



Connectivity

Support Newsletter

Issue 8 / July 2017

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RM.com

Welcome to the eighth issue of the RM Broadband Support Newsletter.

Here we will keep you up to date with information, developments and breaking news on RM Internet services, as well as information on our online safety services.

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

Please email supportnewsletter@rm.com.

Do not switch off your router

As we approach the summer holidays we would like to kindly remind you to keep your school router switched on during the break.

We request this for the following reasons:

1. We proactively monitor your Internet connection 24/7; if you switch your router off we will not be able to identify any potential issues. This means that if your Internet connection does develop a fault during the summer break, we cannot identify or fix it until the start of the school term and the router is switched back on.
2. We use the school holiday periods to carry out improvement work. If your router is powered down it will not receive any updates that we push out.
3. Many of the router types we use are designed to run 24/7 and are not designed to be switched off.

RM Recommends Secondary School Wireless

Working with Fortinet as their number one partner within the education market, we are able to offer you wireless technology like no other!

Fortinet's single channel technology is perfect for your school's environment for the following reasons:

- Allows ease of roaming for teachers and pupils without the hassle of switching between multiple channels.
- The technology enables speeds of up to 2 x faster than competitor speeds

Due to RM's price promise, you won't be able to find Fortinet wireless within a more cost effective solution. Please email fortinet@rm.com for any enquiries.

Keep up-to-date with your Internet service status

Don't forget to sign up to our Connectivity Service Status page found at status.rm.com.

You can use our status page to get the latest updates on our services in real time. The status page is a dedicated system to communicate the operational status of RM's wide area network (WAN) connectivity and hosted services. You can check for any incidents, planned maintenance and change freezes which impact upon your services.

You'll get up to the minute information on any service affecting issues within your network, as well as regular updates informing you of how we are working to resolve the issue, when service is restored and any work to mitigate recurrence of the issue.

This means you no longer have to call the Service Desk to find out if there are any issues, what's more you can subscribe to updates using a number of different methods - SMS, email or webhook.

Visit the [Internet portal](#) on the RM Support website to keep up with the latest help and technical articles.

RM SafetyNet

Let's chat!

We have recently introduced webchat into the RM SafetyNet portal. This gives admin users the ability to access our Service Desk experts for any RM SafetyNet queries in real time.

When you log on to RM SafetyNet you will see the notification outlined in red below.



Chat with a Support Engineer



Web chat

Clicking on it or browsing to the 'help' section will take you to this icon (left), where you will be able to chat online to an engineer.

Self-serve DNS

We're pleased to announce the launch of RM DNS - a Self-Serve DNS platform - from September 2017!

This will be a free of charge optional service allowing you to manage your DNS records as you see fit. Access through a dedicated User Interface or the RM SafetyNet UI, this service is ideal for those Administrators who want more control over their Internet presence and the ability to implement new web-based services.

This does not replace the existing process and customers who don't wish to manage their own DNS can still use the tried and tested process.

Come and see us at EduTech 2017

EduTech is an education technology exhibition designed for school staff in the early years to secondary school/sixth form age-group.

When?

6th - 7th October 2017

Where?

London Olympia

The purpose of the event is to deliver guidance and support for staff in educational establishments in how to use new or existing technology effectively in the classroom in delivering the national curriculum.

The event will also look at future trends and developments that may assist in enhancing positive engagement between teachers and pupils as they learn and study.

At the event RM will be holding a session exploring how schools can develop a best practice whole school approach to online safety. It will demonstrate how schools can demonstrate their compliance with KCSiE through a mixture of educational, administrative and technical solutions.

Find out more about the event:

edutechshow.co.uk/home

Book your free place on our session:

eventdata.co.uk/visitor

RM SafetyNet in numbers

800,000⁺

UK pupils are protected by RM SafetyNet

3.5 million⁺

Simultaneous web connections from devices browsing the Internet

35,000

Number of new web requests to check every second

650 million⁺

Number of web requests that we check on a typical school day

40 terabytes⁺

worth of data flows through RM SafetyNet on a typical school day

9 terabytes⁺

worth of YouTube videos flow through RM SafetyNet on a typical school day

100 billion⁺

Number of web requests we've checked this school year, and archived so that schools can perform their own web history reports

Meet the team



Deepthi Jewel Sathyasandhan

Deepthi has been with RM since 2007. In Deepthi's ten years at RM, she has managed a very diverse number of tasks which include office logistics, development, technical support and operations.

Currently Deepthi is responsible for the delivery from three teams in Connectivity Services -Technical Change, Technical Delivery and the Connectivity Service desk at our Indian office. As a team, the Connectivity Services Team ensures we provide the best value added services to our customers. They are also very focused on delivering quality service which in turn ensures enhanced customer experience.

Apart from work, Deepthi enjoys completing a variety of different artworks, often using recycled materials.