To whom it may concern,

We used the services of ICTIC from 2009 until 2017 when our MAT took on one provider for all our schools regrettably ending our relationship with the company.

The company helped us in setting up our IT suite and then installed all the computers and associated systems and software. They came once a month to our small school to service any hardware issues, put on new software, update programs etc or support staff problems with they had encountered.

Our technician, Jake, was always on the end of the line if we had any issues with our system – often “remoting in” to solve issues between visits. He was always punctual, never changed days or had days off and was a joy to have in school. Jake was professional and yet personable with staff, children and families alike. He was so well regarded by all we invited him to staff events at the end of the year and always to staff “sharing lunches” when he was in.

Jake managed our systems so well that we only needed monthly visits and he was always aware of our budget restraints when he supported our IT lead in planning our IT action plan and budget.

The service, skills and knowledge of the company were excellent and I would recommend them to anyone looking for a first rate and personal service which was bespoke and adaptable. ICTIC know how schools, especially small ones, work and how things change from day to day.

Andrea Green.
Headteacher.