

Training:

Anthem also runs training courses from time to time on all aspects of ICT use, ranging from using Word Processors and Spreadsheets through to Implementing and Managing Websites. We seek to address the ICT training needs of the Voluntary Sector in Wakefield District, and if you have identified a training need, please contact us and we will either signpost you to suitable accredited providers or make provision for it ourselves.

Sector Development

As part of Voluntary Action Wakefield District, we are working closely with other Umbrella and Statutory Organisations to ensure that the sector as a whole benefits from the facilities that well organised ICT strategies can bring. As well as individual services offered to groups, we are working on implementing strategies that the sector as a whole can benefit from.

Internet based services

We have a dedicated server installed in a high speed datacentre in London. This gives us unparalleled internet facilities allowing us to deliver quality services like Virtual Learning Environments (VLE's), Customer Relation Management (CRM), Online Marketing, Newsletter management, SMS gateways and much much more. Contact us for details.

Why ask Anthem?

Because:

- **We are non profit:** our motivation is to help the Voluntary Sector grow through the use of ICT, not make money out of you. The only thing we charge you are our costs (and often those are subsidised).
- **We know about special discounts for the sector:** most commercial providers don't know how to obtain free Microsoft software or how to get refurbished equipment at little or no cost for Voluntary and Community groups. - *We do!*
- **We can help you with funding sources** for ICT. Because we are part of VAWD, we know about the latest developments in funding for Community and Voluntary Sector work.
- **We are part of the 'Circuit Rider' network:** This is a Government sponsored network for ICT specialists working with groups in the Community and Voluntary Sector. We share ideas, opportunities and news about ICT developments in the Sector, and help each other across the country. This means that whatever your project, we can find similar projects and help you benefit from how they have used ICT to meet their needs.

ask@anthemict.org.uk



Growing the Voluntary Sector through the use of ICT

Part of:  **Voluntary Action**
Wakefield District

sector development

Anthem services for Community and Voluntary groups:

Free Consultation, help and advice

Community and Voluntary groups in Wakefield District can benefit from the **free** help and advice service we operate on behalf of Voluntary Action Wakefield District. Send details of your request to support@anthemict.org.uk or telephone our helpline on 01924 918413. If your ICT needs go beyond this, we offer the following services at preferential rates:

PC Support Contracts

We visit to ensure your system is working as it should and is secure from internet threats and viruses. We also set up data backup procedures and install remote access software so if you need further help we can provide it almost instantly.

Where more than one PC is installed, we network them to enable printers, internet, and file storage to work from all PC's.

We then provide you with an **inclusive support service** via telephone, email, online and remote access, as often as you need it (broadband connection required).

Onsite visits are carried out if necessary, although most issues can be resolved via our remote access software. Onsite visits are charged at a reduced rate to our standard hourly rate. Alternatively we can collect computers for maintenance on our premises, loaning you a replacement in the short term.

Offsite backup service

Just make sure your PC is switched on at the agreed time for your automatic backup, and our software will back up your data to our secure server. Even if your computer gets stolen, your important data is still safe with us. (Broadband connection required).

Broadband

We can install and maintain fast ADSL Broadband services through our partnership with the award winning Zen broadband ISP. No frustrating calls to helplines in case of difficulty, you just ask Anthem.

Anti-Virus

We are authorised suppliers of AVG and can supply and install anti-virus software at **50% discount**.

Email accounts we have our own managed email service that can provide individual email addresses for all your staff. This includes spam filtering, virus protection of all emails, and webmail facilities in addition to standard POP accounts.

Website design and management

We can provide an almost **instant website** at a very competitive price from one of our standard templates or from an Open Source package (e.g. Wordpress or Joomla). This can be customised for you if you wish.

Alternatively we can design a **bespoke website** exclusively for you to your own design and specification (including database driven websites).

We can take over your **existing website** and maintain it for you on your behalf if required. (Websites are usually hosted via our web hosting package)

Web hosting

We include professional facilities in our package that other companies often charge extra for. These include MYSQL database, domain name registration, statistics reporting, email management, PHP, cron, htaccess, and a host of other features. It is easily administered via your own online "control panel".

VOIP Telephones

We can install telephones that work through your broadband connection, giving you **extra landlines** with their own number at little or no extra cost. The call rates are often free and always cheaper than BT!!

We can also help with installing **Asterisk** at your premises. (Asterisk is a free PBX system that allows you to transfer calls, etc)

Server support and maintenance

We install and manage servers that provide the additional security, stability, and flexibility that a business environment needs. This includes user management; "hot desking" to allow staff to log in at any machine; access to files and email from home; networking issues; server configuration and management; monitoring of server health and security and other essential tasks.

We also install and manage **Microsoft Exchange**. Exchange is an email server that gives you facilities that include shared calendars, mailboxes, and contact lists; out of office messages; and outlook web access.

Pay as You Go If you don't have a support contract, we can still sort out any problems you may have. Contact us with your support needs.

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