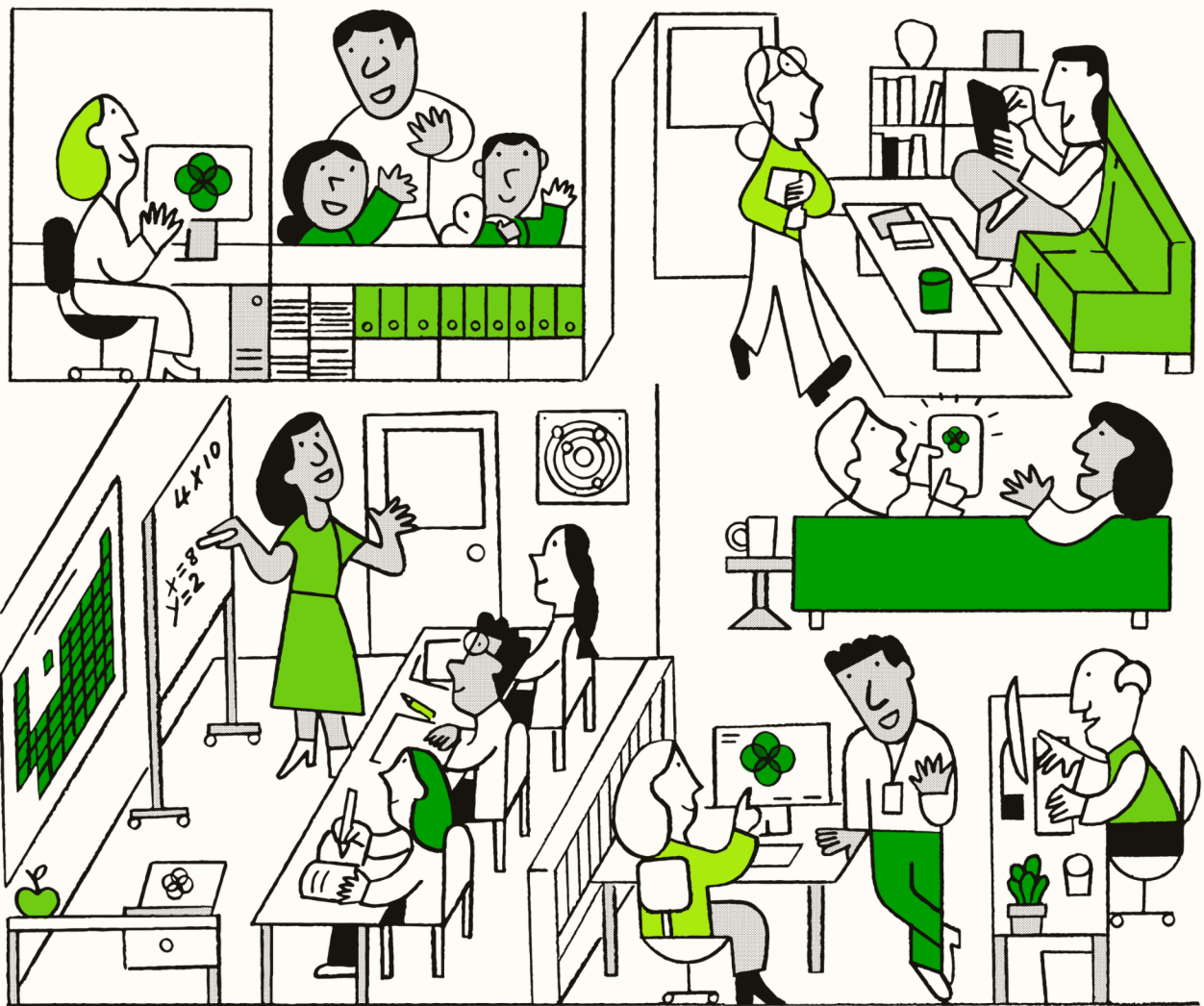


Customer Product Guide

Everything you need to know as an Arbor trust



Arbor

Everything *you need* to run your trust

A note from Thanai, our Head of Customer Sales

Here at Arbor, we believe that schools and trusts 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 and trusts 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.

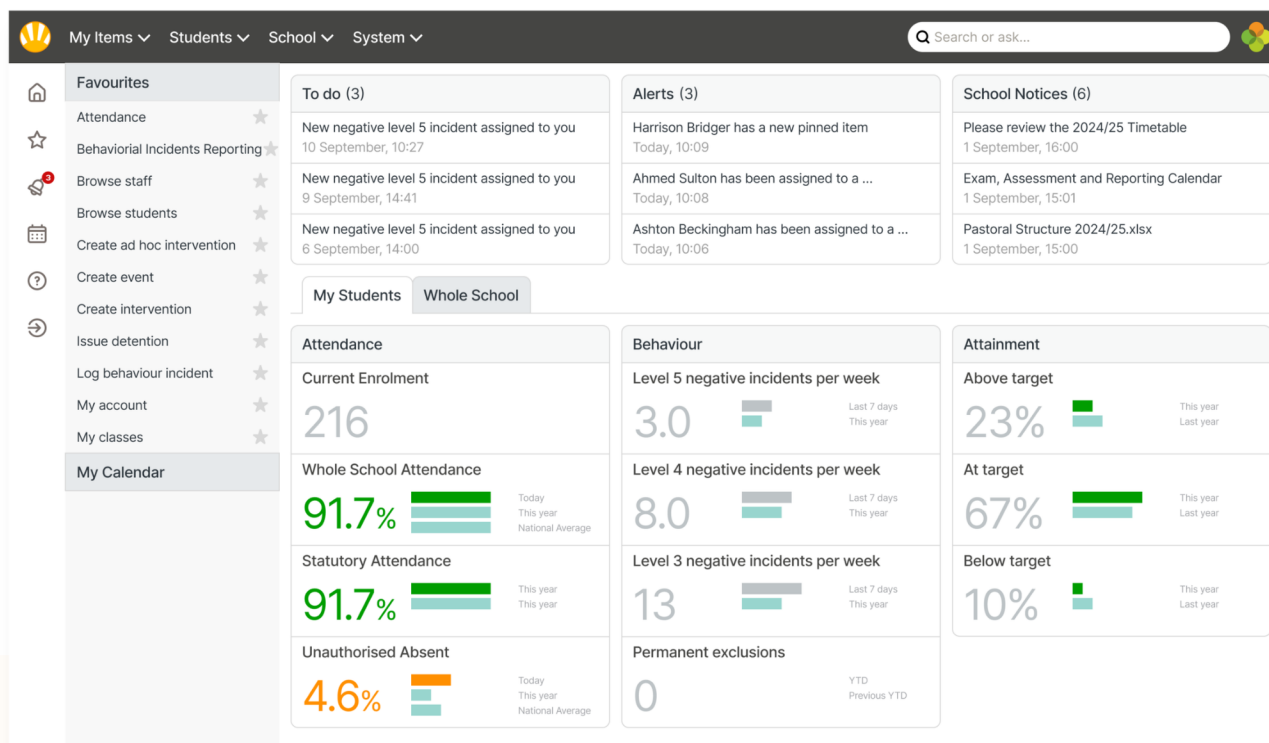
This guide is designed to help you get to know our complete offering, from MIS packages to data analysis tools, third-party integrations, consultative training, and much more.

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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 SAMpeople Data Connector
 BI Connector
 BI Analytics
 Google Classroom integration
 Shared Teaching
 SMS Subscription
 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

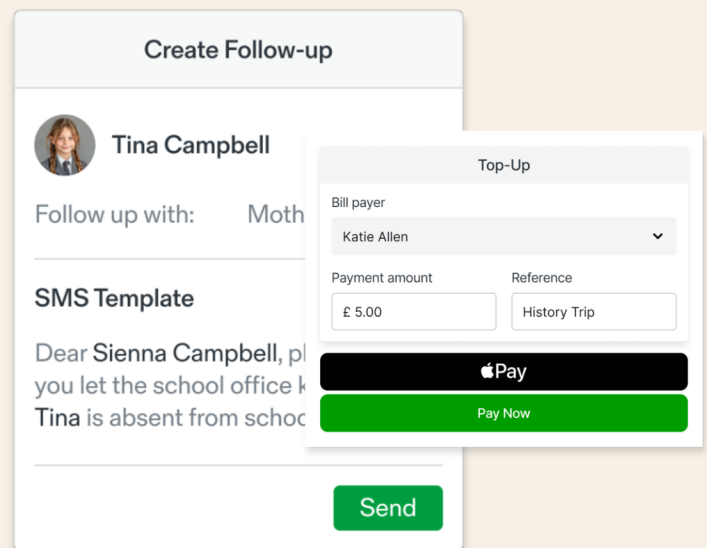
To purchase any of our products, get in touch with our friendly Customer Sales Team at matcustomersales@arbor-education.com

Make the *most* of your MIS

Arbor School MIS is the heart of operations and data for your schools and over 11,000 others 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 for your schools.

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



“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

Admin automation

Automatic escalation of tasks and chasing via email and SMS

Attendance

Lightning-fast digital registers – no more paper

Arbor AI

Your new collaborator and assistant in Arbor, powered by OpenAI

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

New! Arbor Workflows

- Two step workflows
- Update Arbor MIS
- Workflow run manager
- Template library

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

Cashless catering

Manage cashless catering payments in just one place

Arbor Student App

Keep students in the loop and accountable

Arbor Parent App

Communicate with parents on the go

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

New! Arbor Workflows

- Five-step workflows
- Asset library
- Custom roles
- Forms
- Tasks
- Workflow followers

Perform

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

My Classroom

Create seating plans and manage your class

Intervention tracking

Instant insight into the effectiveness of your interventions over time

School Shop

Manage, see and sell all your school items together

Apple and Google Pay

Give parents the flexibility to pay the way that suits them

Formative tracking

Track student progress and assessments the way you want to

Staff Performance

Keep track of staff details, absences, appraisals and objectives

New! Arbor Workflows

- Multi-step workflows
- Conditional logic
- Bulk triggers
- Checklists
- Filter views
- Workflow managers
- Collections and permissions

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 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."

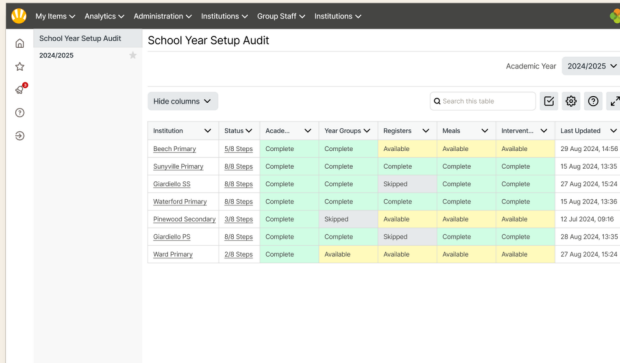
Debjani Mitra, Senior Administration Officer, Thomas Abney Primary School

More than a trust *dashboard*

Arbor MAT MIS is your trust's mission control. More than just a dashboard, MAT MIS shows you what's going on across your schools, *and* gives you the power to take action centrally.

MAT MIS gives you the tools you need to run your trust - but it goes much deeper. Explore how to centralise policies, comms, and data across your whole trust with our market leading tools.

Bringing all your data into MAT MIS means you can make evidence based decisions, and spend your time where it's needed most.



Institution	Status	Acade...	Year Groups	Registers	Meals	Intervent...	Last Updated
Beech Primary	5/8 Steps	Complete	Complete	Available	Available	Available	29 Aug 2024, 14:56
Sunville Primary	8/8 Steps	Complete	Complete	Complete	Complete	Complete	15 Aug 2024, 13:35
Giardello SS	8/8 Steps	Complete	Complete	Skipped	Complete	Complete	27 Aug 2024, 15:24
Waterford Primary	8/8 Steps	Complete	Complete	Complete	Complete	Complete	15 Aug 2024, 13:36
Pinecroft Secondary	3/8 Steps	Complete	Skipped	Available	Available	Available	12 Jul 2024, 09:16
Giardello PS	8/8 Steps	Complete	Complete	Skipped	Complete	Complete	28 Aug 2024, 13:35
Ward Primary	2/8 Steps	Complete	Available	Available	Available	Available	27 Aug 2024, 15:24



“We continue to reduce the need for data to be populated outside of Arbor. What our Data Manager has been able to produce since using the new BI Connector is worlds apart from the previous version. That for us was the biggest reason to upgrade our MIS package.”

David Kemp, IT & Data Lead,
Thrive Co-operative Learning Trust

Essentials

Login to MIS

Click into your schools' sites straight from MAT MIS to follow up or take action

Benchmarking

Compare performance against MAT averages, and against national, demographic and cohort level benchmarks

Custom reporting

Build custom trust, school, student or staff reports

Trust-level dashboards

See all your schools' data in one place, combining MIS, in-year progress and national data together

New! Arbor Workflows

- See school level workflows
- Central Team workflows
- Template library

Plus

Assessment policy pushdown

Set policies at trust level and pushdown for consistency across your schools

Parental engagement

Monitor and analyse your schools' parental engagement levels from one central place

Email multiple groups

Send emails to multiple groups of staff, students and parents across your MAT

BI tool integrations

Connect your Arbor data to your BI tool and view your dashboards within your MIS

Pay scale pushdown

Centrally update pay scales in MAT MIS, then push them down to your schools with the click of a button

Census Audit

See which schools have completed Census, and which need help

New! Arbor Workflows

- Workflow Pushdown
- Update School MIS
- Custom roles
- Asset library
- Analytics dashboard
- Filter workflow views

Advanced

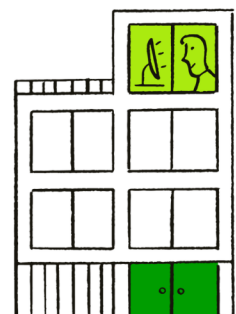
New! Arbor Workflows

- Restore and archive workflows
- Connect to cloud based spreadsheets (Google / Microsoft)
- Update approved third party software

Enterprise

Custom Data Warehouse

Load your data into our managed infrastructure so you can report on data from all your sources in one place



Run and *improve* your trust

Centralise with Plus



- *Align processes, policies and records:* Create consistency by rolling out trust- wide workflows, assessment policies, communication templates, pay scales or reporting frameworks.
- *Track census completion at MAT level:* See the status of each school's census, and be sure all are compliant with both DfE and trust level reporting
- *Centralise your communications:* Send emails to multiple groups of staff, students and parents across your trust, all from one place
- *Bring data to life:* Explore your data in new ways with Live Feeds and integrations with Excel, PowerBI and Google Looker Studio.

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 Plus package:

- ✓ Arbor's BI Connector and Power BI for MATs
- ✓ Operational Reporting for MATs

Connect with Advanced

- Connect Arbor Workflows with essential external platforms, including Google, Microsoft, and spreadsheets, to keep your systems in sync and eliminate the manual duplication of data.

Expand with Enterprise

- Your own personalised Data Warehouse for your trust, managed by Arbor. Get access to all your MIS data, with connectors and support to import and view external datasets too. It's everything you want from your own Data Warehouse without the time and expense.



“The MAT MIS has, more than anything else, saved us significant time in the management of assessments and User Defined Fields. The ability to pushdown our assessment framework, which encompasses not just the assessments themselves but also various measures that form crucial KPIs at the school level, with a push of a button has made standardisation practically guaranteed across the trust.

Likewise, trust staff enjoy the level of control and security they have over the creation of UDFs, which cannot, for example, be deleted accidentally by school admin staff.

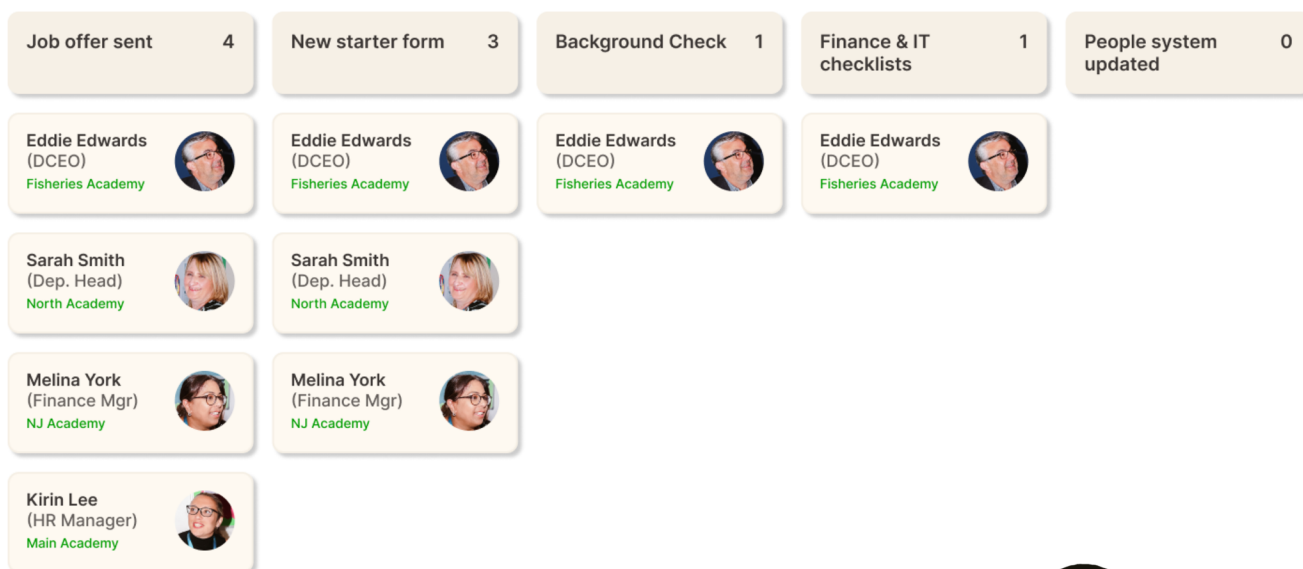
The audit dashboards which allow trust staff to track census and end-of-year processes have been very useful in ensuring these essential tasks are completed in a timely manner.”

Syed Bokhari, Trust Lead for Data Systems and Support,
Prince Albert Community Trust

Introducing *Arbor Workflows*

Turn everyday manual processes into automatic actions that Arbor runs for you again and again. It's a leap forward in the way we're helping trusts save time and effort everyday.

With Arbor Workflows, you can remove manual steps from any process, whether it's budget approvals, staff onboarding or even booking a mini bus. Push these workflows down to your schools to create consistency across your trust, and track the progress centrally using reporting insights you can act on.





Why Arbor Workflows?

Trust-wide consistency

Align all your trust's processes, turning manual steps into clean, repeatable steps that run the same way in every school.

Save hours each week

With thousands of your tasks on autopilot, you and your team can handle scale without stretching your people.

Gain central visibility

Get central oversight without the guesswork. Every action is logged and recorded, giving central teams consistent and comparable data they can audit.

The right steps, every time

Everything is actioned reliably and consistently, minimising human error, missed steps and forgotten tasks.

Part of your MIS

Arbor is the only system with built-in features that automate MIS tasks and allow schools to run their end-to-end processes seamlessly.

- Choose a template to get started
- Create workflows centrally
- Push them down to each school
- Track and manage progress

Rollout

Add schools below so they can run this workflow

- Well Academy
- Grand Academy
- Shore Academy
- Alpine Academy
- Holcroft Academy

Sarah Smith (Deputy CEO)

Onboarding new starter

● In progress



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.

SAMpeople Data Connector

Free

Stream your Arbor and SAMpeople data into your BI tool in a format that makes in-depth analysis quick and easy. Analyse your HR data alongside student data to see trends and make informed decisions.

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.

BI Analytics

Let Arbor do the heavy-lifting. We build and configure your Microsoft Power BI dashboards to meet your specific needs. Delivering expert-built dashboards, by those who understand your MIS data inside and out and are invested in your school's long-term success.

£650

standard service

£300

bespoke service (per day)

Free up your time

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.

Shared Teaching

£1,575

Take the heavy lifting out of shared course set-up by reducing the need for manual processes and freeing up valuable admin time. Create courses, build shared timetables, and enrol students directly in Arbor.

“What Consortium were looking at when they procured Arbor was the potential to be more efficient and to save time, and Shared Teaching is definitely a part of that. The process of enrolment at the beginning of term now doesn't have to involve about three different people, just one person at the home school.”

Joanne Tuffs, MIS Manager
at Consortium Academy Trust



THE CONSORTIUM
ACADEMY TRUST

Get expert, tailored support

Primary
£1,600/year

Secondary
£3,200/year

MAT
£3,200/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.

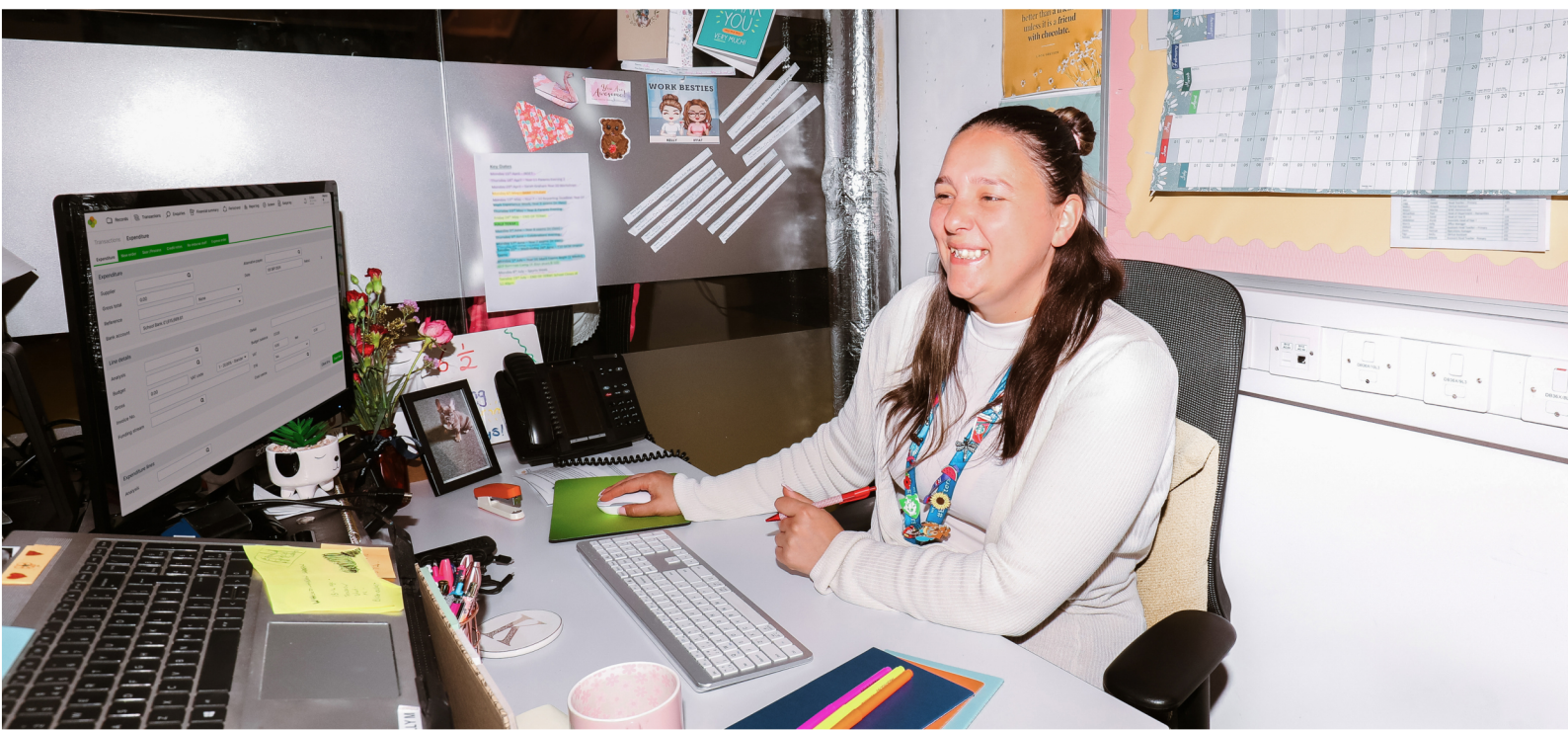
Plus, your dedicated Success Analyst will set you up with a bank of custom reports and live feeds.

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 schools' student numbers and SMS usage.



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.

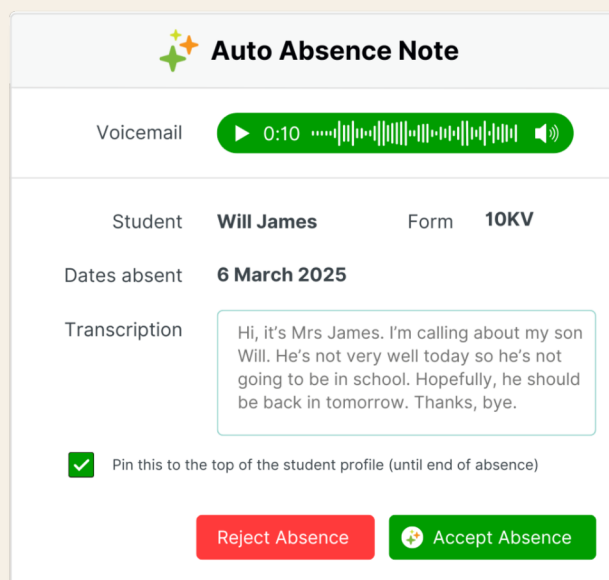
Save at least one hour every morning

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



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 or trust.

"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 *for school teams*

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.

Foundation *for central teams*

Arbor Foundations for MATs

£350

For: All central team staff

This session is designed specifically for trust central teams. Get to grips with the basics of MAT MIS, and start using it to collaborate across your trust and support your entire central team.

Intermediate Bespoke Agenda

We offer bespoke training sessions tailored to your school or trust'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

Intermediate *for school teams*

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.

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.

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.

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.

Intermediate *for central teams*

Live Feeds

£350

For: School or Trust Data Managers, SLT, and Central Teams

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 and trust data.

MAT Operations bundle

£650

Operational Reporting for MATs

For: Central and Senior Leadership Teams

An in-depth session on the reporting tools and analytics in MAT MIS, including bespoke reporting.

People and HR for MATs

For: Central HR Teams

A dedicated session on the HR and people tools and functionality in MAT MIS, designed for your trust's HR team.



Pro *for school and central teams*

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 Attendance Core Accreditation

£350

For: Attendance Officers

Delivered by experienced Attendance Officers. Learn how to get the most out of Arbor Attendance features to improve attendance workflows and outcomes.

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.

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.



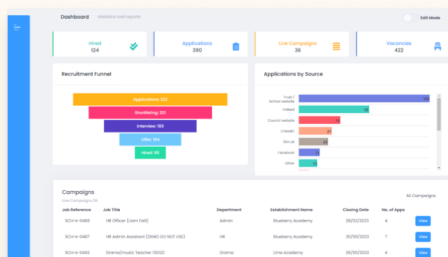
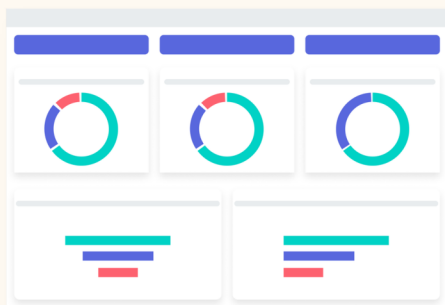
Part of  Arbor

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.

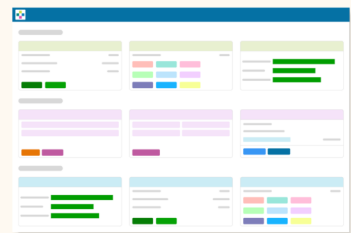


Get the input and support of highly experienced education HR advisors with over 20 years supporting schools on everything from contracts and leadership training, to full, ongoing HR and legal support.



The UK's leading timetabling software. Fast, friendly and powerful, 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.



“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 matcustomersales@arbor-education.com

T 0208 050 1028

W www.arbor-education.com