RM ™
Education

Connectivity

Support Newsletter

Issue Two

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supportnewsletter@rm.com

Happy new year from

RM Education

Welcome to the second issue of the RM Connectivity Support newsletter where we will keep you up-to-date with information, developments and breaking news on your RM Internet services.

We hope you find our newsletter a useful resource in keeping you informed. We value your feedback so please do give constructive feedback on the content. We're happy to include any topics that interest you so please let us know what you would like us to cover in future editions. Please email **supportnewsletter@rm.com**

Support hot topics/support updates

A list of hot topics that the RM Support team have been talking to schools about over the last few months.

TEC2602419	Common URL requests for filtering
TEC4900241	Filtering rules guidelines for RM SafetyNet
TEC4114426	How to self-diagnose slow connectivity speed
TEC4699686	How to unblock a website in RM SafetyNet
TEC4699540	How to use web rules in RM SafetyNet
TEC4699637	How to use search rules in RM SafetyNet

RM SafetyNet user-based filtering is here

We're pleased to tell you that RM SafetyNet user-based filtering is now released into early life. We have already had a number of schools sign up for a free trial period of this new feature; we're working on a first come first served basis and will be closely monitoring the early upgrade sites.

For more information or to request your trial please visit: **www.rm.com/user-based-filtering**

RM SafetyNet bandwidth graphs

We have also released the first stage of reporting with bandwidth graphs for your Internet use. You do not have to do anything to receive these, they will appear in your admin interface. They've been designed to give you a good indication of how much bandwidth you're using. If you're regularly reaching your limit then it could be a good time to speak to our team about your options.

You will see more reporting and monitoring released throughout 2016.

Core network upgrade

We're really excited about the recent completion of the upgrade to our core network. This multi-million pound investment enables us to meet demanding future requirements, as you and all the schools we provide connectivity to, explore the power of new technology to transform learning.

Built with 10Gbps technology throughout, including routing, switching and firewalls, our new core network is immediately faster, and is easily scalable to provide 720Gbit/s, as schools discover new uses for bandwidth. To make sure we're supporting you at the highest level, the core network is replicated in two locations, with both independently able to fulfil the services you've ordered. This means that if part of our network were ever to suffer a fault, its resilient copy will take over. No interruption to your school! In addition to that, DDOS (Distributed Denial of Service) protection has been enhanced with an investment of £300,000. Investment was also made to support safe use of BYOD mobile devices in schools, with a new transparent proxy service, powered by 200 dedicated servers.

Our investment in resilient, high speed connectivity services to you makes us ready for the massive increase in schools' Internet use.

BETT 2016

RM focus solely on helping teachers to teach and learners to learn, by developing engaging, inspiring solutions for the effective use of technology in education. For over 40 years we've created an extensive range of innovative and award-winning products, solutions and services – all carefully designed or selected to meet the specific needs of UK education.

We offer so much more than Internet services; we also equip schools across the UK with flexible ICT support, teaching and learning apps, essential infrastructure hardware, and cloud-based school MIS.

Visit us on stand c190 to speak to our technology experts about your establishment.

Let's talk at Bett 2016

**20-23 January 2016
Excel London**

Meet the team
Stuart Boland

Stuart is a very experienced RM support engineer. Stuart has been part of our wider support team for over 17 years and has been directly supporting Internet connections for more than three years having joined the Internet Hosting Group in early 2012. Currently, Stuart is part of our Network Operations Team (NOC) who are responsible for monitoring and maintaining our core network and helping to advise the Service Desk.

Stuart is a family man spending much of his time outside of work with his wife and children, often building Lego. Stuart is also a football fan, playing and supporting whenever he has the opportunity.