

## Who we are

ITsorted is a software company with clients throughout the UK.

We have over 40 years of combined IT experience as well as over 20 years of working with the voluntary sector.

See our web site for more information on our team

and for all our contact details

## What we offer

- "Off-the-shelf" and "tailor-made" databases
- Software solutions involving Access, Excel, Word and Outlook
- IT equipment and infrastructure advice
- Hardware support
- Training on major software packages
- We will also help you find solutions from other providers

## What you can expect from us

High quality work, integrity and a shared commitment to the voluntary sector and its staff.

## **Our Support**

- 9am to 5pm, Monday to Friday <sup>1</sup>
- Provided by a team of experts
- Over the phone, over the internet and face-to-face
- Charged at our standard hourly rate (unless included in a Support Agreement)
- We will never provide support without an initial idea of possible costs.



"We were delighted with their honest, & friendly approach to our questions.

The information they provided during the evaluation stage has helped us to make an informed decision.

I would have no hesitation to recommend ITsorted as the initial contact in this process."

> Elizabeth Daglish, Community Fundraiser



We are signed up to the 'UK Circuit Rider Principles' which include:

- Work honestly & transparently, declaring any conflicts of interest
- Use non-technical language & examples to help you understand ICT & your choices
- Understand the limitations of our ICT skills and knowledge, and connect you to other ICT providers and development workers if we cannot meet your needs

<sup>1 (</sup>excluding UK holidays) and if you need support outside of this, just contact us to discuss it.