
DIRECTORY OF ICT SUPPORT SERVICES



**Written by: East London ICT Project
Updated May 2011**



Updated May 2011 • DIRECTORY OF ICT SUPPORT SERVICES EAST LONDON ICT PROJECT

PURPOSE

Buying or negotiating for ICT support services can be daunting. Where do you start? How do you plan for technology? What questions do you ask potential suppliers and vendors? Who provides ICT support to the voluntary sector? Where can I get information on potential suppliers?

The ICT Directory aims to address the last two issues. It was compiled from responses to our survey mapping the provision of ICT support to the voluntary sector and research by the ICT Team. Our aim is to provide choice. This directory does not recommend any of the organisations listed. It is up to you to satisfy yourself that the ICT consultant will provide the services that you require.

For additional information on the project or for downloadable guides and information visit the project website at <http://www.elcvsnetwork.org.uk/support/ict/>

HOW TO USE THIS DIRECTORY

This directory is divided into three parts.

- Part A: Type of Organisation
- Part B: Summary Services
- Part C

*The directory is organised alphabetically and split into two parts: **(i)** those offering ICT technical support, advice and consultancy services, and **(ii)** those offering ICT training, access to free Internet and ICT volunteering services.*

East London Network

The East London Network covers the London Boroughs of Barking & Dagenham, Bexley, Greenwich, Hackney, Havering, Lewisham, Newham, Redbridge, Tower Hamlets and The City.

ELN CONTACT DETAILS

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11 Burford Road
Stratford
London
E15 2ST

T: 020 8519 9500 ext. 2
E: info@elcvsnetwork.org.uk

PART A: TYPE OF ORGANISATION

PRIVATE CONSULTANTS

appiChar Ltd
Blue Lizard
Co-operative Systems
Gallery Partnership, The
Ethical IT / JADe
John Pipal
Network Resource Ltd
Omega Alpha
O-Regen
TCL Communications

FREELANCE CONSULTANTS

Hugh Barnard
Jason King
R J Partners

VOLUNTARY SECTOR PROVIDERS

Account 3
Age Concern Hackney
Best Training Solutions Ltd
Collabor8
Comm Tech
ELATT
Mind the Gap
Futuretrend Communities Ltd
Hackney Silver Surfers
Hackney Voluntary Action
Happy Computers
Lasa
North Downham Training Project
Training for Life Whitmore IT
Turkish Education Group
UK Online Centres
UXL Centre
Wise Owls Enterprising East End
Women's Resource Centre (WRC)

PART B: SERVICES PROVIDED

| | ICT CONSULTING | TECHNICAL SUPPORT | INSTALLATIONS | NETWORKING | HEALTHCHECKS | DISASTER RECOVERY | DATA DESTRUCTION | SECURITY | BACK UP SERVICES | WEB DESIGN / HOSTING | E-COMMERCE | OPEN SOURCE | TELECOMMUNICATIONS | DATABASES | COMPUTER RECYCLING | REFURBISHED IT | TRAINING | FREE INTERNET | BACK OFFICE IT | AREA COVERED | | | | | | | | | | |
|---------------------------------------|----------------|-------------------|---------------|------------|--------------|-------------------|------------------|----------|------------------|----------------------|------------|-------------|--------------------|-----------|--------------------|----------------|----------|---------------|----------------|----------------------|--------|-----------|---------|----------|----------|--------|-----------|---------------|---|---|
| | | | | | | | | | | | | | | | | | | | | Barking and Dagenham | Bexley | Greenwich | Hackney | Havering | Lewisham | Newham | Redbridge | Tower Hamlets | | |
| <i>Account 3</i> | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | | | | | ☒ | | | ☒ | ☒ | ☒ | • | • | • | • | • | • | • | • | • | • | • |
| <i>Age Concern Hackney</i> | | | | | | | | | | | | | | | | | ☒ | ☒ | | • | | | | | | | | | | |
| <i>appiChar Ltd</i> | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | | ☒ | ☒ | | | | ☒ | ☒ | | | ☒ | | ☒ | • | • | • | • | • | • | • | • | • | • | • |
| <i>Best Training Solutions Ltd</i> | | | | | | | | | | ☒ | | | | | | | ☒ | | | | • | • | | • | • | | | | | • |
| <i>Blue Lizard</i> | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | | ☒ | | ☒ | | | | | | | | | | • | • | • | • | • | • | • | • | • | • | • |
| <i>Collabor8</i> | ☒ | ☒ | | ☒ | | | | | | | | | | | | | ☒ | | | | | • | | | • | | | | | • |
| <i>Comm Tech</i> | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | | | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | | | • | • | • | • | • | • | • | • | • | • | • |
| <i>Co-operative Systems</i> | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | ☒ | | | | ☒ | | | | | | ☒ | • | • | • | • | • | • | • | • | • | • | • |
| <i>Ethical IT / JADe</i> | | ☒ | | | ☒ | ☒ | | ☒ | ☒ | | | | ☒ | ☒ | | | | | | • | • | • | • | • | • | • | • | • | • | • |
| <i>ELATT</i> | | | | | | | | | | | | | | | | | ☒ | | | | | • | | | | | | | | • |
| <i>Futuretrend communities Ltd</i> | ☒ | | | | ☒ | | | | | ☒ | ☒ | ☒ | | | | | ☒ | | | • | • | • | • | • | • | • | • | • | • | • |
| <i>Gallery Partnership, The</i> | | ☒ | ☒ | ☒ | ☒ | ☒ | | | | ☒ | | | | ☒ | | | ☒ | | | • | • | • | • | • | • | • | • | • | • | • |
| <i>Hackney Voluntary Action</i> | | | | | | | | | | | | | | | | | ☒ | ☒ | ☒ | • | • | • | • | • | • | • | • | • | • | • |
| <i>Hackney Silver Surfers</i> | | | | | | | | | | | | | | | | | ☒ | ☒ | | | | | | | | | | | | |
| <i>Happy Computers</i> | | | | | | | | | | | | | | | | | ☒ | | | | | | | • | | | | | | |
| <i>Jason King</i> | | | | | ☒ | | | | | ☒ | ☒ | | | | | | ☒ | | | • | • | • | • | • | • | • | • | • | • | • |
| <i>John Pipal</i> | ☒ | ☒ | ☒ | ☒ | ☒ | | | | | ☒ | | | | ☒ | | | ☒ | | | • | • | • | • | • | • | • | • | • | • | • |
| <i>Lasa</i> | ☒ | | | | ☒ | | | | | | | | ☒ | | | | ☒ | | | • | • | • | • | • | • | • | • | • | • | • |
| <i>Mind the Gap</i> | | | | | | | | | | | | | | | | | ☒ | | ☒ | | | | | | | | | | | |
| <i>Network Resource Ltd</i> | ☒ | ☒ | ☒ | ☒ | ☒ | | | ☒ | | | | | ☒ | | | | ☒ | | | • | • | • | • | • | • | • | • | • | • | • |
| <i>North Downham Training Project</i> | | | | | | | | | | | | | | | | | ☒ | ☒ | | | | | | • | | | | | | |

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Account 3

3 Birbeck Street
London E2 6JY
Tel: 020 7739 - 7720
Email: nilzat@account3.org.uk
Web: www.account3.org.uk

Services: IT courses for women, consultancy and support
Area(s): Greenwich, Tower Hamlets

Age Concern Hackney

22 Dalston Lane
London E8 3AZ
Tel: 020 7249 7149
Web: www.ageconcernhackney.org.uk

Services: IT training and free internet access for residents aged 50 +
Area(s): Hackney

Hackney Silver Surfers

52 The Lawns
Matthias road
London N16 8QD
Tel: 020 7254 2183
Email: hss@lawns.org.uk
Web: <http://lawns.org.uk>

Services: Free computer training, free internet access and free expertise for Hackney residents aged 50+
Area(s): Hackney

appiChar Ltd

2 Charlotte Road
London EC2A 3DH
Tel: 0845 456 3970/Helpdesk: ext 71
Email: info@appichar.co.uk
Web: www.appichar.co.uk

Services: Managed support, Consultancy, Salesforce.com and Cloud computing services to NFPs, charities and social enterprises
Area(s): Pan London

Best Training Solutions Ltd

Suite 1.01, Whitechapel Techonology Centre
65 Whitechapel Road
London E1 1DU
Tel: 020 7247 2428 / 020 7247 2466
Email: best@weareonline.co.uk
Web: www.weareonline.co.uk

Services: Training for Individuals and businesses, apprenticeships, NVQ qualifications, web design and hosting,
Area(s): North and East London

Blue Lizard Ltd

18 Victoria Park Square
London
E2 9PF
Tel: 020 8558 2405
Email: er@thebluelizard.co.uk
Web: www.thebluelizard.co.uk

Services: Technical support, network services and website design to small businesses and charities
Area(s): Pan London

Collabor8

Tel: 0845 226 5516
Email: <http://www.collabor8.org.uk/contact.php>
Web: www.collabor8.org.uk

Services: EU funded project to provide IT support for African and Caribbean businesses in IT diagnostic, support, networking and vendor selection
Area(s): Hackney, Newham

Comm Tech

205 Amesbury Avenue
SW2 3BJ
Tel: 020 8671 5555
Email: info@communitytechnology.org.uk
Web: www.communitytechnology.org.uk

Services: IT Consultancy and Support for Mac, Windows, Linux and mixed systems. Networking, refurbished computers and Remote Access specialists
Area(s): Pan London

Co-operative Systems

20 Miles Street
London SW8 1SD
Tel: 020 7793 0395
Email: team@coopsys.net
Web: www.coopsys.net

Services: IT support services (hardware and software) to the voluntary and education sectors
Area(s): Pan London

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ELATT

260-264 Kingsland Road
London E8 4DG
Tel: 020 7275 6750
Email: enquiries@elatt.org.uk
Web: www.elatt.org.uk

Services: Free vocational / accredited IT training for unemployed adults
Area(s): Hackney, Tower Hamlets

Ethical IT / JADe Management Centre

Development House
56 – 64 Leonard Street
EC2A 4LT
Tel: 0845 337 2989
Email: enquiries@ethicalit.net
Web: www.ethicalit.net

Services: IT & Telephony Implementation & Support Services, Cloud Services, Database Products and Consultancy
Area(s): Pan London

Futuretrend Communities Ltd

Kingswell House
81 Southbury Road
Enfield EN1 1PJ
Middlesex EN3 4HR
Tel: 0208 4432888/0845 686 2888
Email: femi@futuretrend.co.uk
Web: www.futuretrend.co.uk

Services: Training and Development for small businesses, VCOs, female entrepreneurs and BME clients
Area(s): Hackney, Tower Hamlets

Gallery Partnership, The

53-55 The Hop Exchange
24 Southwark St
London SE1 1TY
Tel: 020 7096 2800
Email: info@gallerypartnership.co.uk
Web: www.gallerypartnership.co.uk
Services: Network support to small/medium sized organisations in East London
Area(s): East London

Hackney Voluntary Action

92 Dalston Lane
London E8 1NG
Tel: 020 7241 4443
Email: info@vchackney.org.uk
Web: www.vchackney.org.uk

Services: ICT advice + support
Area(s): Hackney

Happy Computers

Cityside House
40 Adler Street
London, E1 1EE,
Tel: 020 7375 7300
Email: hello@happy.co.uk
Web: www.happycomputers.co.uk

Services: IT Training and coaching, online courses
Area(s): Pan London

Jason King

Tel: 0797 562 4718
Email: jason@kingjason.co.uk
Web: www.kingjason.co.uk

Services: Website development, WordPress, website healthchecks, IT training
Area(s): Pan London

John Pipal

Pipal Associates
18 Victoria Park Square
London E2 9PF
Tel: 020 8981 5522
Email: john@pipal.net
Web: www.pipal.net

Services: Consultancy service
Area(s): Pan London

Lasa

Universal House
88 Wentworth Street
London E1 7SA
Tel: 020 7377 2748
Email: info@lasa.org.uk
Web: www.lasa.org.uk

Services: ICT Healthcheck and Advice and Technical support
Free ICT resources:
www.ictknowledgebase.org.uk
www.suppliersdirectory.org.uk

Area(s): Pan London

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Mind the Gap

c/o 12 Langdale Close
Dagenham
Essex RM8 1XY
Tel: 020 8590 9151
Email: mindthegap20_04@yahoo.co.uk
Web: www.mindthegap.co.uk

Services: Back office support (Faxing) for members, advocacy for people who can't use the internet
Area(s): Barking and Dagenham

Network Resource Ltd

Head Office
250 Main Rd
Gidea Park
Romford Essex RM2 5EQ
Tel: 0845 643 0710
Email: info@networkresource.co.uk
Web: www.networkresource.co.uk

Services: Network installations, hardware and software supply, ISP, Technical support
Area(s): Pan London

North Downham Training Project

Concept House Room 103
Boundfield Road
Catford
London SE6 1PF
Tel: 020 8698 7436
E: info@northdownhamtraining.co.uk
W: www.northdownhamtraining.co.uk

Services: Training to unemployed Lewisham residents
Area(s): Lewisham

Omega Alpha

2nd floor 59 freelanets Road Bromley Kent BR1 3HZ
Tel: 020 8249 3106 / 07958292990
Email: services@omega-alpha.com
Web: www.omega-alpha.com

Services: Advice, ICT consultancy, project management, web design and databases.
Area(s): Pan London

O-Regen

321 High Road Pleytonstone E11 4JT
Tel: 020 8988 8800
Email: info@click-o-regen.co.uk
Web: www.o-regen.co.uk

Services: Technical advice and support
Area(s): Hackney Newham

Rj Partners

1-2 Universal House
88-94 Wentworth Street
London E1 7SA
Tel: 0207 183 0883
Email: solutions@rjpartners.co.uk
Web: www.roga.co.uk

Services: Network consultancy and information systems
Area(s): Pan London

TCL Communications

89 Queenmill Rd
London SWB 6JR
Tel: 020 7381 1321
Email: sales@tclcomms.co.uk
Web: www.tclcomms.co.uk

Services: Telecommunications, Networking
Area(s): Pan London

Turkish Education Group

2 Newington Green Road
London N14 4RX
Tel: 020 7226 8647
Email: turkisheducation@aol.com
Web:

Services: Training
Area(s): Hackney

UK Online Centres

Tel: 0800 77 1234
Email: ukonlinecentres@ufi.com
Web: www.ukonlinecentres.com
Services: Directory to find nearest UK Online Centre
Area(s): National

UXL Centre

80 Eastway
London E9 5JH
Tel: 020 8533 6555
Email: info@uxl.org.uk
Web: www.uxl.org.uk

Services: Vocational training for the unemployed
Area(s): Hackney

Training For Life

Whitmore IT

16 Hoxton Square

London N1 6NT

Tel: 020 7749 2800

Email: info@trainingforlife.org

Web: www.trainingforlife-city.org

Services: *Training and Free Internet access*

Area(s): *Hackney*

Wise Owls Enterprising East End

Suite 7 St Margaret's House

15 Old Ford Road

London E2 9PJ

Tel: 020 8983 9716

Email: webmaster@wiseowls.co.uk

Web: www.wiseowls.co.uk

Services: *Training*

Area(s): *Hackney*

Women's Resource Centre (WRC)

33-41 Dallington Street

Ground East

London EC1V 0BB

Tel: 020 7324 3030

Email: reception@wrc.org.uk

Web: www.wrc.org.uk

Services: *Training and Advice for Women*

Area(s): *Pan London*

Women into ICT & Creative Entrepreneurship