



## Using the ICT Hub Suppliers Directory

[www.directory.ict hub.org.uk](http://www.directory.ict hub.org.uk)

The ICT Hub Suppliers Directory is an online directory of suppliers of ICT goods and services to the voluntary and community sector. This information sheet outlines some of the features of the ICT Hub Suppliers Directory. For additional information please see the directory help pages.

### ***Supplier vetting***

Before suppliers are listed in the directory they need to demonstrate experience of working with voluntary and community sector (VCS) organisations. We ask for and follow up at least two references which must be from VCS organisations. Suppliers must also renew their listing each year.

Although we carry out this basic vetting of suppliers you must satisfy yourself that any supplier you choose to engage is capable of doing the work required. **We strongly advise that organisations also seek and follow up references themselves.**

### ***Providers and Services***

A "Provider" is an organisation or individual that provides a service. A "Service" is the specific work that a provider offers to voluntary and community sector (VCS) organisations. Many providers offer multiple services, such as "Consulting", "Installation", and "Design and Development".

### ***Finding a supplier***

The directory provides a number of ways for users to find a supplier in the directory:

- Postcode and / or keyword search – to find a supplier by geographical location. You can limit your search to suppliers whose business address is within a certain distance from a postcode you specify and / or enter specific keywords
- Browsing by categories – the directory is organised into various categories to allow users to find a supplier based on:
  - Technology – the type of technology the supplier provides e.g. "Hardware" (such as computer, servers), "Software" (such as databases, general office software) or "Communications and Connectivity" (such as email, Internet).
  - Service - the type of services they offer such as "Consulting", "Design and Development"
  - Region – find a supplier in your region – organised by Government region(s) in which the supplier offer their services e.g. the "North East" or the "South West".
- Advanced Search – specify multiple criteria to narrow your search



## **Search results**

Once you have used the search or browse facilities you'll get a page of results with a short summary of information about the supplier. From here you can refine your search if you wish by using the selection tools available on the results page. You will soon also be able to order your search results by various criteria.

Clicking on a link on the results page takes you to further details about the supplier including information about their location, the service(s) they offer, website address etc.

## **Accessibility and professional Accreditation**

On the search results page and on the supplier detail page an accessibility icon may be displayed. This indicates that a supplier offers special accessibility features as part of the service listed (e.g. venue accessibility, specialist products etc.)

On the search results page and on the supplier detail page a Professional Accreditation icon may be displayed. This indicates that a provider has professional accreditation relevant to the service listed (e.g. Microsoft Certified Systems Engineer - MCSE; Red Hat Certified Engineer - RHCE; Project Management etc.).

## **Contacting a supplier**

You can use the directory system to send an email to a supplier. A facility to add suppliers up to 3 suppliers to your shortlist and email them information from the directory will be available soon.

## **Resources**

The directory also provides links to resources that can help you with choosing and using suppliers.