

## Superhighways Associate Membership Information for Applicants

### Superhighways

#### Who we are

SUPERHIGHWAYS PROVIDES ICT SUPPORT AND DEVELOPMENT TO A VERY SPECIFIC CLIENT GROUP - THE 3,000 VOLUNTARY AND COMMUNITY SECTOR ORGANISATIONS ACROSS THE SOUTH LONDON CVS PARTNERSHIP (RICHMOND, KINGSTON, MERTON, SUTTON, CROYDON AND BROMLEY).

Superhighways is a social enterprise, reinvesting any operating profit in the voluntary and community sector through free or subsidised services.

#### What we do – and don't do

Superhighways is not a full-service ICT technical support company – our resources cannot deliver every solution or hardware purchase to every non-profit organisation across the whole of South London. The Superhighways Associate Membership scheme is therefore open to organisations:

1. Which support the philosophy and values of Superhighways and
2. Which wish to market their products or services into this important and growing sector (estimated ICT budget 2005-06 c. £3.5m).

### Superhighways Associate Membership (SAM)

#### Client group

Our client group are very diverse, with both large and small organisations having embraced ICT to widely different degrees. Some of our clients are staffed by only one or two people and have little or no need of ICT; some of our clients employ dozens of staff across multi-site operations with complex multi-server networks connected by VPN.

The philosophy of the VCS (Voluntary and Community Sector) means that most of our client group will prefer to buy products or services from other members of the sector, or from trusted and trustworthy suppliers in the commercial world. Whether they ask our advice because they understand too little about ICT to purchase with confidence, or whether they ask our advice because they seek companies that have been 'benchmarked' – they still ask our advice.

#### Membership benefits

Members of the SAM scheme will become the 'preferred suppliers' within the Superhighways client group. They will be asked to commit to the philosophy and values of Superhighways (see Page 5) and they will be given the opportunity to promote the support they already give to the charity world.

Members of the SAM scheme will be invited to attend and present at Superhighways seminars, offered exclusive opportunities to advertise in the Superhighways Newsletter and promote their services on the Superhighways website. When one of the Superhighways client group needs a product or service that Superhighways cannot fulfil, it's to the list of Superhighways Associate Members that they will turn.

**Superhighways Associate Membership  
Application Form**

**Your organisation**

Name .....

Address .....

.....

..... Postcode .....

Website .....

Main contact(s) 1..... 2 .....

Position in company.....

Email address .....

Phone/Fax .....

Mobile .....

(If you wish to register more than one company/branch address, please complete a copy of this form for EACH address.)

**Services you offer to VCOs (voluntary and community organisations)**

<b>Technology (please tick as many as apply)</b>					
<b>Hardware</b>		<b>Software</b>		<b>Communications &amp; Connectivity</b>	
<input type="checkbox"/>	Accessibility Hardware	<input type="checkbox"/>	Accessibility software	<input type="checkbox"/>	Email
<input type="checkbox"/>	Computers	<input type="checkbox"/>	Back-up and security	<input type="checkbox"/>	Internet
<input type="checkbox"/>	Printers & Peripherals	<input type="checkbox"/>	Content resources	<input type="checkbox"/>	Networks
<input type="checkbox"/>	Servers	<input type="checkbox"/>	Databases	<input type="checkbox"/>	Telecoms/Telephony
<input type="checkbox"/>	Storage devices	<input type="checkbox"/>	General office software	<input type="checkbox"/>	Websites & intranet
<input type="checkbox"/>	Telephony	<input type="checkbox"/>	Money management		
		<input type="checkbox"/>	Operating systems		
		<input type="checkbox"/>	People management		
		<input type="checkbox"/>	Multimedia, web and design software		
<b>Services</b>					
<input type="checkbox"/>	Application service providers	<input type="checkbox"/>	Recycling, refurbishment & donations	<input type="checkbox"/>	Training
<input type="checkbox"/>	Consulting	<input type="checkbox"/>	Product suppliers	<input type="checkbox"/>	Utility providers
<input type="checkbox"/>	Design & development	<input type="checkbox"/>	Cabling	<input type="checkbox"/>	Technical Support
<input type="checkbox"/>	Hosting	<input type="checkbox"/>	Installation & repairs		
<b>Borough</b>					
<input type="checkbox"/>	Richmond	<input type="checkbox"/>	Merton	<input type="checkbox"/>	Croydon
<input type="checkbox"/>	Kingston	<input type="checkbox"/>	Sutton	<input type="checkbox"/>	Bromley
<input type="checkbox"/>	London-wide				

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**About your organisation**

\*No of employees     1-5     6-10     11-20     21-50     51-100     100+

\*\*Turnover             under £250,000            Annual membership £100  
                           £250,000 - £1,000,000            Annual membership £250  
                           over £1,000,000            Annual membership £500

\*Organisation type     Registered Company            Reg no: .....  
                                   Registered Charity            Reg no: .....  
                                   Social Enterprise            Reg no: .....

**\*Please describe your organisation's key services or other unique selling points:**

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**\*Please describe your organisation's CSR (corporate social responsibility) and governance:**

Are you a member of:

- Business in the Community     Chamber of Commerce  
 Investors in People             Other (please specify).....

**\*Please tell us about any other CSR initiatives or benchmarks that apply to your organisation, including any support you give to VCOs (this could include money, time, gifts in kind, etc).**

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- \* Public (will be included in the Superhighways Associate Members list/directory)  
\*\* Confidential (will NOT be included in the Superhighways Associate Members list/directory)

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**About your referees**

Please supply contact details for us to obtain references from two VCOs (voluntary or community organisations) that you have worked with.

**Organisation 1**

Organisation name: .....

Address .....

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Main contact: .....

Email or phone: .....

Synopsis of .....

relationship .....

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**Organisation 2**

Organisation name: .....

Address .....

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Main contact: .....

Email or phone: .....

Synopsis of .....

relationship .....

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**Superhighways Minimum Standards (SMS)**

**Our philosophy**

Superhighways is a social enterprise - an organisation that reinvests any operating profit in the voluntary and community sector through free or subsidised services.

We provide the voluntary and community sector and individual organisations across South London with ICT support and development, to help them:

- Understand the potential of ICT to improve services and access to services
- Save money, time and resources
- Communicate with more people quickly and easily
- Manage information

**Our values**

Superhighways aims to support the growth and effectiveness of the voluntary sector by providing ICT services to voluntary and community organisations at the lowest possible sustainable cost.

We will treat all organisations and individuals honestly and with respect. We will keep our promises to volunteers, staff, funders, and organisations. We will explain technical issues in plain language.

We are committed to equal opportunities and environmentally sound working practices.

**Declaration**

- I support the Superhighways Minimum Standards (philosophy and values) and promise to uphold these standards in all business dealings with voluntary and community organisations through Superhighways.
- I apply to join the Superhighways Associate Membership scheme.
- I give you permission to talk to my referees about services we have supplied to them. (This will be treated in strict confidence.)
- I enclose a cheque made payable to Kingston Voluntary Action in the sum of: .....

Signature ..... Date .....

Name (print) .....

Organisation .....

Position .....