

Outstanding service, delivered promptly and with a smile!

In September 2010 I became the Head teacher of St Charles Primary School in Rishton and was keen to give our children the best possible learning opportunities by taking advantage of all new technologies available. I was introduced to *Nybble* from a personal recommendation. My first business meeting with Ram confirmed the recommendation of professionalism and the range of services coupled with good ideas was exciting - this was the way I wanted our school to move forward and I felt I had both a friend and a colleague in Ram.

However, I had a budget to cover all aspects of children's learning with little room for manoeuvre at times to incorporate good ideas in developing technology! I asked *Nybble* for advice and a range of possibilities to suit our probable budget (not great) and our potential budget (slightly better) and was quietly pleased with the transparency of *Nybble's* pricing.

So what has happened in our school?

My first priority was to get the existing computers up and running - there were so many gremlins on the system that it was disheartening, not just for the children but also for the teachers who were losing confidence in their ability to actually timetable lessons using computers. There was a problem in every one of our seven classrooms. I was delighted to find that Ram's magic fingers sorted every problem out - amazingly in less than 2 hours.

At this point, I was extremely grateful for Ram's help but very worried that the bill would be insurmountable. I said so and we discussed prices. *Nybble* prices were refreshingly competitive and I felt that I could move away from the existing arrangement in school and use *Nybble* which would be both an improvement in terms of quality and cost.

Nybble offered technical support at an agreed an hourly cost, as and when it was needed, which I felt was vital. More importantly, *Nybble* could offer emergency help if things went wrong - within the hour if it was serious and within the day if it was less serious. As a Headteacher, I have discussed this service with my colleagues and they all agree that I have a service that is far better than they have with their current technical help.

So why am I writing this?

I am writing this because I believe that I have had the best service possible and I want to share that with other schools and maybe other companies. We use a Lancashire CC service for our Admin back up but we are able to choose who we use for curriculum machines. To date, we now have a wireless system that works, 40 MacBooks through the school for class use as well as 30 iPod touches for use by our older children. Our company of choice is *Nybble* for all the reasons I have mentioned.

Vivien Baker

Head teacher