

TIER 1	
B2B <input type="checkbox"/>	Tenant <input type="checkbox"/>
Both <input checked="" type="checkbox"/>	
Geographic Scope	
London North <input type="checkbox"/> South <input type="checkbox"/> East <input type="checkbox"/> West <input type="checkbox"/> Central <input type="checkbox"/>	England NorthW <input type="checkbox"/> NorthE <input type="checkbox"/> Yorkshire <input type="checkbox"/> Midlands <input type="checkbox"/> East <input type="checkbox"/> London <input type="checkbox"/> SouthE <input type="checkbox"/> SouthW <input type="checkbox"/>
UK England <input type="checkbox"/> Wales <input type="checkbox"/> Scotland <input type="checkbox"/> Ireland <input type="checkbox"/>	Universal <input checked="" type="checkbox"/>
Urban areas <input checked="" type="checkbox"/>	Rural Areas <input checked="" type="checkbox"/>
Company Summary	
Tier 1 specialises in the secure and ethical disposal of IT equipment, and offers landlords a range of refurbishment and recycling services. They also sell refurbished laptops/PCs and tablets to individual customers and organisations. Tier1 was established in 1995 and is based in Manchester	
Contact	
Julian Norton, Digital Inclusion Advisor E: jnorton@tier1.com T: 07876 826026 / 0161 777 1024 Tier 1 Asset Management, 59 Stanley Road, Whitefield, Manchester, M45 8GZ Twitter: @nortonjulian www.tier1online.com	
Summary of Offer	
Tier 1 have a variety of refurbished laptops and PCs available, and have recently introduced some tablet offers. Their business model is both B2B and direct to customers.	
Details of Offer	
Offer to Tenant	Business to Business
See Tier1s low cost refurbished computing offers Laptops:	Tier1 offer recycling services to landlords looking to dispose of their IT equipment, with secure data wiping and the potential to receive cash back.

- Start from £125 + VAT
- New Windows 7 operating system
- New 12 month return-to-base hardware warranty
- Do not come with Microsoft Office as standard but are available as additional items to purchase
- Do not come with instruction manual/get started guide as standard

Tier 1 has a partnership with national IT training provider Silver Training, offering landlords a way of tackling skills and access together. They provide laptops to residents attending the course, with the option for them to keep the equipment they learn on when training is complete, giving an incentive to learn.

Added Value

Tier1 have a partnership with a local Credit Union and training provider to offer a training course where residents pay in instalments for the laptop they are learning to use and can keep it on completion of the course.

Existing partnerships with CHI members

Housing Association	Summary of partnership	Want to know how it's going?
Orbit Housing Group	Included in Orbit's national framework for supply of refurbished products.	Tim Dumbleton Digital Inclusion Project Manager Tim.dumbleton@orbit.org.uk
The Hyde Group	Purchased 40 laptops which were 'called off' for individual residents throughout the year (through jobs bursary and by digital champions)	Sophie McKechnie Digital Inclusion Project Manager Sophie.mckechnie@hyde-housing.co.uk
Sovereign Housing Association	Purchased 50 laptops for a competition run for residents	Sarah Furness Financial Inclusion Coordinator Sarah.furness@sovereign.co.uk

CHI Review/Opinion

Tier 1 have experience of working with housing associations, and a good understanding and involvement in the digital inclusion agenda. They have successfully delivered hardware to support small-scale digital skills programmes run by housing associations.

With digital skills support alongside the purchase of Tier1 equipment, their products can be used effectively. However, Tier1 are not geared up to deal directly with residents who have low digital skills. As their website demonstrates, their core business is aimed at B2B and customers who are tech-savvy and can navigate all the different options and terminology. Their customer services team on the phone do not have the capacity to speak at length to residents about what different products mean, or how to use their new purchase.

It is also worth noting that laptops do not come as standard with Microsoft office and the operating system has not been activated when delivered so requires a certain amount of knowledge to get started. Additionally, there is no instruction manual with the delivery or warranty included in the box, which can be confusing for residents. This is available online, and for discrete projects Tier1 have said they could include this.