



ICT Services for the Charity Sector



Charity Management System



JADe is an IT consultancy providing high quality, cost-effective IT services to the charity sector.

JADe specialises in understanding an organisation's business requirements and system issues and formulating tailored, cost-effective solutions that meet budget demands whilst ensuring quality.

JADe provides the full range of IT Management, Development and Operations services to ensure organisations have the appropriate infrastructure and systems to run their business effectively. This ranges from developing a cost-effective web-based charity management database system for a small London charity to running the IT helpdesk at the ActionAid headquarters in London.

JADe partners with the major industry manufacturers to ensure that clients are provided with the best technology solutions available on the market. These include IBM, SuSE Linux, Oracle, Open Source Software and in 2007 JADe became Microsoft Gold Partners.



Carl Evans, Founder and CEO of JADe

"We formed JADe in 1999 to provide a new, partner-based approach to the provision of IT solutions to the charity sector and beyond. We employ people with the appropriate technical skills and also a strong work ethic that complements the non-profit organisations that we work with"

JADe in the Charity Sector

We feel that the role of IT cannot be underestimated in a charity's ability to operate an efficient administrative function and therefore to maximise revenue opportunities. IT plays a critical role in the success of a charity's fundraising efforts, organisational capacity and communication channels. Every organisation needs efficient 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 since inception. Our aim is always to provide tailored, cost-effective IT solutions for each organisation we partner with. At ActionAid this was achieved this by helping them to improve and rationalise their IT systems environment from a UK and an International perspective. This led to savings in cost, time and resource, making ActionAid a more effective organisation and achieving the best ROI on their IT systems.

We also work with community based organisations that have limited budget and have been able to provide appropriate IT services. In these situations it is often possible for a number of small charity organisations to share the same IT services (e.g. communal email server) and therefore share the costs.

JADe currently works with a number of charities in the UK of all different 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 and implementing an effective IT strategy; implementing effective disaster recovery processes; having the correct IT systems for office and remote users and the capacity to deal with high user demands and expectations.

The business model we have developed has enabled us to provide flexible and cost-effective IT solutions without compromising on technology or quality of service. This has been our benchmark for success in how we operate in the charity sector, regardless of the size of the organisation. Our business success is based on understanding, partnership and delivering the most cost-effective IT solutions for the charity sector.

The JADe Approach

Based on our experience of partnering with the charity sector, we have created a set of IT services specifically for the charity sector. This is an ongoing process of refinement catering for the ever-changing demands of the sector.

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, etc.
- Service Level Agreements (SLA) tailored to specific needs and 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 and Report Preparation (Issues, Findings and Recommendations)
- System Implementation (desktops, servers, networks, etc)
- Ongoing Support and Troubleshooting
- Regular System Healthchecks/Capacity Planning Exercises
- Business Continuity Planning/Disaster Recovery Exercises

Procurement Service

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

Jim Druce, Founder and Director of Operations at JADe

“Our goal is to make your business an IT success. It is our key priority that your organisation is getting 110% effectiveness from your IT systems. We resolve your IT problems with you - it is a team effort from start to finish. This partnership drives the JADe technical team, ensuring your IT issues are solved and solutions delivered.”

Charity Management 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 consists of core charity functionality (e.g. membership, fundraising, etc) and sophisticated reporting.

Cost effective pricing options are available for C2 ranging from a flexible license model to a rental based system.

Why did JADe develop C2?

JADe has been working in the charity sector for several years and during this time we have witnessed various attempts by charities to implement the correct 'Database/Fundraising System'. In general this has been achieved with limited success due to issues of cost, limited or inappropriate functionality and ineffective data migration.

JADe as a result has developed C2, a pure web-based database solution which will give charities the functionality they need at a price they can afford and with the appropriate level of service to support and maintain the organisation's core system.

JADe initially developed C2 in conjunction with London Advice Services Alliance (Lasa) and Nubian Life.

C2 Key Features

- Customer Relationship Management
- Membership Management
- Marketing/Fundraising Functionality
- Activity/Event Management
- Healthcare Management
- Legacy Management
- Publications Management
- Case Management
- Customised Interface
- Web Solution based on Microsoft technology
- Integration to back-end Systems (e.g. Accounts)
- Customised Adhoc Reporting
- Data Migration from Legacy Systems
- And more


Early Adoption Programme


JADe is developing C2 based on the requirements of specific charity organisations. As part of the Early Adoption Programme charities have the opportunity to specify new modules and enhancements to C2 before they purchase and implement the system. In return for the input that we received we can offer discounts on the C2 licensing.

Home Page (Administrator)

Web portal view for the system administrator (assigned full security rights). Incorporates automated database alerts to provide the user with dynamic management information.



Sponsored By  

 **NUBIAN LIFE**
PROVIDERS OF QUALITY CARE SERVICES

Administrator (log off) Help | Support

Subjects

- Contact Management
- Members
- Fundraising
- Activities
- Publications
- Case Management
- Healthcare
- Volunteers
- Funding
- Documents
- Administration
- Reports
- Security

HomePage

User

- [My profile](#)

Membership

- No people are waiting for membership
- No members with expiration in next 30 days

Conditions of Use | Privacy Policy

C2 Contact Management Screen

Comprehensive view of the C2 Contact Management screen, providing a single-click approach, via expandable drill-down panels, to all relevant contact information.

The screenshot displays the C2 Contact Management interface. At the top, it is sponsored by 'lasa' and 'circuit riders', and features the 'NUBIAN LIFE' logo. The user is logged in as 'Administrator (log off)'. A 'Subjects' sidebar on the left lists various categories like 'Manage Contacts', 'Members', 'Fundraising', etc. The main 'Contact' form shows details for an individual named Carl Evans, including his telephone, mobile, email, date of birth, gender, ethnicity, religion, and language. A 'Notes' field contains the text: 'This is a key contact for the organisation. Introduced via a marketing event in 2002.' Below the form are expandable sections for 'Addresses', 'Photography', 'Relationships', 'Communication Categories', and 'Communication Preferences'.

C2 Example Customised Report for Membership

This is a typical user-defined report based on a view of member address details. This report has been created utilising the C2 Adhoc Report Builder and has the option of exporting to several data formats.

Forenames	Surname	Address Line1	Address Line2	Address Line3	City	Postcode
Mr A	Aberdeen	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Aberdeen-Nyack	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Adeniran	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Aghomi	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Ahenda	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Aird	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Akhimie	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Amartey	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Amityia	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Andall	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Andall	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Archer	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Armstrong	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Armstrong	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Asini	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Bacchus	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Baker	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Balbuena	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Bardoville	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Barnes	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Basdoville	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Belfield	5 Some Street	Shepherds Bush		London W14	W5 6XX
Mr A	Bennett	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Bernard	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Blackett	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Blankson	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Blankson	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Botwe	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Braithwaite	5 Some Street	Shepherds Bush		London	W5 6XX
Mr A	Bridgeman	5 Some Street	Shepherds Bush		London	W5 6XX

Case Study: Action Aid - Office Systems Upgrade

Assignment

ActionAid is one of the UK's largest international development charities. For 30 years ActionAid has been helping the world's poor communities to improve their lives - to secure their basic rights to food, water, education, healthcare and the chance to earn a living.

Following ongoing problems with the existing IT infrastructure JADe was invited to undertake a review of the system environment. The review resulted in the following issues being identified:-

- Less than satisfactory resilience associated with the primary hardware (e.g. authentication domain controllers).
- Incorrectly configured anti-virus packages, resulting in frequent virus infections and consequent system down-time problems.
- Over complicated Microsoft Exchange email and Active Directory configuration. Two MS Exchange servers were in operation, across two sites (Archway, London and Chard, Somerset), servicing approximately 150 users.
- Combination of Microsoft and Novell network solutions causing system support overheads.

JADe was then commissioned to implement an upgraded IT infrastructure in order to resolve these issues.

Solution

In agreement with the ActionAid IT department it was decided to upgrade the IT hardware infrastructure and rationalise the IT systems environment wherever possible. This led to the following changes:-

- Procurement and implementation of centralised MS Exchange server and resilient domain controllers at both sites.
- Removal of the Novell network environment and migration to a complete Microsoft solution.
- Migration of business applications to improved hardware infrastructure.
- Upgrade of client desktops to MS Windows 2003 and relevant MS Office tools.
- Implementation of secure VPN, email and internet services within and between the two sites.

Result

The main benefits are:-

The introduction of a new, resilient hardware infrastructure has significantly reduced system down time and has contributed to improved staff productivity.

The removal of the Novell network environment has significantly reduced the front-line support effort. This has contributed to the ability to outsource the helpdesk support service in a cost-effective manner.

Key Technologies

MS Windows 2003, MS Exchange 2003, MS Outlook 2003, Novell Netware 4.11

Case Study: Nubian Life - C2 Development

Nubian Life delivers healthcare provision to the local African-Caribbean elderly community in west London and they need to track individual health records for their NHS funding requirements. Their existing Microsoft Access database did not enable them to track this information effectively or provide the necessary reports demanded by the NHS as part of their healthcare funding process in the charity sector.

C2 provides a robust, user-friendly database solution which will enable Nubian Life to monitor individual cases and provide dynamic reporting outputs which will fulfil the NHS criteria for detailed financial accountability. C2 will fulfil Nubian Life's business demands and improve the organisation's operational work flow in a cost effective manner.



Clients and Testimonials

"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



"Age Concern Hounslow found JADe through the Circuit Riders Project, established to help voluntary sector agencies develop a sustainable ICT strategy. The technicians from JADe provided a friendly, efficient and cost-effective service during on-site visits and remote support sessions."

Stephen Hawkins, Chief Officer, Age Concern Hounslow



"As a relatively small organisation, with little in-house IT expertise, we have found JADe to be an excellent partner in the establishment and maintenance of our computer network."

Andrew Lowton, Office Manager, Child Soldiers



Technical Requirements for the Charity Management System

'Suggested Minimum Specification'

Server

Intel Pentium 4 (Processor Speed 3.6 GHz + recommended)

1 GB RAM minimum (2 GB preferred)

Operating System - Microsoft Windows 2003 with Service Pack 2

a) Database System - Microsoft SQL Server 2000 Service Pack 3
or SQL Server 2005 Express - supports maximum 2 GB Database

However, Microsoft SQL Server 2005 Standard Edition is preferred

b) Web Server - Microsoft IIS

Please note that a typical installation can comprise of a) and b)
on a single server

For larger installations (e.g. 25 concurrent users or more) it is
advisable to place either the SQL Server or IIS Web Server on a
separate server to ensure optimum performance

User PC

Microsoft Windows XP Professional

Microsoft Internet Explorer v6

512kb RAM minimum

Processor Speed 2.1 GHz minimum



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