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# ***DIRECTORY OF ICT SUPPORT SERVICES***

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**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.elcvnetwork.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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**East London CVS Network**  
**Burford Business Centre**  
**1<sup>ST</sup> Floor**  
**11 Burford Road**  
**Stratford**  
**London**  
**E15 2ST**

**T: 020 8519 9500 ext. 2**  
**E: [info@elcvnetwork.org.uk](mailto:info@elcvnetwork.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](mailto:nilzat@account3.org.uk)  
Web: [www.account3.org.uk](http://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](http://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](mailto: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](mailto:info@appichar.co.uk)  
Web: [www.appichar.co.uk](http://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](mailto:best@weareonline.co.uk)  
Web: [www.weareonline.co.uk](http://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](mailto:er@thebluelizard.co.uk)  
Web: [www.thebluelizard.co.uk](http://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](http://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](mailto:info@communitytechnology.org.uk)  
Web: [www.communitytechnology.org.uk](http://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](mailto:team@coopsys.net)  
Web: [www.coopsys.net](http://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](mailto:enquiries@elatt.org.uk)  
Web: [www.elatt.org.uk](http://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](mailto:enquiries@ethicalit.net)  
Web: [www.ethicalit.net](http://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](mailto:femi@futuretrend.co.uk)  
Web: [www.futuretrend.co.uk](http://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](mailto:info@gallerypartnership.co.uk)  
Web: [www.gallerypartnership.co.uk](http://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](mailto:info@vchackney.org.uk)  
Web: [www.vchackney.org.uk](http://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](mailto:hello@happy.co.uk)  
Web: [www.happycomputers.co.uk](http://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](mailto:jason@kingjason.co.uk)  
Web: [www.kingjason.co.uk](http://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](mailto:john@pipal.net)  
Web: [www.pipal.net](http://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](mailto:info@lasa.org.uk)  
Web: [www.lasa.org.uk](http://www.lasa.org.uk)

**Services:** ICT Healthcheck and Advice and Technical support  
Free ICT resources:  
[www.ictknowledgebase.org.uk](http://www.ictknowledgebase.org.uk)  
[www.suppliersdirectory.org.uk](http://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](mailto:mindthegap20_04@yahoo.co.uk)  
Web: [www.mindthegap.co.uk](http://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](mailto:info@networkresource.co.uk)  
Web: [www.networkresource.co.uk](http://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](mailto:info@northdownhamtraining.co.uk)  
W: [www.northdownhamtraining.co.uk](http://www.northdownhamtraining.co.uk)

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

### **Omega Alpha**

2<sup>nd</sup> floor 59 freelanets Road Bromley Kent BR1 3HZ  
Tel: 020 8249 3106 / 07958292990  
Email: [services@omega-alpha.com](mailto:services@omega-alpha.com)  
Web: [www.omega-alpha.com](http://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](mailto:info@click-o-regen.co.uk)  
Web: [www.o-regen.co.uk](http://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](mailto:solutions@rjpartners.co.uk)  
Web: [www.roga.co.uk](http://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](mailto:sales@tclcomms.co.uk)  
Web: [www.tclcomms.co.uk](http://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](mailto:turkisheducation@aol.com)  
Web:

**Services:** Training  
**Area(s):** Hackney

### **UK Online Centres**

Tel: 0800 77 1234  
Email: [ukonlinecentres@ufi.com](mailto:ukonlinecentres@ufi.com)  
Web: [www.ukonlinecentres.com](http://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](mailto:info@uxl.org.uk)  
Web: [www.uxl.org.uk](http://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](mailto:info@trainingforlife.org)

Web: [www.trainingforlife-city.org](http://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](mailto:webmaster@wiseowls.co.uk)

Web: [www.wiseowls.co.uk](http://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](mailto:reception@wrc.org.uk)

Web: [www.wrc.org.uk](http://www.wrc.org.uk)

**Services:** *Training and Advice for Women*

**Area(s):** *Pan London*

*Women into ICT & Creative Entrepreneurship*