



IT Services for the Charity Sector (November 2006)

The Story So Far

The role of IT cannot be underestimated in a charity's ability to maximise revenue opportunities and providing an efficient administrative capability. IT plays a critical role in the success of fundraising efforts, organisational capacity and communication channels. Your organisation needs the best IT systems in place to deal with the demands of the modern world - the distribution of information on a national and global scale in an instant.

JADe has a proven track record in delivering the best IT solutions to the charity sector. We have been working extensively with **actionaid** and other charities over the past 5 years. Our aim was to provide cost-effective IT solutions for the organisation. We achieved this by helping them improve and rationalise their IT systems environment from a UK and an International perspective - streamlining their IT and business processes. This led to savings in cost, time and resource - making ActionAid a more effective organisation and achieving the best ROI on their IT systems.

JADe currently works with a number of charities in the UK, of all sizes. We continually see the same IT problems in the sector - lack of budget; difficulty in retaining the right IT skills for ongoing development; planning & implementing an effective IT strategy; implementing effective disaster recovery processes; having the correct IT systems for office & remote users and the capacity to deal with high user demands & expectations.

The business model we have developed with ActionAid has enabled us to provide flexible and cost effective IT solutions without compromising on technology or quality of service.

"JADe have provided ActionAid with IT helpdesk and technical services support since 2003, 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 a charity like us place on value for money and will often suggest a different approach to help us reduce costs whenever possible. JADe work with us to continually improve and expand the IT services and systems offered to our users helping them to achieve ActionAid's mission of fighting poverty worldwide."

Susan Castley

UK IT Manager

ActionAid International

The logo for ActionAid, with the word "actionaid" in a bold, sans-serif font. "action" is in red and "aid" is in blue.

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The JADe Approach

Over the years we have created and refined a set of IT services for the charity sector. These are described below.

Helpdesk Service

The provision of high quality, customer-focused IT systems support to end users. The key attributes of this service are as follows:-

- Email, telephone and remote internet access support
- Core operation between 9AM and 5:30PM (out of hours support provided by agreement)
- Support for desktops, servers, networks, applications, packages, databases
- Service Level Agreements (SLA) tailored to specific needs & budget

Technical Services

Project and consultancy work undertaken to ensure the effective implementation of the IT infrastructure and its ongoing operation. Specific services provided as follows:-

- System Audit & Report Preparation (Issues, Findings & Recommendations)
- System Implementation (desktops, servers, networks, etc)
- Ongoing Support & Troubleshooting
- Regular System Healthchecks / Capacity Planning Exercises
- Business Continuity Planning / Disaster Recovery Exercises

C2 Database System

We are in the process of implementing a high quality, 100% web-based database application for the charity sector, called **C2**. This is a contacts centric system and will consist of core charity functionality (e.g., membership, fundraising) and sophisticated reporting. Cost effective pricing options are available for **C2**, especially when combined with our *Helpdesk Service*.

Procurement Service

JADe has reseller agreements with the key hardware & software distributors / manufacturers, including Microsoft, Dell, HP, Cisco, McAfee, Veritas, etc. We can source & implement solutions utilising all these components.

To receive further information related to JADe's IT services then please contact us as follows:

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