



atturra

Atturra Elite Support Program

| Top-class service to
| keep your students learning

Atturra Managed Services have the most experienced team at delivering one-to-one laptop programs for schools in Australia. We take the time to understand your school before developing and implementing a bespoke solution and offer 24/7 support for repairs, monitoring and reporting. The Atturra Managed Services 1:1 Laptop Program is our service model known as the Elite Support Program. We know that schools need proactive, dependable and responsive support to ensure minimal downtime for optimal learning. Which is why we have developed a reliable and cost-effective package that provides the highest level of support to your school with guaranteed Service Level Agreements.

Our Elite Support package includes:



A technician that works with you and has ownership of the school laptop repairs.



The ability to log repairs and view device history online.



On-site repairs, daily if required with a guarantee that more than 95% of repairs will be completed within 1 school day.



Priority access to Atturra Spare Parts holdings and technicians' van stock.



Access to loan devices should we delay a repair for more than 1 day.




A guarantee that repairs for accidental damage won't exceed \$100 with no paperwork to complete.


With our Elite Support Program, you can alleviate a lot of the concern and cost associated with owning a student device. We've seen everything a student can do to a computer and have the expertise and skills needed to get devices working again, quickly and efficiently.


Ready to learn more?

Get in touch to find out how Atturra can support your school.



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