

Herts for Learning Arbor Support FAQs

We'd like to discuss Arbor in more detail and take a look at the system.

How do we do this?

As an accredited Arbor support and training provider Herts for Learning can talk you through how it compares to your current MIS. We can also put you in contact with Arbor directly for a demonstration of the system.

What specific functionality is included in each Arbor package?

Will it do everything we need?

Herts for Learning can provide you with a list of the functionality included in the various Arbor packages and can talk you through whether it is suitable for your school, as well as how it compares to your current MIS. *Please refer to the functionality chart.*

How do we arrange HfL support for Arbor if we decide to switch?

Contact the Herts for Learning Data Management Services team for further information (via the Service Desk at help@sd.hertsforlearning.co.uk or 01438 844777 (option 1, option 1)). We can provide you with details of what the Herts for Learning Arbor support service consists of, the cost of support and advice on the most suitable Arbor package for your school. All we need to know initially is the current number of pupils at your school.

Is it hard to migrate and who will help us with the transition?

Migrating your current MIS to Arbor is a smooth process. Arbor have informed Herts for Learning that a typical migration of primary school data takes just a few hours. The physical data migration to the cloud is carried out by Arbor, who are on hand to support HfL during implementation, and provide ongoing technical support if necessary.

How do we order Arbor?

Orders must be placed directly with Arbor. If you confirm to us at Herts for Learning that you would like to purchase Arbor, we will provide Arbor with your details. A member of the Arbor team will then be in touch by phone to guide you through the completion of your order.

We'd like to move to Arbor quickly, how long does it take?

Arbor advise that data migration takes just a few hours, and Herts for Learning typically recommend a minimum of 4 – 6 weeks planning time. HfL recommend reviewing any existing, related licensing and support arrangements as part of the process, to ensure you have opted out of any automatic rolling of your existing contracts.

Once you've confirmed you want to move to Arbor and have completed your order form, Arbor will arrange a planning call to map out your data migration and Herts for Learning will confirm the support provided.

Our current MIS license runs until March 2021.

We want to move to Arbor before then - is this possible?

Yes. Arbor offers monthly payment options so you don't need to run two annual subscriptions simultaneously. Herts for Learning recommend confirming your subscription as early as possible, so that planning can begin, leaving plenty of time for your move. We recommend schools have at least 4 - 6 weeks to plan their move and organise training before switching.

Please note, if you are a maintained Hertfordshire school and purchase SIMS licences through Herts for Learning, you are committed to the monthly repayments for the term of your current contract, as HfL have already purchased the annual license on your behalf and recover the cost monthly. If you wish to discuss paying off the remainder of your current annual contract as a lump sum, please contact us.

How long will my new MIS contract with Arbor be for?

Arbor contracts are for an initial period of 3 years. You can start your contract part way through a financial year if you like - you would just add the additional months or terms onto the 3 year contract term and pay for this additional time at the termly or monthly rate. This will be arranged directly with Arbor, not Herts for Learning.