMS FMS |

| Service | Description |
| --- | --- |
|  | product suite and its related modules. Including how schools can fulfil their statutory duties within the SIMS products such as End of Financial Year. |

## Additional Services available for a charge

To compliment this service, we can offer the following additional services, which are available for a charge. The below services will be charged on a per hour basis.

| Area | Description |
|---|---|
| **Consultancy** | • Onsite training and bespoke advice on use of Pay360 Education Payments<br>• Bespoke Staff Training<br>• Set up and Configuration |

## Document Control

The table below shows the changes to this document.

| Version | Date Released | Change Notice | Pages Affected | Remarks |
|---|---|---|---|---|
| **1.0** | January 2022 | New Document | All | Created as Pay360 can no longer be supported under the same agreement as SIMS. |
| **1.1** | February 2023 | New SLA Year | All | Reviewed, no changes necessary. |