ARBOR ADVANCED SUPPORT

Your school has Arbor Advanced Support

What you get:

Extra hands when you need them

You have 10 hours of expert assistance each year. Our analysts can do hands-on work in the MIS for you, so important tasks get done even when time is short or staff are away.

Priority help from a dedicated expert

Your Support Analyst gets to know how your school uses Arbor. A separate phone line puts you through to a small team of specialists, with priority replies.

Advice built around your needs

Your Support Analyst works with your Customer Success Manager to turn what your school or group wants to achieve into clear, practical steps in Arbor MIS.

Changes rolled out across your group

When your central team introduces something new, we can set it up in your school to match, then walk you through what's been put in place.

When to call on us:

Advanced Support is there all year, not just when something goes wrong. Get in touch when:

- a colleague is off or has left, and work can't wait, such as exam entries during exam season;
- you're getting ready for the new school year;
- you've been trained on a feature but haven't had time to set it up;
- you need a custom report for governors or leaders;
- an inspection is coming up;
- something urgent needs sorting quickly;
- you're not sure of the best way to do something in Arbor...

How to contact Advanced Support

Phone: 020 3835 4073

Email: myteam@arbor-education.com

Book a call: ask your Advanced Support analyst for their personal booking link

Lines are open 8am to 5pm, Monday to Friday.

Arbor

Everything included in Advanced Support

What you get	What it means for you
A dedicated Support Analyst	They learn how your school uses Arbor, so they can help you faster.
A separate phone line	Call a small team of specialists, 8am to 5pm, Monday to Friday.
Priority replies	Email or phone queries received before 3pm get a reply the same working day.
Expert assistance	10 hours a year of hands-on work in Arbor, done for you by our Support Analysts. *Check with your central team before using them, as some groups decide how hours are shared across schools.*
Custom reports and live feeds	Your Support Analyst can build up to 10 custom reports and 2 live feeds for your school each year.
On-demand support calls	Book as many 15-minute calls as you need, and get answers to your questions at a time that suits you.
One-to-one support session	A one-hour call every half term with your Support Analyst, to review how recent changes in Arbor MIS are working and refine your setup. You plan the agenda together.
Inspection priority	Tell us your inspection dates, and we'll prioritise your requests during that time.
Follow-up after training	A one-to-one session within two weeks of completing Assessment or Behaviour training, to check your setup works the way you want.
Drop-in sessions	Fortnightly online sessions on key topics and moments in the school year, where you can ask questions alongside other Advanced Support schools.
Newsletter	A termly round-up of Advanced Support updates, webinars, product news and tips.
Service discounts	Discounts on training and other services. Speak to your central team to learn more.

Put your expert hours to work!

Your 10 hours of expert assistance reset each year. If you need more, speak to your central team.

Arbor