



SchoolsBuddy

The activity, enrichment and parent engagement platform for schools worldwide

All plans include:

AI-powered Help Centre

SIS, SSO & billing integrations

Email support

On-demand courses

Maximise your school's use of **SchoolsBuddy** with FariaSupport. Each tier builds on the previous - everything in Essential is included in Standard, and Standard in Premium. Plans are charged as a percentage of your school's annual subscription.

	Essential Included free Self-starter Resources	Standard Annual subscription Training & Services	Premium Annual subscription Priority Partner	Use Cases Real examples from SchoolsBuddy schools
 Staff Enablement Training, PD & certification	<ul style="list-style-type: none"> Enablement Calendar (monthly webinars) On-demand "How-to" courses <p>AVAILABLE AT COST</p> <ul style="list-style-type: none"> Virtual Training (\$165/session) 	<ul style="list-style-type: none"> 4 virtual training credits + 2 per product included FariaLearn staff certification pathways (async) <p>Minimum \$1k value</p>	<ul style="list-style-type: none"> Full virtual training access - priority booking, custom topics included 8 FariaLearn credits - courses, coaching <p>Minimum \$2k value</p>	<p>SC examples</p> <ul style="list-style-type: none"> Navigating schedules & PTCs Activity setup & management New admin staff onboarding
 Customer Support Coverage, routing & response	<ul style="list-style-type: none"> Email support - business hours, entire school community AI-powered Help Centre (24/7, in-app) 	<ul style="list-style-type: none"> 24/5 global phone & email coverage Support dashboard - escalate critical issues, track history 	<ul style="list-style-type: none"> Priority routing to senior specialists Faster response & guided assistance Hands-on support for complex tasks 	<p>SC examples</p> <ul style="list-style-type: none"> SSO configuration Container maintenance Integration troubleshooting
 Success Services SEM, data & account mgmt	<ul style="list-style-type: none"> 99.8% uptime guarantee SSL encryption & daily local backups <p>AVAILABLE AT COST</p> <ul style="list-style-type: none"> Professional Services (\$80/hr) 	<ul style="list-style-type: none"> School Experience Manager Professional Services - scoped, admin assistance included 	<ul style="list-style-type: none"> Account reviews & success plans included Up to 50% off bulk data migrations Subject Matter Expert consultations 	<p>SC examples</p> <ul style="list-style-type: none"> One-off site checks & data verification Priority reports building Data flow review
 Resources & Community Library, events & content	<ul style="list-style-type: none"> Resource library (guides, templates) Case studies & quickstart guides 	<ul style="list-style-type: none"> Community Forum Access included Best practices newsletter 	<ul style="list-style-type: none"> Custom sandbox included Priority event invites & pricing (20% off) 	<p>SC examples</p> <ul style="list-style-type: none"> Activity programme templates School-specific workflow videos

BEST FOR

Schools with established activity programs managed confidently by staff

Schools expanding their enrichment offering or onboarding new coordinators

Schools managing complex activity programmes or engagement strategies

Annual subscriptions
Upgrade anytime. Credits refresh annually or top up as needed.

Ready to choose your plan?

Speak to your School Experience Manager or sign up online.

servicehub.faria.org

Full plan details, booking & sign-up available online