

Put your people's time where it matters.

Your team has people to support, programmes to run and funding to account for. C9 helps make the technology behind that work easier to manage, with priorities shaped around your resources.



Illustrative imagery. This portfolio describes solution approaches, not a completed customer project.

Community organisations · Charities · Service delivery teams

Inside: everyday priorities, C9 capabilities, practical delivery and the next conversation.

THE WORKING DAY

Goodwill should not have to fill the gaps in your IT.

In a small team, the person who knows the passwords often becomes the IT department as well. Add volunteers, outreach work and changing programme funding, and informal arrangements become difficult to maintain. A clearer setup helps keep knowledge and access with the organisation.

Different people, different access

Staff, volunteers and external partners need access suited to their role, with a practical way to remove it when an engagement ends.

A budget with competing demands

Technology spending needs a reason. Understanding what can stay is as important as deciding what needs replacing.

Information spread across places

Shared inboxes, personal devices and disconnected folders can make service handovers and document ownership difficult.

CAPABILITIES AT WORK

Keep the organisation connected to the work it is here to do.

A volunteer joins the team

They need the right information and tools without access to everything. Role-based setup and a named approver give the person a practical starting point.

A programme is being delivered

Staff work across a centre, outreach locations and shared administration. Shared information and business communication are organised around the programme's daily hand-offs.

Funding or responsibilities change

Accounts, equipment and costs need to be reviewed. A current record of ownership and renewals helps the organisation make decisions and close access responsibly.

Capabilities with a clear operational purpose.

The services, responsibilities and delivery plan are agreed around your environment.

Shared information & collaboration

Organise files, email and collaboration around programmes and teams, with clear ownership and access.

- Identify where programme and organisational documents live.
- Assign owners and agree who can access shared information.
- Set working conventions for email and collaboration tools.

What this contributes: Staff can find and hand over work without depending on the one person who remembers where it was saved.

[Explore Shared information & collaboration](#)

Staff & volunteer devices

Review equipment, shared-device use and onboarding so people have the tools they need without relying on informal arrangements.

- Review existing equipment before specifying replacements.
- Define staff, volunteer and shared-device needs.
- Use a setup and return checklist for each role.

What this contributes: Useful equipment is retained where suitable, while people have a clearer path to getting the tools they need.

[Explore Staff & volunteer devices](#)

Connect the tools to the way people work.

Connectivity & business calling

Plan office and outreach communication, including shared numbers and routing when staff work across locations.

- Review office and outreach communication needs.
- Keep business numbers and accounts under organisational ownership.
- Agree how calls are routed when people work across locations.

What this contributes: Service enquiries can reach the organisation through an agreed process rather than relying on personal phone numbers.

[Explore Connectivity & business calling](#)

Security & recovery planning

Prioritise sign-in, access and recoverability around the information you hold and the resources available.

- Map information access and administrative ownership.
- Prioritise sign-in and device-protection gaps.
- Confirm backup coverage and who checks recovery.

What this contributes: The organisation can direct its resources towards understood risks and responsibilities instead of buying disconnected tools.

[Explore Security & recovery planning](#)

Support the people doing the work.

Managed support & planning

Define a workable support scope and a staged improvement plan, with spending tied to agreed operational priorities.

- Agree a support scope the organisation can sustain.
- Plan improvements around budget and staff capacity.
- Record supplier contacts, renewals and handover responsibilities.

What this contributes: The team gets a practical plan for maintaining its technology beyond the initial project or funding period.

[Explore Managed support & planning](#)

Programme teams

Shared tools and information that support day-to-day delivery.

Volunteers

Clear access and equipment arrangements for their role.

Operations and finance

A view of costs, renewals and planned changes.

Leadership

Documented priorities and ownership that survive personnel changes.

A PRACTICAL EXAMPLE

A community team ready for its next programme.

An organisation adds a funded programme and several part-time staff. Rather than buying equipment first, map the work: who needs access, where they will be based and what should happen to accounts and devices when the programme finishes.

Illustrative approach, not a completed customer project.

Reuse

Suitable equipment and existing tools before committing to replacements.

Prioritise

Changes that address immediate service-delivery, access or recovery gaps.

Plan the lifecycle

Account ownership, equipment handover and costs beyond the initial setup.

FROM PLAN TO HANDOVER

Bring the details together.

01 / Understand the work

Discuss programmes, locations, staff and volunteers with the people coordinating delivery.

02 / Set realistic priorities

Separate urgent issues from improvements that can be staged around budget and capacity.

03 / Make changes manageable

Introduce tools and access arrangements at a pace the team can absorb.

04 / Leave a clear handover

Document accounts, equipment, responsibilities and the support process so knowledge is not held by one person.

KEEPING WORK MOVING

Plan for the interruption. Not just the installation.

A smooth working day depends on preparation, clear responsibilities and a usable response when something goes wrong.

Avoid a single-person dependency

Keep essential account ownership and supplier records accessible to authorised organisational staff.

Plan beyond setup

Consider ongoing licences, support and replacement needs before committing a programme budget to new equipment.

Close the loop on departures

Remove access, recover devices and hand over shared work when staff or volunteers finish.

BEYOND HANDOVER

Keep checking the things that matter.

Agree what to review against your starting position and service scope. Useful measures should reflect the work your team is trying to do.

- Time spent repeating access and setup tasks
- Completion of volunteer and staff handovers
- Equipment suitability and upcoming renewals
- Progress against the agreed improvement priorities

Review findings can inform the next change, a supplier conversation or a decision to leave a working system alone.

BEFORE YOU DECIDE

A few useful answers.

Can we use not-for-profit software offers?

Eligibility, products and terms vary by provider. We can help review your current licensing and available options before you make a purchasing decision.

Can we improve things in stages?

Yes. Start by identifying the most consequential gaps and agreeing a realistic sequence. A useful plan should show what can wait as well as what needs attention now.

YOUR NEXT STEP

Tell us what your team is working around.

Start with your programmes, people and current IT challenges. We will help identify a manageable next step, with the budget part of the conversation.

Bring these details to the conversation

- Your locations, people and current technology providers.
- The interruptions or changes that prompted the review.
- Any planned openings, renewals or deadlines.

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