



ECOSYSTEMS AND GETONLINE@HOME

B2B

Tenant

Both

Geographic Scope

London

North South East West Central

England

NorthW NorthE Yorkshire Midlands East London SouthE SouthW

UK

England Wales Scotland Ireland

Universal

Urban areas

Rural Areas

GetOnline@Home is an initiative providing low cost refurbished desktop and laptop computers to support digital inclusion programmes. It is backed by Microsoft and run by three accredited and licenced companies: Ecosystems IT Limited Computer Recyclers U.K. and Stone Encore PC. GetOnline@Home also provides broadband solutions via their Ofcom accredited partner Simplify Digital

<http://www.getonlineathome.org/>

Contact

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Summary of Offer

Getonline@home provides refurbished PCs and Laptops through a consortium of providers, and is an initiative backed by Microsoft. The initiative also includes an independent broadband comparison company, Simplify Digital who are currently offering a free PC or a laptop for £59 for those who take up broadband deals.

Details of Offer	
Offer to Tenant	Business to Business
<p>Specification of PCs: Dual Core, 2GB Ram 80GB Hard Drive, CD Drive, USB Ports 15" Flat Screen Monitor Wired Keyboard Wired Mouse Wi Fi Adaptor inc Eligibility criteria applies for price at £99.00(eg. Those claiming certain benefits) or £119 inc VAT if not</p> <p>Specification of Laptops: Dual Core Processor 2GB Ram 80GB Hard Drive, Webcam Integrated or included (additional £3.50) 14" Minimum Screen Size Connectivity Wireless enabled Eligibility criteria applies for price at £149.00 or £169 inc VAT if not</p> <p>All Equipment comes with a 6 month return to base warranty</p> <p>Software: The Latest version of Windows 7 Professional and a range of Microsoft software for documents, emails, messaging, pictures and more, including Microsoft Office Home & Business 2010. Microsoft Security Essentials - free, no need to upgrade or subscribe Microsoft's accessibility software makes it easier for anyone to see, hear and use a computer.</p>	<p>Suitable terms are available to housing associations interested in recycling equipment/purchasing equipment, for further details please contact Phil Brown from ecosystems on details above</p>
Added Value	
<p>Getonline@home should be considered by housing association tenants who need a desktop PC or laptop and are in receipt of the legacy means-tested or disability/carer's benefits. Credit checks are not required to qualify.</p> <p>Customers can get a free PC or a laptop for £59 if they take a broadband deal through Simplify Digital, the GetOnline@home partner which is Ofcom accredited</p> <p>The Getonline@home programme is backed by Microsoft. The equipment comes with a 6 month warranty for the hardware (extended to 12 months for additional cost). Ecosystems provides the technical support and this can be done remotely. They aim to answer all queries within 3 hours and if the problem cannot be solved, they will collect the equipment free of charge to be repaired and returned.</p>	

Existing partnerships with CHI members

Housing Association	Summary of partnership	Want to know how it's going?
n/a	n/a	n/a

CHI Review/Opinion

GetOnline@home has relaunched since the consortium got into difficulties and the offer was suspended. The consortium is now led by ecosystems and appears to have been revamped and reorganised. CHI members do not have direct experience of partnering with the newly formed consortium, but their offer appears to be a good one. It is worth noting that they do not currently offer tablets which is something many residents may prefer to purchase, although this is something they are looking into.

As they are a consortium, hardware comes from different suppliers, which may mean a difference in quality, although ecosystems are clear that they do mystery shop testing from suppliers regularly to ensure consistency.

Ecosystems and the consortium are eager to work with companies such as housing associations and ALMOs, or any charitable company that has developed digital inclusion strategies.