

African IT Services

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

ethical IT
IT FOR SOCIAL CHANGE

ETHICAL IT IN AFRICA

Ethical IT is the result of a formal partnership between The Ethical Property Company and JADe, working together in the UK and Europe 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.

In addition to the services Ethical IT deliver in the UK and Europe, we also work with our IT associates in Africa to deliver efficient and cost effective local

IT services. This has involved working closely with ActionAid and WaterAid on a local level as well as providing Cloud Services to a number of organisations working in Africa, but with UK headquarters.

Utilising local IT consultants who understand the service delivery issues within the region where possible we can undertake an initial review of your organisation's IT and Telephony infrastructure and produce a set of recommendations to improve the reliability and security of your service. Subsequently, we can then deliver effective IT support services to suit local budgets.

OUR SERVICES

Ethical IT provide a wide range of IT and Telephony services, including

- Helpdesk Services – our primary service provided via SLA within which we can offer technical and advisory support for issues with your own equipment
- General Consultancy - for issues relating to system audits, healthchecks, troubleshooting and implementation projects etc.
- Cloud Services - including the provision of Email, Fileshare and Backup facilities – we already have a facility based in London that provides MS Exchange accounts to approx 30 organisations supporting over 200 users in Africa
- Telephony Service – we currently manage Avaya telephony within all Ethical Property Company centres in the UK and Europe
- Tenant Services - all Ethical Property Company tenants received basic data and telephony support as part of their standard tenancy agreements.

COSTS

Ethical IT looks to utilise local IT consultants wherever possible and a range of levels of expertise can be provided, from first line support to senior consultants, with cost effective and sustainable local rates for professional IT support. We can also provide cost effective pricing for ongoing services, such as our Helpdesk Service or regular site visits. For more information please contact us using the appropriate details below.

* At Ethical IT we are committed to delivering services that adhere to our Helpdesk Charter. For a detailed explanation and more information on our fair usage policy please refer to www.ethicalit.net

CASE STUDY - WATERAID



As part of the Shared IT initiative, Ethical IT have been heavily involved in the management of the delivery of IT consultancy services to WaterAid in various African countries.

Via our local partners in Africa, Ethical IT facilitates a regular webcast meeting with the local consultants and WaterAid office staff. This ensures that any issues are reviewed & resolved effectively; technical mentoring is provided to the consultants; and the project is managed effectively.

To date our consultants have been involved in reviewing, planning and improving the IT environment within local country programmes in Uganda, Tanzania, Ghana, Mali, Mozambique, Zambia, Malawi and Burkina Faso.

Key highlights of the work to date includes:-

- Providing improved IT support at a reduced cost (compared to other locally available service providers)
- Assisting with improvements in internet connectivity
- Developing strong links between local IT consultants and Ethical IT's UK technical team, ensuring that appropriate technical solutions are thought through and implemented effectively