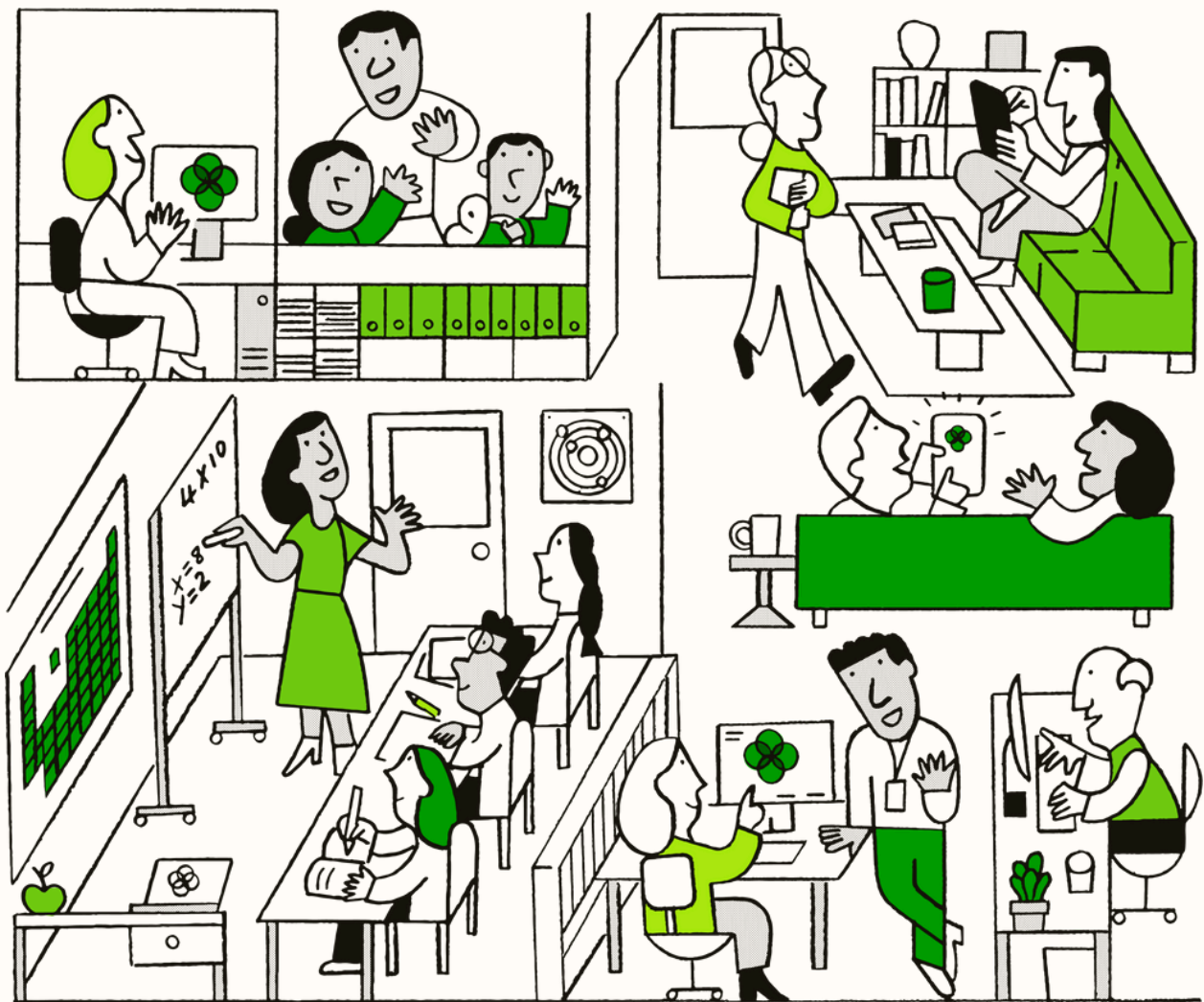


Customer Product Guide

Everything you need to know as an Arbor school



Arbor

Everything *you need* to run your school

A note from Thanai, our Head of Customer Sales


Here at Arbor, we believe that schools deserve the support of the best possible software and technology. The right tools can affect everything - how well you understand your students, how you collaborate and work together, and how equipped you feel in your role.

We believe that better tools can make the future of work in schools more productive and pleasant - and your MIS is only the starting point.

You've already taken the biggest step in transforming the way you work by switching to Arbor. Now, we'd love to introduce you to our full suite of best-in-class systems, tools, and services.

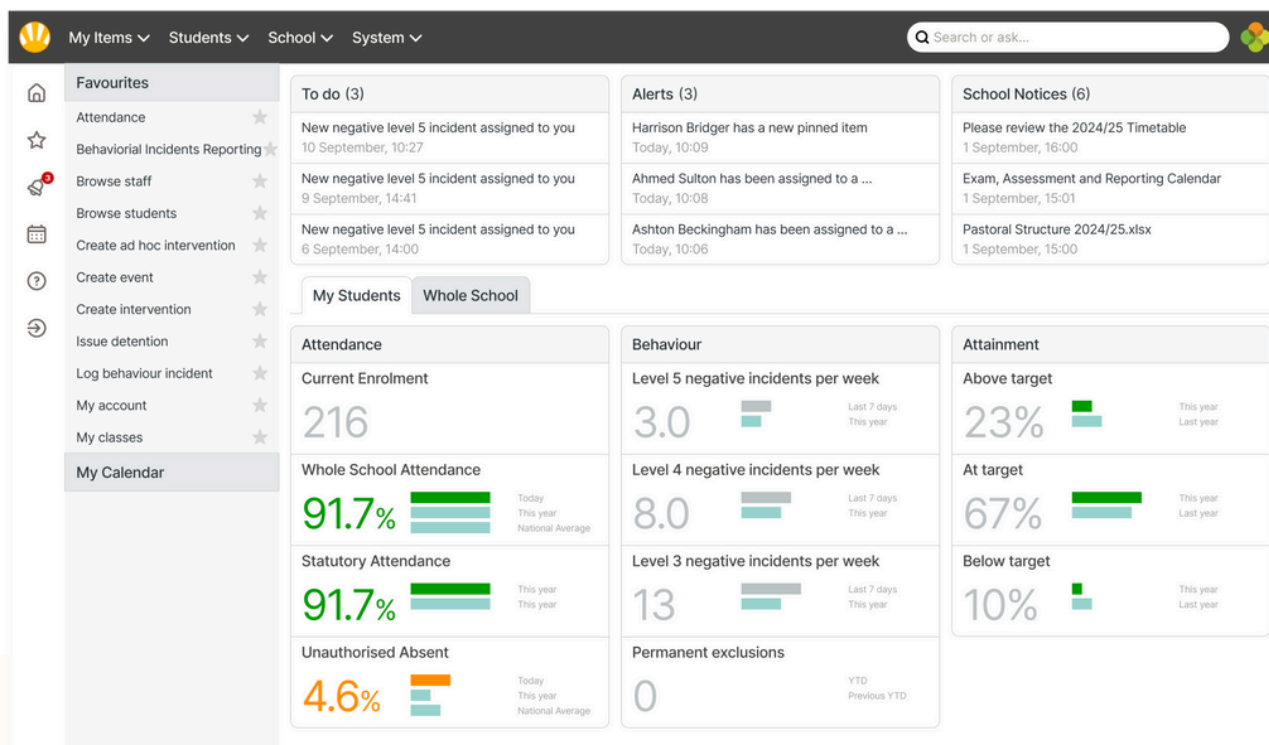
This guide is designed to help you get to know our complete offering, from MIS packages to data analysis tools, third-party integrations, consultative training, and much more.

We're thrilled that you've joined the Arbor community, and can't wait to show you everything that we do.



Thanai Coates,
Head of Customer Sales





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Advanced Support
Arbor AI

Getting value: Use every part of your MIS

Training to get the most out of Arbor
Introducing the Arbor School Management Suite

To purchase any of our products, get in touch with our friendly Customer Sales Team at customersales@arbor-education.com

Make the *most* of your MIS

Arbor School MIS is the heart of operations and data for you and over 8,000 schools across the UK. It includes everything you need to replace a legacy MIS system - but it can do a lot more.

Arbor can tackle much more than day-to-day tasks. If you're feeling bogged down in spreadsheets, siloed data, and additional systems, explore what else you could simplify or automate with a different Arbor package.

Bringing more workflows into Arbor not only saves time and money - it creates a shared home for all your data on students, staff and parents.

The screenshot displays two overlapping forms from the Arbor School MIS interface. The background form is titled 'Create Follow-up' and features a profile picture of Tina Campbell, the name 'Tina Campbell', and a 'Follow up with:' dropdown menu currently showing 'Moth'. Below this is an 'SMS Template' section with a preview of a message: 'Dear Sienna Campbell, please let the school office know Tina is absent from school'. A green 'Send' button is at the bottom right. The foreground form is a 'Top-Up' payment modal. It includes a 'Bill payer' dropdown menu with 'Katie Allen' selected, a 'Payment amount' field with '£ 5.00', and a 'Reference' field with 'History Trip'. At the bottom of the modal are two buttons: a black 'Apple Pay' button and a green 'Pay Now' button.



“The biggest win for us is having family information, attendance, behaviour logs, assessment data and interventions all in one place so that we can track an individual or group or cohort easily and produce reports quickly. Now we work in real time and update information constantly.”

Tony Berwick, Headteacher,
Jubilee Wood Primary School

Core

Everything you need to replace your legacy MIS and make every day easier

Census Wizard

Complete your census quickly and easily without repeated resubmissions

Arbor AI

Your new collaborator and assistant in Arbor, powered by OpenAI

Attendance

Lightning-fast digital registers – no more paper

Admin automation

Automatic escalation of tasks and chasing via email and SMS

Report Builder

Build reports using any data point in Arbor, run them on a schedule

Communications

Send and receive SMS and email, with a fully searchable log

Comms

Engage with parents, students, and your wider school community from a single, unified platform

Payments

Online and offline payments for meals, clubs and trips

Arbor Parent App

Communicate with parents on the go

Arbor Student App

Keep students in the loop and accountable

Cashless catering

Manage cashless catering payments in just one place

Behaviour workflows

Tailor your automated behaviour workflows to your school's policies

Custom Report Cards

Build a completely customised report card that looks and feels like your school

Perform

Drive strategic school improvement and join up processes and policies across your whole school

My Classroom

Create seating plans and manage your class

Apple and Google Pay

Give parents the flexibility to pay the way that suits them

School Shop

Manage, see and sell all your school items together

Intervention tracking

Instant insight into the effectiveness of your interventions over time

Formative tracking

Track student progress and assessments the way you want to

Staff Performance

Keep track of staff details, absences, appraisals and objectives

Transform your MIS into a *strategic tool*

Consolidate with Comms

- *Engage with your whole school community:* Communicate with students, parents, and staff - all from your MIS
- *Make payments easy:* Start taking payments and give parents one place for all their tasks
- *Tailor your daily workflows:* Create custom workflows and templates that better align with your unique policies and procedures

Did you know?

Schools typically save around £5,000 per year by replacing third party systems and bringing everything into Arbor.



Upgrade *and* upskill

With a whole new set of features at your disposal, equip your staff with the training to use your new package effectively

Training to maximise your new Comms package:

- ✓ Parental Engagement
- ✓ Payments Setup
- ✓ Behaviour Consultation and Reporting

Power-up with Perform

- *See the full picture of student progress:* Track students' formative progress and the effectiveness of interventions by linking spend to outcomes
- *Make payments completely self-service:* Consolidate your third-party system spend by bringing all things payments into Arbor
- *Comprehensive classroom management:* Bring your seating plans, registers and behaviour management together in one place
- *Support your teachers to do their best work:* Promote and track your staff's professional growth, with visibility over their own performance

Training to maximise your new Perform package:

- ✓ Payments Plus
- ✓ Operational Reporting for Schools
- ✓ Arbor's BI Connector and PowerBI

"The Parent Portal was a huge win for us. We've managed to get 100% of our parents onto the portal, communicating with them, using the app, and reducing the cost of having to send out things via paper. It's completely changed the way we work. We don't send anything out on paper anymore."

Debjani Mitra, Senior Administration Officer, Thomas Abney Primary School

The *cherry* on top

Your MIS is just the beginning. We offer a number of extra tools and features to harness the power of your student and staff data all being in one platform, consolidate even more systems, and automate more workflows.

Do more with your data

SAMpeople integration

Free

Streamline your HR processes and workflows with a single source of truth for your HR data. Our integration with SAMpeople makes keeping HR data up-to-date quick and easy by removing the need to update two separate systems.

Google Classroom integration

£750

Sync your course data, student enrolment and staff information between Arbor and Google Classroom™. Our direct integration saves you hours of manual entry and removes the need to maintain two systems.

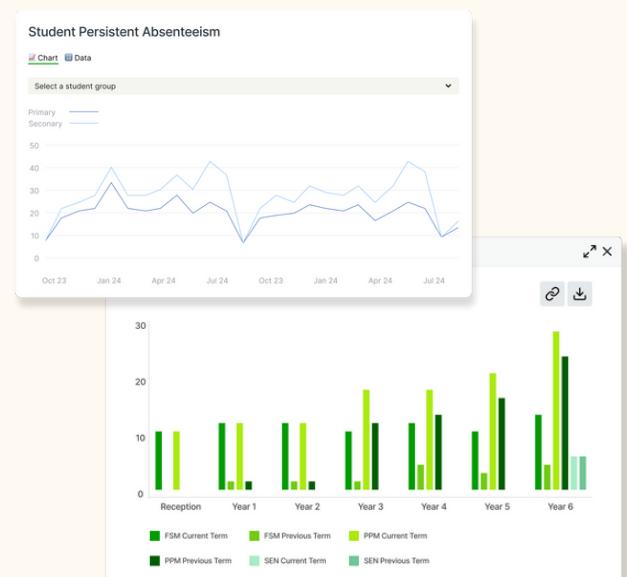
BI Connector

£1,000

See all your Arbor data in your chosen BI tool. No need for a manual export, bring your MIS data to life with customisable visualisations and powerful data analysis. Plus, pull in any other data you want to build the insights you need.

National Data Connector

Includes national Ofsted and IDACI data in your BI tool of choice.



Streamline and simplify comms

SMS Subscription

SMS Subscription is our annual SMS tariff that makes it simple to keep parents in the loop. Pay yearly and get the benefits of an ongoing subscription, including no regular top-ups and one annual invoice.

Our Customer Team can recommend a subscription based on your student numbers and SMS usage.

Get expert, tailored support

Primary
£1,313 /year

Secondary
£2,625 /year

Advanced Support

For large schools with more complex needs, Advanced Support gives you a direct line to an expert who knows your set-up intimately and will respond the same day to any issues you have.

Plus, your dedicated Success Analyst will set you up with a bank of custom reports and live feeds.



Your everyday tasks just got even easier with Arbor AI

Arbor AI is designed to be your time-saving assistant. With AI seamlessly integrated throughout Arbor, let us turn your requests into actions and make your everyday tasks even easier.

Save at least one hour every morning

Auto Absence

Arbor will listen to, transcribe, and log your absence voicemails every morning - assigning them to the right student and uploading them to Arbor. All you need to do is review and approve.

Primary
£250 /year

Secondary
£500 /year

Auto Absence Note

Voicemail **0:10**

Student **Will James** Form **10KV**

Dates absent **6 March 2025**

Transcription
Hi, it's Mrs James. I'm calling about my son Will. He's not very well today so he's not going to be in school. Hopefully, he should be back in tomorrow. Thanks, bye.

☒ Pin this to the top of the student profile (until end of absence)

Reject Absence **Accept Absence**

We're launching Auto Absence with a **20% introductory discount** until 31st August 2025.

"[Auto Absence] means that our staff no longer have to sit on calls or listen to long voicemails. One click to adjust the absence code and save - that's it, that's how easy it is!"

Kate Kinney, Data Systems Analyst, Baxter College

A few more things Arbor AI can do...

Free

- ✓ Create an instant Student Summary
- ✓ Suggest a formula
- ✓ Draft an email, letter or SMS

Training to get the *most* out of Arbor

We're passionate about educating our customers on how to get the most value out of Arbor, and use your MIS as a strategic tool.

Whether you're a brand new user of Arbor or a seasoned expert, we've got training options to cater to every role.

Foundation

Foundation level training covers the basics of Arbor, getting you confident using Arbor for statutory requirements and essential day-to-day tasks.

Intermediate

Once you've mastered the foundations of Arbor, our Intermediate level training supports you to use Arbor more strategically and start driving impact.

Pro

Pro level training helps experienced Arbor users become experts in their role. Helping you drive long-term, strategic impact across your school.

"Arbor's comprehensive training resources and sessions have empowered our staff to make the most of their platform. The trainers are not only experts in their field but also excellent educators who make the learning process engaging and productive."

Russell Bramhill, Director of MIS, Data & Timetabling at Castleford Academy Trust



Foundation

Primary School New User

£500

For: All primary school staff

A bundle of the 17 essential Arbor Foundations sessions primary schools need to get up to speed on Arbor. Includes one hour of Q&A time with an expert trainer.

Secondary School New User

£600

For: All secondary school staff

A bundle of the 23 essential Arbor Foundations sessions secondary schools need to get up to speed on Arbor. Includes one hour of Q&A time with an expert trainer.

Arbor Foundations: Meals and Payments bundle

£250

*For: School Business and
Office Managers*

Meals Setup and Management

Set up your meal offering in Arbor including meal provisions, meal prices. Plus, how to add sittings and set student meal patterns.

Payments Setup

Set up and start taking payments in Arbor for meals, clubs and trips. Add bank accounts and see parent and guardian balances.

Payments Plus

Set up your school shop and create rotating meal menus for parents to select their child's meal choices. Plus, set up Apple Pay and Google Pay.



Intermediate

Parental Engagement

£250

For: School Business and Office Managers

How to set up and use the Parent Portal, Parent App, and Student App to maximise engagement.

Assessment Consultation

£350

For: Assessment Leads and Data Managers

A consultation with an Assessment expert to dig into your needs and how to use Arbor Assessments in your school or trust.

Live Feeds for Schools

£350

For: School Data Managers and SLT

Gain an understanding of what Live Feeds are and why you should use them. Learn how to create Live Feeds and build your own dashboards using your school data.

Operational Reporting

£350

For: School Headteachers and SLT

Deep dive into Arbor's analysis dashboards and built-in reporting on key KPIs for Headteachers and SLT.

Behaviour Consultation and Reporting

£350

For: Behaviour Leads

Consultation and setup of Arbor's Behaviour module, tailored to your school or trust's specific policies.

Arbor's BI Connector and Power BI for Schools

£350

For: School Data Managers and SLT

Gain a deeper understanding of what the BI Connector is and the datasets available to you. Get an introduction to Power BI coding and learn how to create dashboards in Power BI using your MIS data.

Pro

Arbor SENCO Core Accreditation

£450

For: SENCOs

Designed and delivered by SEN specialists, this course shows you the best way to manage your data and take action to support your SEN students. Price includes up to 3 staff.

Arbor Exams Advanced Accreditation

£350

For: Exam Officers

Delivered by experienced Data and Exams Officers. Learn how to get the most out of Arbor Exams to best support your school and students. Price is per user.

Arbor Assessment Advanced Accreditation

£350

For: Assessment Leads and Data Managers

Empower your Assessment Leads and Data Managers to become in-house experts in Arbor Assessments. Plus, share best practice with other schools. Price is per user.

Bespoke Agenda

We offer bespoke training sessions tailored to your school's needs. Work with our Customer Team to build a tailored training programme on the MIS areas of your choice.

£150 per hour, online

£950 per day, in-person

Systems that work alongside your MIS

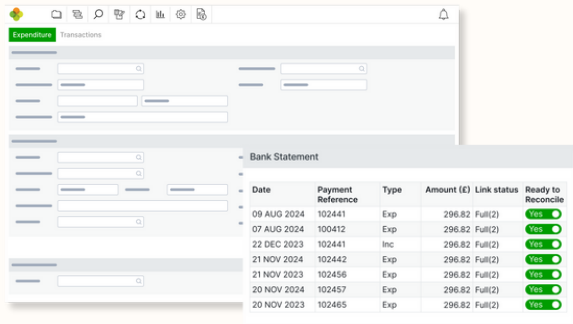
Introducing the Arbor School Management Suite

At Arbor, we're proud to be home to the UK's most-loved MIS *and* school management software. Bringing together the best-in-class, essential systems you need to run your school, support staff, and reduce workload.



Keep on top of cashflow with top-rated LA school finance software you can access from anywhere.

With Arbor MIS and Arbor Finance together, you can finally move everything off your server, and shrink month-end reconciliation down from hours to just minutes.

A screenshot of the Arbor Finance software interface showing a "Bank Statement" table. The table has columns for Date, Payment Reference, Type, Amount (£), Link status, and Ready to Reconcile. The data rows show transactions from August 2023 to November 2024.

Date	Payment Reference	Type	Amount (£)	Link status	Ready to Reconcile
09 AUG 2024	102441	Exp	296.82	Full(2)	YES
07 AUG 2024	100412	Exp	296.82	Full(2)	YES
22 DEC 2023	102441	Inc	296.82	Full(2)	YES
21 NOV 2024	102442	Exp	296.82	Full(2)	YES
21 NOV 2023	102456	Exp	296.82	Full(2)	YES
20 NOV 2024	102457	Exp	296.82	Full(2)	YES
20 NOV 2023	102465	Exp	296.82	Full(2)	YES

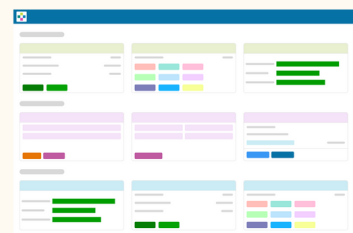
"We found with other finance systems you needed to go into a thousand different areas to get to where you want. Arbor Finance is just so refreshing in comparison to other systems - we can't sing its praises enough."

Helen Simpson,
Financial Consultant at
NYES Financial
Management Services



The UK's leading timetabling software. Fast, friendly and power-ful, it helps you tackle even the most complex timetabling challenges with confidence.

With Arbor and TimeTabler together, you can manage last-minute changes to rooms or staffing, and create reports on teacher workload and room usage.



With dedicated Options software, collect your sixth-form or GCSE subject choices and find the best solutions in the same powerful way.

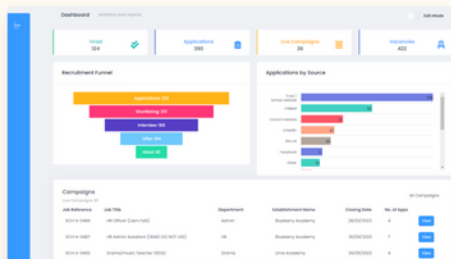
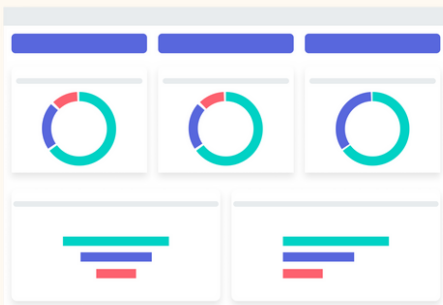


A complete HR system for schools and trusts, designed by education HR specialists. Already used and loved by over 1,800 schools and MATs, it's the UK's fastest-growing HR system today.

With Arbor and SAMpeople together, join-up the whole employee journey. Onboard new hires, track absences, and manage cover with two systems that work seamlessly together.

“SAMpeople was our first venture into removing some heavy paper admin work. It's already making time savings and improving reporting processes.”

Hazel Goodwin,
Ruskin Community
High School



Designed by SAMpeople's recruitment experts. Hire the right people - and create the right impression - from application to onboarding. Syncs instantly with SAMpeople and Arbor MIS.



Get the input and support of highly experienced education HR advisors with over 20 years supporting schools on everything from contracts and leadership training, to full, ongoing HR and legal support.

“It is no exaggeration to say that TimeTabler has reduced my workload by well over 100 hours. The investment has been worth every penny.”

Charles Brenan,
Director of Studies at
Newland House School



Be part of something *bigger*

Great software is just the start.
When you join Arbor, you join a
whole community of schools who
want to work better.

Join schools from across the country
at ArborFest, our flagship annual
conference that's packed with
inspiring talks and workshops, both
in-person and online.



“What I love about Arbor is that
they’re always ready to change...
They’re constantly bringing in
new features and listening to
what schools need.”

Luke Mulhall, Digital Strategy at
King’s Group Academies



Have your say in where we go next. We update Arbor fortnightly, listening closely and responding to what you tell us. Help us shape the UK's best MIS.



Discover and share best practice year round through Arbor HQ, our *online customer community*.

Get in touch to
find out more

E customersales@arbor-education.com

T 0208 050 1028

W www.arbor-education.com