



Powered by **FrogLearn**



IT Support

Designed by schools, for schools – Everything is possible with **Frog**

Effectively manage IT requirements across a school or MAT using **FrogLearn**.

Log and view tickets | Create knowledgebase | Personalise processes

frogeducation.com/academy





Establish an **IT Support system** for your school or MAT using **FrogLearn**. It can be anything from an equipment booking facility through to a fully managed ticketing system and knowledgebase.

£2-3k SAVING*
PER ANNUM



IT Support

Create a knowledgebase to support your teams



Equipment Booking

Setup booking calendars for all resources



Groups and Policies

Manage user groups and set permissions



System Preferences

Administrate system wide preferences

COMPREHENSIVE TICKETING SYSTEM

Staff can use their existing Frog login to access IT support and log tickets. The IT team can allocate tickets and easily view open tickets (overall or attached to an individual team member).

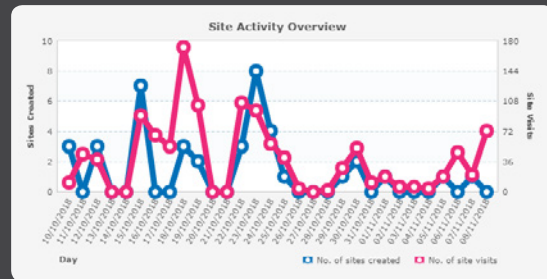
Staff can easily notify the IT team about equipment issues.

SUPPORT KNOWLEDGEBASE

Relieve the strain on the network team by building a knowledgebase within the IT Support System, enabling users to look for a solution prior to opening a ticket. Common questions can be answered quickly reducing time to resolution.

POWERFUL INSIGHTS

Network managers can use the featured analytics to report back to senior leaders on usage and performance.



View Sites, Assignments and User Analytics

FREEDOM TO CUSTOMISE AND MANAGE

There's flexibility within the IT Support System to customise elements such as background screens and additional features can be built using FrogCode.

*Potential annual savings