

SUPERHIGHWAYS
**Membership
Package**



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What do I get?

The Superhighways Membership Package has been designed to meet the very specific needs of smaller charity organisations in the South London sub-region.

Superhighways will give you the support you need at a price you can afford - a combination that commercial suppliers are often unable to provide.

We offer:

- professional skills with unbeatable value for money
- both immediate support and strategic planning
- ICT stability without creating a dependency culture

Our services:

- ICT HelpDesk
- 4 x 1/2-day Support Visits (on-site) per annum (3 x per year for smaller organisations)
- ICT Audit plus ICT HealthCheck (think of it as an "M.O.T.")
- ICT Strategic Planning & Support
- 20% discount on additional (hourly) Support
- 20% discount on ICT Training & Consultancy

How we work:

Each member organisation will be appointed a lead Support Worker (normally the Support Worker in your own CVS), who will get to know you, your staff & volunteers, your projects and your ICT. Your Support Worker is like having your own ICT Department.

The ICT HelpDesk will be run from a central admin centre at Kingston Voluntary Action.

Superhighways provides just what my charity needs- an ICT 'resource' without the huge bills
Advice Charity

ICT HelpDesk

Peace of Mind

The Superhighways HelpDesk gives you help when you need it most – when something has just gone wrong! And because computers can go wrong at any time, the HelpDesk operates Monday - Friday, just like you do!

You can log HelpDesk Requests by phone, Skype or email. Urgent HelpDesk requests should be logged by phone Mon - Fri, between 10:00am and 4:00pm. Non-urgent requests should be submitted by e-mail – we'll even give you an email template to prompt you to include all the information we need.

Prioritisation

HelpDesk requests will be 'triaged' (i.e. assessed for urgency). Response times from our ICT Support Workers will be informed by the triage assessment.

Dial-in by remote access

Wherever appropriate (and possible), we will normally attempt to fix problems by dialling-in to your PC or network. This is usually quicker, always cheaper AND allows us to follow the dictum "demonstrate not dictate" - so you learn what we're doing by following it on your screen.

In summary:

- Unlimited access (fair use policy applies)
- Answers by phone to the most frequent computer problems
- Our response to your HelpDesk requests will be 'triaged' (i.e. assessed for severity)
- Dial-in capability for problems where possible.

On-site Support Visits

Preventative Maintenance

Membership includes four on-site visits p.a. by your nominated Support Worker. (3 visits p.a. for smaller organisations).

These on-site visits are scheduled well in advance to ensure that key ICT staff/volunteers are available.

To get the most out of your ICT, on-site visits should ideally be used for Preventative Maintenance (routine tasks) but you can, of course, use them for issues such as fixing a problem, installing a printer, etc. Each visit is half a day (3.5 hours).

Before each visit

We'll send you an email reminder a few days before each visit. Please let us know of any ad hoc tasks that you'd like your Support Worker to carry out after the routine tasks have been completed. Ad hoc tasks will be added to your Support Workers' Job Sheet for the visit. Please make time to sit down with your Support Worker on arrival and make sure that your priorities for the visit are clear.

At the end of each visit

Again, you should always try and make time to sit down with your Support Worker at the end of each visit to go through what has been achieved together.

We will also ask you to complete a Feedback form at the end of each of these visits.

ICT Audit

The ICT Audit catalogues every piece of hardware in your ICT infrastructure and helps you track the remaining life-expectancy of your hardware, ensure your licences and warranties are still in date and sufficient, and plan/budget for your ICT replacements.

Superhighways will help you to keep on top of licence and warranty renewals (etc) with timely reminders and pre-purchase support.

The ICT Audit is also the starting point for...

ICT HealthCheck

The HealthCheck is based on the answers given by your staff and volunteers to a detailed ICT questionnaire, designed to ensure the 'best fit' (i.e. fitness for purpose) between your organisation's existing ICT, your budget, your resources and your aspirations.

Your HealthCheck is likely to contain a number of recommended actions with costings. These will be prioritised (High, Medium, Low) to help you decide what order to carry them out.

If you think of your ICT Audit as "where you are" and the Health-Check as "where you'd like to be", then the difference between the two can be easily viewed as a 'needs analysis'.

The ICT HealthCheck is also the starting point for...

The HealthCheck was a god-send!

Carers Charity

ICT Strategy

Your Superhighways ICT Strategy will typically be a 3-5 year plan, driven by your needs as an organisation.

ICT Strategy is not merely an ICT 'wish-list'. It looks first at what you want to achieve as an organisation and only then at how ICT can help you achieve it.

Increasingly, Grant makers now insist upon an ICT Strategy before funding any ICT investments.

3rd Party Liaison

Commercial ICT suppliers and vendors talk a language all of their own – we call it “techie-talk”. You’ll probably call it “double dutch”

The team at Superhighways speak both techie-talk and plain English, so we can liaise for you with your 3rd party suppliers and ensure you receive any charity discounts available.

Other Discounted Services

Training

Superhighways organise regular training events, such as: Data Security, Spam/Viruses/Adware, Databases, Website design, etc.

Consultancy

Superhighways also provide a consultancy and/or project management & implementation service for larger jobs.

Cost

Members benefit from a 20% discount and priority booking.

Charity A (in Croydon) needed some new software and was just about to spend £4,600 with a standard commercial supplier. Superhighways advised them to contact Charity Technology Trust who saved them about 95% of the cost!



What does it cost?

Just £10 per week*

- 20% discount for smaller organisations and
- 20% discount in Kingston, Merton, Sutton and Croydon. Your CVS is subsidising your membership.

Membership Package Annual Charge*	Kingston Merton Sutton Croydon	Richmond Bromley
Small 1 - 4 PC's	£330	£440
Medium 5 - 14 PC's	£440	£550
Large 15+ PC's	Price on application	

*Compare with BT - £10 per PC per month

Please note that the package doesn't cover server installation or maintenance. You should consider whether you need additional cover from either Superhighways or a 3rd party provider.

Charity B (in Kingston) was quoted £250 for each of three firewalls by a commercial support company they thought they could trust. Superhighways found the exact same firewall at Misco for less than £90 - saving them nearly £500 on one purchase alone.

Member Events

We aim to organise Member Events for group training, seminars on various topics - or just plain networking!

Associate Membership

We've created an Associate Membership programme, available to suppliers who provide services in the geography of the South London CVS Partnership. Associate Members make an annual contribution to the work of Superhighways. Please help us to help you by choosing a Superhighways Associate Member when you need a bit of help.

All Superhighways Associate Members have passed the SMS ("Superhighways Minimum Standards") Test. Associate Members are asked to supply two references from the voluntary sector.

So, if you need some external support for your Charity, ask us for a shortlist of recommendations from our Associate Members List.

We can't thank you enough for the support you gave us when we needed to set up our new network
Healthcare Charity

What Services are Available to Non-Members?

Non-members will still receive copies of the Superhighways Newsletter.

Non-members will still be able to contact the Superhighways HelpDesk, although calls will be triaged to a lower priority (compared to members). Non-members should expect the "fair use policy" to be strictly adhered to.

Non-members are welcome to purchase on-site ICT support, consultancy or training from Superhighways, at £40 per hour (members rate is £32 per hour). As above, priority will be given to fee-paying members if there is a shortage of available resource.

I wanted to let you know that we were successful in our bid for the ICT purchase. The funder was very impressed with our Strategy Paper!
Rights Charity



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