1 About risual

First registered with Companies House in 2005, risual has continued to grow year on year since inception. Operating throughout the UK and across multiple sectors and industries, risual has continuously reinvested to build a strong consulting, managed service, education and solutions business.

Built on our core values of honesty, openness and trust, our employees are encouraged to conduct themselves in a manner which showcases our values, treating co-workers, customers and those in the community with the respect they deserve.

Our focus is to help customers realise their full potential by leveraging value from their investments in Microsoft technologies and delivering results across commercial and public sectors. risual’s capabilities span all the elements needed to deliver successful IT services from consultancy to support and digital skills to bespoke solutions.

What we do

- Consulting
  plan | implement

- Services
  monitor | optimise

- Skills
  develop | adopt

- Solutions
  sector | software

Values: Honesty, Openness and Trust. These core values are embedded in everything we do from delivering new and exciting technology solutions to the work we undertake within the community on a monthly basis.

Figure 1: risual Services

A leading Microsoft partner, risual continue to adapt to the changing technology landscape, developing unique offerings to cater for every business and technical scenario. Combining structured project governance with deep subject matter expertise, our pace of delivery benefits customers by helping them to realise their true potential early in the project lifecycle and through our Managed Services, continuing exceptional levels of service into the future.

After developing our own risual apprenticeship scheme to create our own skilled workforce, we identified a need for a comprehensive IT apprenticeships and digital skills across the UK. risual understand what the UK economy needs from digital skills. Our own education experts deliver a comprehensive IT apprenticeship scheme in addition to helping customers with formal Microsoft certifications and digital skills and learning.

risual Solutions are serious investments to make a long-term impact on sectors which we believe can benefit from digital transformation. Each sector is directed by a business leader with years of experience in their field.
risual is a Microsoft Gold Partner for Application Development, Collaboration and Content, Communications, Cloud Platform, Cloud Productivity, Datacenter, Devices and Deployment, Enterprise Mobility Management, Identity and Access, and Messaging. risual is also a Microsoft Silver Partner for Data Analytics and Data Platform. This gives our customers access to over seventy subject matter experts, who all hold current Microsoft certifications in their specialist fields. As a Microsoft Gold Partner in several competencies, risual have a team of technical consultants, architects, and solution specialists to help our customers on their technical roadmap. This is a prime consideration for Cloud technology when Cloud vendors make key updates to the service, this will ultimately have some form of feature and function impact to our customers end users.

1.1 Delivery Framework

risual’s Management and Advisory Services Group specialise in delivering a full range of consultancy services aligned to enterprise project delivery covering project management, enterprise architecture and business analysis. Working across multiple sectors and industries, risual has developed programme delivery methodologies aligned to MSP, Prince 2 and AgilePM, covering the many different types of project risual deliver.

In each of our embedded methodologies, designed to scale to any project, there are several key elements which contribute to success:

- **Governance and Control**: Ensuring the correct status reports are delivered to the correct audience including commercial forecasts and primary risks/issues.

- **Standard Tools**: Employing the correct tools to manage the delivery of the project/programme ensuring high degrees of collaboration.

- **Effective Communications**: Creating and delivering a Communications Plan and facilitating open and honest communications with customers and stakeholders.

- **Detailed Project Design**: Ensuring dependencies between projects/task activities are identified and managed early on, setting the correct expectations for programme/project delivery and managing stakeholders and partnerships.

- **Project Execution**: Providing day to day, deep management of programme/project deliverables, activities and outcomes with comprehensive plan and risk/issue management.

- **Successful Closure**: Working in partnership with the customer to identify key lessons, champion the successes of the programme/project and its outcomes/benefits.

All our standard deliverables are inter-changeable between project methodologies and can be tailored to suit any customer’s requirements.

In addition to project management methodologies, risual has developed three strategic propositions, complimented by three strategic approaches which augment our professional and managed services divisions, governed and controlled by our Delivery Framework to drive success in delivery across modern industry trends.
1.2 risual Consultancy Services (rCS)

Originally conceived as a professional services consultancy company risual has, for over 12 years delivered numerous large-scale transformation projects across multiple industries and sectors. The UK Government’s “Cloud First” agenda has further increased our transformational capabilities, linking business productivity with service cost reductions and transforming organisations to make maximum use of cloud services hosted on the Microsoft platform. Throughout this time, risual has maintained healthy relationships with customers which goes beyond initial transformation to further enhance solutions we have delivered and drive continual benefit.

Our Professional Services division (risual Consultancy Services - rCS) binds technology with business capabilities, employing over 70 subject matter expert consultants. Integrating with risual’s Managed Services, Skills and Solutions divisions, rCS coverage across business and technology will provide our customers with a full ecosystem of delivery, backed by our extremely high standards and award-winning consultancy.

Leading with Digital Transformation, rCS delivers services with our three strategic propositions in mind:

- **Optimised Service Vision (OSV):** Optimise service operations with the Microsoft Cloud. Redefine your place in the modern technology world to drive efficiencies, provide a more comprehensive service and future-proof your organisation.

- **End User Computing (EUC):** Measure technology against how it influences a flexible work style, balancing options against your organisation’s security, property and financial constraints to deliver true value to business users and increase productivity.

- **Connected Business (CB):** Gain valuable insights into business performance by modernising the usage of current data and systems delivering business benefits immediately, while laying a framework and path to improve legacy systems and data in a managed way.

In addition, rCS deliver individual Microsoft solutions, catering for any business requirement.

User adoption, through our Business Analysis function allows organisations such as our customers to maximise their investment in Microsoft technologies, increasing user productivity and mobility to meet your organisation’s strategic objectives.

Through our industry experts who have a wealth of experience across business and technology, risual can demonstrate value throughout your organisation’s strategic and tactical programmes.
Figure 3 - risual Consultancy Services Capabilities
1.3 risual Managed Services

risual’s Managed Services (rMS) team, led by our Head of Managed Services, consists of Service Operations and Service Delivery teams with a current headcount of approximately 50 staff. The Service Operations team provide Service Desk, Incident Management, Infrastructure Management and Application Development functions. Service Delivery manages customer relationships, driving continuous service improvement and ensuring a quality service is delivered. risual Managed Services help organisations manage and optimise their investments in technology across the complete Microsoft solution set.

risual offer:

- Support for critical services
- Fully outsourced services
- Co-managed services

risual’s service model is built on a transparent relationship with our customers. All work being planned and undertaken is shared through an online customer portal.

risual understand the importance to customers of ensuring that they receive the highest levels of security, service delivery and quality. All risual employees over 18 years of age are NPPV3 and SC cleared. rMS have multiple Globally recognised accreditations in ISO 20000 Service Management and ISO 27001 Information Security and Cyber Essentials Plus. As well as boasting an ISO 20000 Practitioner, ITIL expert with all Members of Service Delivery and managers within rMS being accredited to at least ITIL foundation. This provides our customers with the reassurance that all work is completed to industry standards, proving risual are at the cutting edge of qualifications capable of supporting any transformational or modernisation programme.

**Service Delivery:** Our Service Delivery team is tasked with ensuring risual gives the best possible service. They are a dedicated point of contact for any escalations, issues or queries about the service. Team members work with the customer and service operation teams to implement service improvement and optimise the delivery of risual services.

**Service Operations:** The Service Desk team provides resolutions to incidents, service requests and events. It is a single point of contact for end users on a day to day basis. Incident Management aims to reduce the interruption in service that incidents can cause. The team fixes any major issues and restores normal service as efficiently as possible. The focus for Core Services is proactive work. They implement change in the customer environment in response to a customer request or to fix an identified issue. The team performs diagnostics to understand the root causes of major incidents to reduce the impact and frequency of incidents in the future. Team members have a deep technical knowledge and work with Service Delivery teams to plan an optimised IT environment for each customer.

**DevOps:** Extends our capabilities, fostering closer relationships between application development and operational teams. Through our continuous delivery model, risual can maintain up to date services, continually improved, tested and deployed to streamline operations through high degrees of automation.

**Security Centre:** Proactive security monitoring and control, backed by industry accreditation helps to keep your data and IT services safe from harm, providing a rapid response to global security incidents.

risual’s Managed Services team have industry leading skills in all Microsoft competencies and more, as shown in the figure below:
Figure 4 - risual Managed Services Capabilities
1.4 risual Education

Digital skills are at the forefront of government strategy as the UK looks to drive a future economy propelled by higher degrees of innovation in the digital marketplace. Modern technology trend, designed to increase productivity allow organisations to be more mobile, flexible and agile to support customers and employees alike.

risual Skills, formed in 2015 set risual aside as the only SI partner in the UK offering comprehensive skills and learning in IT, including their own highly successful apprenticeship programme for others to use. In addition, we are the only training provider using in-house, on the job skills to deliver training and assessment for all Microsoft technologies, including employee training for Office 365. risual’s credible learning offerings are primarily engaged in adoption of Microsoft services to increase customer productivity and through our blended delivery model in partnership with local colleges, gives risual the ability to support those with additional learning needs.

risual is a company that is very passionate about giving back and this has been the case since inception. As a company risual commit to the recruitment of over twenty apprentices to join our team per year, offering a Level 3 apprenticeship, advanced Microsoft qualifications and the prospect of employment into our consultancy teams. This model has not only generated fantastic youth employment opportunities but has enabled risual to grow extremely skilled workers who have trained within the organisation’s culture and values. The success of the apprenticeship model was recognised by Channelnomics Innovation Awards in winning CRN the Best Apprenticeship Scheme of the Year in 2016.

risual’s own experiences helped them to identify the need for an industry relevant IT apprenticeship scheme across the UK, to develop a constant supply of fresh talent, enriching the ecosystem and supporting the sector to thrive. risual recruited a team from education backgrounds to form risual Education, delivering what has become a successful and innovative way of enabling students to develop digital literacy skills in the workplace utilising FE and industry experts. Our innovative apprenticeship model helps to provide opportunities for young people across the UK whilst creating a pool of talent rich in digital skills.

risual Education can support our customers with their apprenticeship strategy, reviewing skills gaps or job vacancies in the IT team that could be converted to apprenticeships. These apprenticeships will be contextualised to the job role and include Microsoft certifications.

Our Education team are certified in providing official Microsoft certification courses, through the Microsoft Official Course – On-Demand (MOC-OD) service. This allows our customers to utilise their software assurance vouchers to better skill their own technology teams in supporting Microsoft cloud services. Administered and assessed by our own, in-house Microsoft Certified Trainers (MCTs), our customers can be assured of real-life experiences. Online training via the MOC-OD can also benefit our customers by reducing disruption caused by sending IT staff away on residential courses.

For employee engagement, risual offer our Massive Online Open Content (MOOC) platform. The MOOC is a learning-as-a-service (LaaS) platform built on Microsoft’s OpenEdX platform allowing business users to increase their knowledge and learning on all Microsoft 365 services ranging from Office productivity tools to Dynamics 365. Bespoke courses can also be created if required to greatly enhance the service across any technology. The MOOC offers deep analytics into individual performance, giving business leaders rich insight into the digital capabilities within the workplace.

risual’s work stretches throughout the UK, working with partners, customers, and employers to allow them to grow their own talent and help create a motivated, responsive, and skilled workforce. risual are passionate about engaging and developing digital skills, maximising the opportunity to succeed by allowing employees to gain real work skills and Microsoft qualifications that support the evolving needs of the business.
**Figure 5 - risual Education Services**
1.5 risual Solutions

Utilising the power of technology, our Solutions Team is actively delivering IT and practical solutions to tackle unique business challenges. Headed by industry experts, our solutions enable organisations to achieve digital transformation:

Figure 6 - risual Solutions
2 Awards

risual prides itself on industry recognition and awards with a mix of accolades from our partners, customers and relevant industry bodies.

*Figure 7: risual Awards*
3 Social Conscience

Our values are truly reflected in our ethical business approach. Diversity and inclusion, social responsibility and community support is of paramount importance to risual.

risual understands it’s responsibility to employees, suppliers, the community and strives to ensure its sustainability demonstrating core ethics that add value, ensuring we have a positive impact on society, the environment and the economy.

3.1.1 Diversity and inclusion

Diversity and inclusion are key components of risual. We create and sustain a work environment that is founded on dignity and respect for all employees.

3.1.2 Gender equality

We have demonstrated our commitment to gender equality in the workplace through our formal commitment to Think Act Report campaign. This pledge reaffirms our commitment to fairness openness and honesty and allows to identify any issues around gender equality and act. We are driving several initiatives to improve gender equality in the workplace including supporting Chwarae Teg.

The group provide representation from across the business to ensure we hear the voice all the wide organisation and can create and develop actions plans with the greatest impact. Corporate and Social Responsibility is represented and embraced at Board level.

3.1.3 Employee wellbeing

We take employee wellbeing seriously. We care about our people and are committed to supporting our people to feel happy and healthy at work and elsewhere. We have board-level sponsorship of our “Mothership Week”, a dedicated week packed with activities health checks, movement techniques, healthy eating advice, team and division updates. We encourage individuals in the pursuit of work\life balance and appreciate the recognise the contributions of our people.

Our employee benefits scheme includes pizza night, your birthday off, flowers for your partner’s birthday, free fruit and a comprehensive pension, death in service and medical insurance scheme and we engage with our younger employees through our benefits “top trumps” to help them understand the importance of pension, medical insurance and amongst their priorities.

3.1.4 Creating opportunities for young people

risual have a passion to create opportunities for young people. Over the last eighteen months we have created 32 new apprenticeship opportunities within risual. These posts cover Business Administration, Support Engineer, HR, Marketing Sales and Service Delivery and represent nearly 20% of the overall
workforce. We are working with the national initiative TeenTech to support their drive to encourage young people into opportunities into Science, Technology and Engineering and the Inspiring the Future initiative.

We encourage our young people to think big and work hard. We support their career choices and provide opportunities for them to experience different parts of the business, support their technical qualification and ensure they have sight of the future ahead of them. We see these people as our future leaders and encourage them to see that also.

We proactively seek individuals from local schools to attend our work experience programme, allowing them insight into different parts of the business and supporting local schools in providing real work experience opportunities.

Our STEM working group is chaired by our Operations Director providing support and representation at Board level.

3.1.5 Fair pay

We hold the Living Wage Accreditation. By paying the real Living Wage, risual are voluntarily taking a stand to ensure our employees earn a fair wage. Our apprentices receive twice the government national living wage whilst training and far exceed these values as they graduate. This fairness extending to our suppliers, is at the heart of what risual believe and we choose to go further than the government minimum.

3.1.6 Community and sponsorship

We consider ourselves to be a socially responsible organisation and actively seek to find opportunities where can we make a difference to our local community.

Monthly financial charitable donations – over £10,000 during 2017

To demonstrate our values to the rest of the organization, the Board allocate a spend every month on a charitable cause. The donations for 2016 totalled over £10,000 and including supporting a local football team, Sense charity for Deafblind, Global Diversity Positive Action initiative, Cancer Charity, local hospice and more.

Our local community is of importance and pride to us, and in addition to providing financial contribution, we also recognise that local charities often need manpower and resource. We provide a team to a local charity every month to help them with practical needs and during 2017 supported several different charities, including:

- Katherine House Hospice
- House of Bread – local charity for homeless and disadvantaged
- Baswich Canal Group and Riverway Trust
- Stoke-on-Trent Food Bank
- Spark Burntwood
- Stafford Elim Christian Centre
- Headway South Staffordshire
- Scout Association
The support has ranged from creating compost bins, building a wood store for local Scout camp, clearing an overgrown allotment, build a new tow path, sorting food and item donations, groundwork and improvements to outside area.

3.1.7 Escalation Process

Ensuring our customers receive the highest level of service combined with a return of investment is of paramount importance to us. Your sales point of contact and Engagement Manager will be the initial point of escalation who all have access to practice managers who are responsible for the successful delivery of projects.

Should risual Practice Managers receive an escalation they will then respond to the escalation based on the nature of the escalation.

In addition to this risual have introduced Customer Voice, a feature in the signatures of all risual employees’ emails. This is an additional mechanism for clients to escalate a complaint or highlight something to us which is immediately escalated and dealt with by the senior management of risual.
4 risual Organisation Chart

Figure 8 - risual Organisation Chart
5 Terms and Conditions

All orders received by risual are covered by our terms (http://www.risual.com/terms-and-conditions) unless alternative Terms and Conditions have been agreed by both parties.