

Helpdesk Services

IT solutions for Charities, Social Enterprises, Community Groups and Voluntary Organisations

ethical IT
IT FOR SOCIAL CHANGE

HELPDESK SERVICES

In our experience of working with social change organisations, one of the biggest problems they have faced historically is a lack of reliable technical support for their IT infrastructure. The Ethical IT Helpdesk exists to provide such support.

Adhering to the terms of our 'Helpdesk Charter'* we provide full technical and advisory support to organisations across the UK and Europe. Queries are dealt with directly by our central service desk in London or our regional service desks across the UK and Europe.

We understand the importance of a physical presence when dealing with certain issues and are committed to using the most suitable method to solve issues as appropriate.

Our team have a wide range of technical expertise that include;

- PC and Mac support
- Servers and network infrastructure
- Software support
- Database management
- Remote working
- Telephony
- Procurement and disposal
- Strategic advice

We offer a wide variety of support packages to suit your organisation, dependent on individual requirements. This can vary from all encompassing contract packages covering all aspects of your IT infrastructure with guaranteed response and fix times, to pay-as-you-go, ad-hoc support as and when you need it.

| Number of users | Cost per annum |
|-----------------|-----------------|
| Up to 5 | from £400 |
| 6 - 20 | from £600 |
| 21 - 50 | from £1000 |
| 51 - 100 | from £1400 |
| 100 + | £2000 (minimum) |

| Equipment | Cost per item per annum |
|------------------|-------------------------|
| Printers | from £10 |
| PC/Mac | from £50 |
| Server | from £300 |
| Switches/Routers | from £30 |
| Firewalls | from £50 |

Costs are split into two elements: an annual helpdesk fee based upon the number of staff, and the equipment covered. As an example, for an organisation with five members of staff, four PC's and one networked printer, the annual cost would be:

| | |
|----------------|-----------------|
| Helpdesk Fee: | from £400 + VAT |
| Hardware Fees: | from £210 + VAT |
| Total: | from £610 + VAT |

Quarterly support and invoicing is available, billed on a pro-rata basis. Ad-hoc support is charged at £56 per hour/£450 per staff day.

Should you be unsure about your current IT systems, we can offer organisations a free healthcheck of their IT and Telephony infrastructure. We will then provide an objective quote for any outstanding work and/or hardware we feel would be of benefit. For more information please call **0845 337 2989** or email enquiries@ethicalit.net.

* Detailed explanation of the Helpdesk Charter and our fair usage policy can be found at www.ethicalit.net

BACKGROUND TO ETHICAL IT



Ethical IT is the result of a formal partnership between The Ethical Property Company and JADe, working together to deliver high quality, cost effective, flexible and sustainable IT solutions to charities, social enterprises, community groups and voluntary organisations.

Our extensive experience within the social change sector means we appreciate the financial and technical limits within which organisations often work.

We therefore aim to take the stress out of the management of IT and Telephony, providing our clients with transparent and reliable support and allowing them to focus on their core operations.

A CLIENT PERSPECTIVE

"Ethical IT has provided ActionAid with technical support since 2003, and with their expertise we have been able to implement a number of major projects that have brought real benefit to our organisation. They understand the importance that a charity like us place on value for money and often suggest different approaches to help us reduce our costs. They work with us to continually improve the IT services and systems offered to our users helping them to achieve ActionAid's mission of eradicating poverty and injustice"

- Susan Castley, ActionAid UK