INSPIRE TRANSFORM ACHIEVE





THIS BOOK

Usually you meet companies from the outside looking in; you find out only what they offer or what they sell, not the values that they're founded on.

At Codestone we are proud of our ethos and how it informs the rest of our business, and we want to show you how it drives us forward in every aspect of what we do. This book is for everyone connected to Codestone. It's for our customers and our staff, our business partners, charities, and anyone who wants to find out more. It tells you who we are and how we work, and illustrates how our values lie at the heart of everything we set out to achieve.

U2



Please help me to become the person my dog thinks I am.



WHO WE ARE

We are a leading information technology business, but, fundamentally, we are all about people. At Codestone we believe in people. We believe that every individual can achieve their full potential in life. In everything we do, we strive to bring out the best in everyone. This applies to our customers, our people and the people we connect with in our wider community.

Technology, when used effectively, is a powerful enabler that helps individuals and teams to achieve their best. By using technology to help your people reach their full potential, we help you to drive business success.

Firstly, we make it our business to understand your business, your strategy and your objectives. Then we set about understanding the challenges your people face, their aspirations and the objectives they want to achieve. We can help your people improve their productivity, efficiency, accuracy, creativity, decision-making, mobility and even their work-life balance. With people as our passion and our driving force, we are focused, not only on what you're doing, but why you're doing it. This mindset runs through everything we do, it guides our approach and drives our commitment, quality and results. Our customers really appreciate the passion we have for our work and the tangible effects it brings for them.

We have great people - they are our business, so we treat them well and encourage them to reach their individual potential and fulfil their aspirations within Codestone. We recruit on character and aptitude, as well as skills. Knowledge and skills are important of course, but if development is required we have the resources to achieve this; it is much harder to teach the other two qualities. With an abundance of character and aptitude the sky is the limit. We ask our staff to take the leadership role for their own personal development and we assist them by providing resources, training, mentoring and new opportunities. Wherever possible we promote from within, providing progression within Codestone and opening up new opportunities for others.

Lastly, but also important to us, is our role in the community. We think that successful organisations such as ours are in a fortunate and privileged position, and that we should use our success to help strengthen the community and to help others less fortunate than ourselves. We do this by expanding and developing our own community in and around Codestone, engaging with the wider community and contributing to our charitable causes.



Jeremy Bucknell Chairman & CEO



Dan Hobson Chief Commercial Officer

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WHAT WE DO

We are a leading multi-discipline IT technology group that uses the best that technology has to offer to improve the businesses and lives of our customers, both in the UK and internationally. We provide world-class solutions to our customers and we push the boundaries of innovation in designing and building our own products, thus setting us apart from the crowd.

Our rich portfolio of products and solutions provides for a wide diversity of needs, from ERP to Infrastructure as a Service (laas) and beyond. Teams of dedicated specialists provide the full lifecycle of services, ensuring vast expertise and experience, and ultimately success in your project and achievement of your objectives.

We help our customers overcome the obstacles that are holding them back, working with them to help them improve in exciting new ways. Whether we're working with local firms, the public sector, charities or global organisations, our motivation is always the same – to help you be the best you can be.































OUR PLACES

We know that having national and international reach is crucial to fulfilling the needs of our customers.

Our three offices cover the UK and are home to our professional, experienced and passionate team of over one hundred IT specialists. For international projects we combine our own resources with our established local partnerships around the world to deliver a blend of continuity and localised expertise and language.

POOLE

Having our head office out of London in Poole helps us remain very competitive. It is the base of our centralised operations and home to our 24x7x365 support team.

Our regional offices in London and Cheshire provide field-based operations serving our customers across the country.

LONDON

Located in Fulham, our office in London provides a perfect base for our Consultants, Account Managers and Engineers to engage with and look after our London-based customers.

KNUTSFORD

Our Cheshire office serves as the base for our service delivery teams, including Consultants, Engineers and Account Managers, dedicated to serving our customers throughout the North of the UK.

CONSULTANCY

Consultancy is one of the most important elements of any project, laying the foundation for all the work that follows. The consultancy process enables us to learn about your business in detail, the challenges you face and the objectives you want to achieve.

We analyse, define and document your requirements so that you know what to expect and we know what to deliver. In this way we eliminate ambiguity at the outset so that we all work toward the same outcome – project success.

Our consultancy services have been a key component of every project that we've worked on since 1997, and our consultants have a wealth of experience across a huge variety of solutions, products and industries.























VIRGIN MANAGEMENT

WHO

Virgin Management Limited (VML) provide advisory and managerial support services, identify new brand investment opportunities and manage the global licensing of the Virgin brand.

WHY

With a highly mobile workforce and an impending office move, VML required a new IT infrastructure that would offer complete flexibility, and allow secure access to company data from any location, over any connection and on any device.

Its existing infrastructure was restrictive and unreliable, so to ensure successful adoption of its new systems, VML also wanted a global IT support partner with whom to build a relationship.

HOW

To enable the "anywhere office" VML required, we recommended a cloud-based server infrastructure and virtual desktops, using our own Infrastructure as a Service platform. We now host all of VML's servers, applications, emails, files and data in the Codestone Cloud. Wherever there is an internet connection, any member of VML's staff can access the information they need on any device, anywhere in the world.

By rebuilding and hosting everything ourselves, there was no need to replicate the previous "on premise" IT facilities at VML's new offices. Furthermore, to ensure there was no downtime for the business we had the new system up and running in parallel before the office move, so when staff arrived at the new location, they could log into any desktop or other device and continue working immediately.

We continue to empower VML's operations around the world, and have permanent members of staff on-site to assist its in-house IT support team.

Codestone helped create my vision of a "Martini Solution".
We wanted a solution that worked anytime, any place, anywhere on any device.

Terrie Kennedy

IT Director - Virgin Management Ltd.

PROJECT MANAGEMENT & IMPLEMENTATION

Our project management service oversees all aspects of your IT project, ensuring risk factors are reduced to a minimum, helping to complete each stage on time and within budget.

An experienced Project Manager is assigned to every project we do. From project definition and planning, through all stages to acceptance, your Project Manager is with you all the way. By monitoring quality and budget throughout we can spot problems early and take appropriate action.

We remain flexible, enabling us to incorporate any unexpected changes with a minimum of disruption.

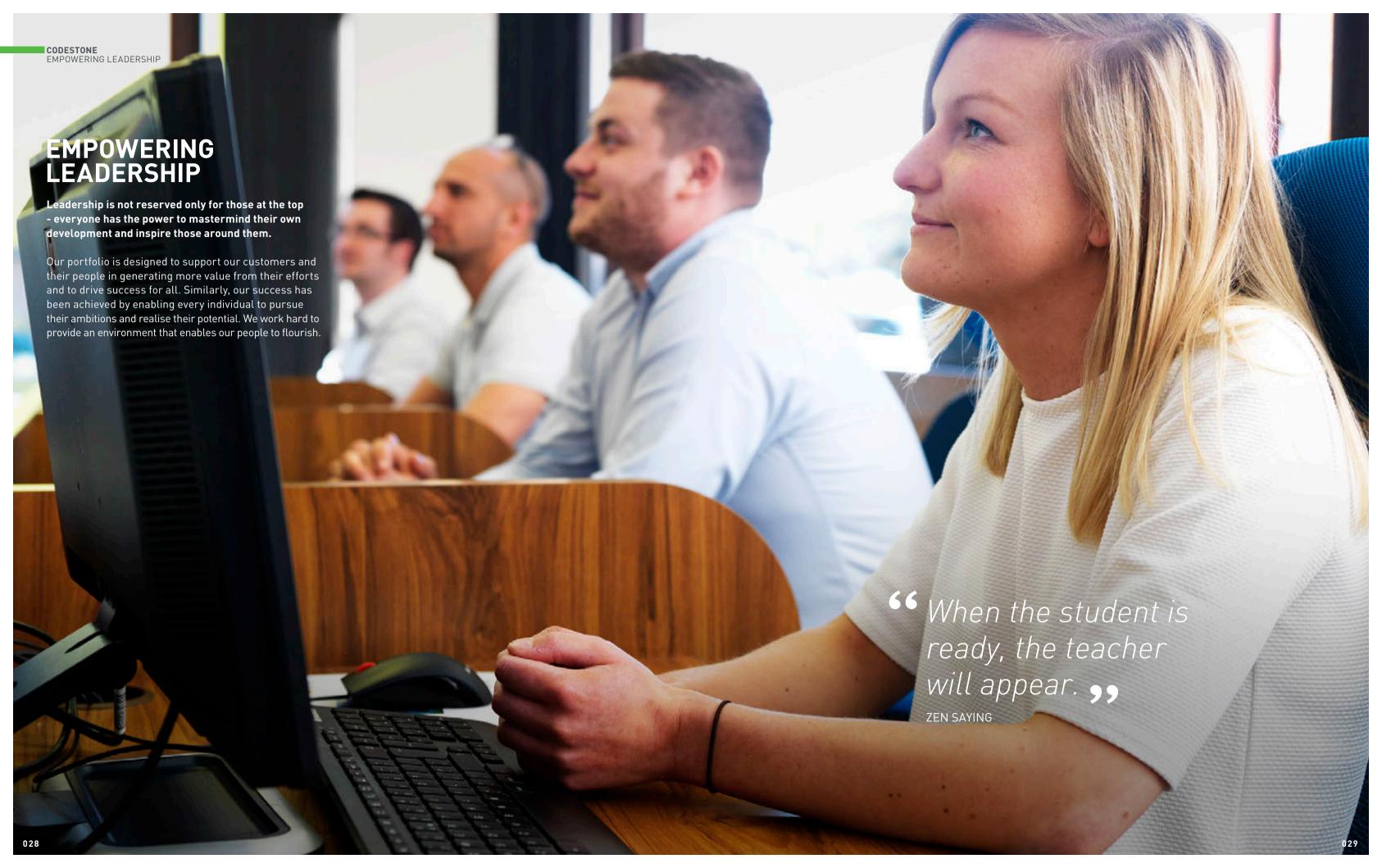
PRINCE2 provides a common language and framework across everyone connected to the project, and our team of fully qualified PRINCE2 practitioners has delivered thousands of successful projects.

Our implementation teams are responsible for building your system and ensuring it meets your expectations in every respect.

Guided by your Project Manager and the project definition, their technical expertise and attention to detail are key to project success.

Our personnel are qualified and experienced in the products and technologies being deployed and have the backup of their teams and our vendors if required.







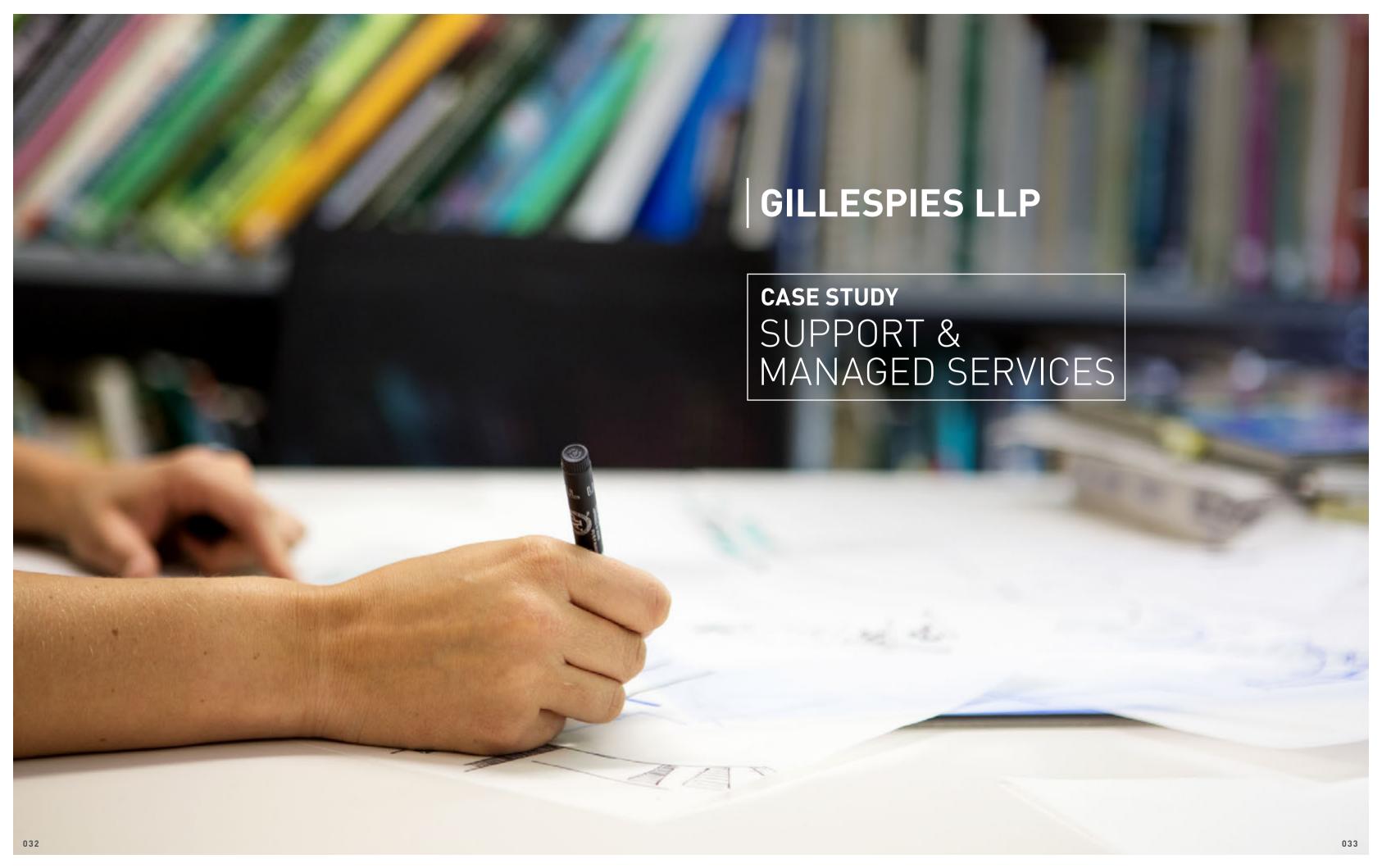
TRAINING

Continuing to further your own knowledge is key to reaching your full potential. Everyone can learn more and develop their expertise in their chosen field.

We recognise that training is a key component of the success of any project and offer a range of structured, hands-on education programmes to ensure that everyone from end users to administrators gets the most from the system.

Delivered by fully accredited staff with real-world experience in the subject matter, our training teams help staff ensure that the potential value in new systems will be fully harnessed by users. In this way, individuals, teams and the organisation should achieve the results they expect.

Structured training programmes can be supplemented in a number of ways including self-paced e-learning or one-on-one sessions tackling specific in-depth topics.

















GILLESPIES LLP

WHO

Gillespies is a global reach, multi-disciplinary design practice embracing master planning, urban design, landscape design and landscape planning.

WHY

As well as suffering from poor security and back up reliability, Gillespies' existing IT infrastructure required expensive on-site maintenance, meaning the IT support team had to travel to each office personally to resolve any issues. The business required improved performance and a centralised infrastructure that could be easily accessed by its staff at anytime from anywhere across the country.

HOW

Having completed the consultation process with Gillespies to establish exactly which technologies would be best suited for it, we began by replacing the existing physical servers with virtual servers from VMware. The core infrastructure is now administered centrally in the London office, allowing the IT support team to resolve any issues without travelling. The virtual servers also have the advantage of improved performance, high availability and reduced maintenance costs.

To improve protection of business continuity, we implemented a new, more robust backup regime which provides backup data from all the regional offices to both the company's London and Oxford offices.

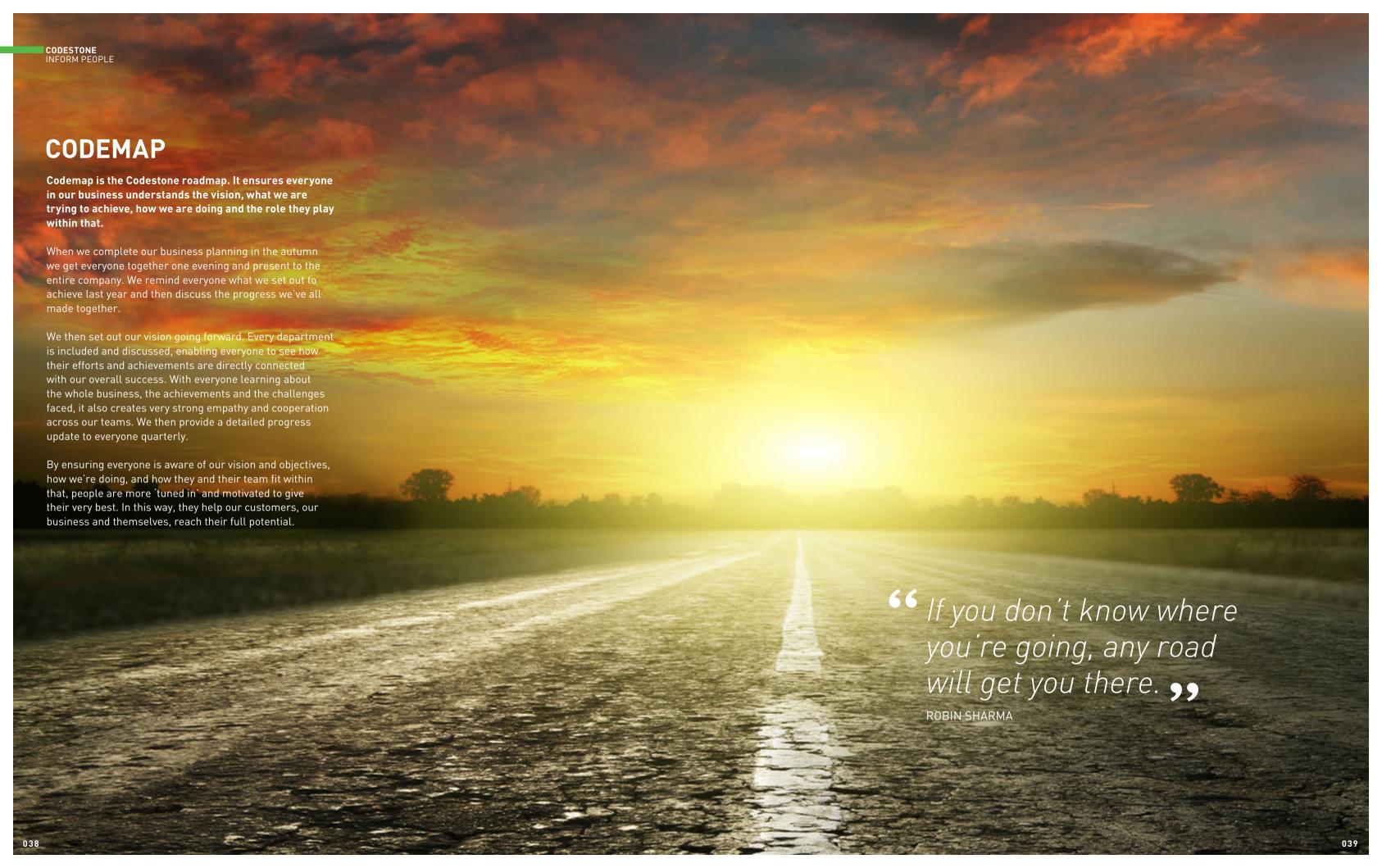
Finally, Gillespies' finance staff in each location now access their virtual desktops remotely over Citrix XenDesktop, delivering them all a consistent set of applications and data, and allowing them to work and communicate more effectively.

The main criteria I was looking for from a partner company was that it was forward thinking, could use its own initiative and had a wide range of expertise in a wide variety of technologies.

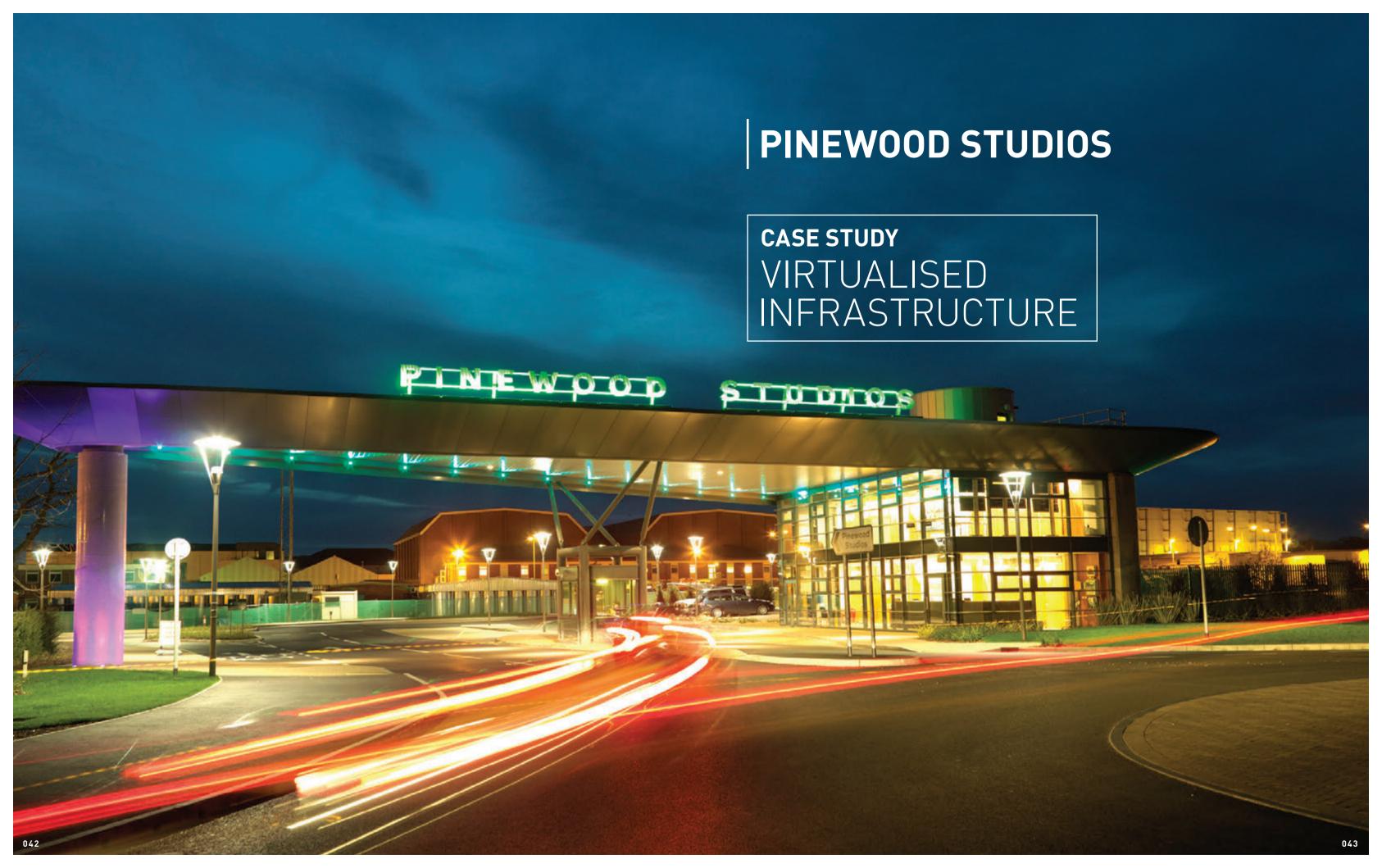
Simon Bullock

IT Manager - Gillespies LLP





















PINEWOOD STUDIOS

WHO

Pinewood Studios is a world renowned TV and film studio based in Buckinghamshire.

WHY

Pinewood's existing systems were ill-equipped to handle the back-up and business continuity requirements of the business. Its infrastructure was also too costly and time consuming to maintain, and it lacked the connectivity to support the global nature of its business.

HOW

After working with Pinewood to establish exactly what it needed to protect and facilitate its business, Codestone recommended and implemented a variety of new systems.

Unreliable physical infrastructure was replaced with virtual infrastructure, dramatically improving performance, reliability and business continuity. Pinewood's IT team can now monitor and manage all its servers in one easy interface, and, should any server or service fail, it can now be replaced or rebuilt within five minutes.

We also provided 10TB of network storage with an EMC SAN with backup and replication provided by market leading back up vendor, Veeam. This not only saves hours spent on manual back ups each week, but ensures peace of mind for the IT team. Finally, we also implemented Citrix XenDesktop to enable remote desktop connections, providing Pinewood staff with the access they need wherever they are in the world.

Codestone took the time to understand our business. They're not just a solutions provider, they want the solutions to work just as much as we do.

John Chase

Group IT Manager- Pinewood Studios Group





24x7x365 SUPPORT & MANAGED SERVICES

Having made a considerable investment in your IT systems, we want to ensure that you get the most from them.

SystemSure is our comprehensive support and managed services product for IT systems, their users and administrators. It means that we are there whenever you need us with qualified and experienced technicians ready to fix your problem or help you do something you're struggling with. The service is available round the clock, 24x7x365.

Within SystemSure we also provide real-time monitoring of systems which often results in us knowing there is a problem and fixing it before it affects your business. Scheduled maintenance is available too making sure that your systems are up to date and working as they should.

With SystemSure, we are always available to work with you or your IT team to resolve any application or infrastructure issues. Our levels of expertise and service are second-to-none, allowing you to stay focussed on what really matters.















GRAFF DIAMONDS

WHC

London-founded Graff Diamonds, the world's most renowned jewellery house selling the most unique and special stones, and jewellery from their 50 stores worldwide.

WHY

To offer excellence to their customers, Graff needed a system that could handle all the unique elements of a piece of jewellery – some consisting of hundreds of individual stones. They needed the ability to work effectively – and quickly - both in the UK and on a global basis supporting their operations around the world.

HOW

Once the company had decided that SAP Business One was the right solution for them they carried out an extensive assessment of SAP's business partners and selected Codestone as their partner of choice to deliver the system. As an integrated, centralised business, all their processes and controls – are reliant on SAP Business One. It provides a flexible integration platform for all their data that is easily adaptable when expanding into new regions and locations. Codestone had the skills to deliver the solution that Graff needed, tailoring SAP Business One to fit their exact requirements in a very unique industry.

The system enables them to quickly roll out their business operations in a new location and provide full support in finance, stock control, sales, and purchasing. 12 years on, the system has expanded to incorporate new technologies such as an IOS app, extending the usability and business efficiency.

Graff Diamonds has a good partnership with Codestone - our preferred partner to deliver SAP Business One. We see working through them as the most efficient way to work with Business One and look forward to their relationship continuing in the long term.

Malcolm Maclean

Global Head of IT - Graff Diamonds

















CODEFEST

Every year we put on a music festival for our people, their families and friends.

For one weekend every summer, we leave the wonderful world of technology at the office, don shorts and flip-flops and occupy a beautiful field in the Dorset countryside to unwind and have some fun in the sunshine. The event consists of two days of superb live bands and DJs on indoor and outdoor stages, great food, a well-stocked bar, kid's entertainment and craft tent, face painting, henna tattoos, circus skills and much more.

Codefest exists to bring our people, their families and friends together, to have some great fun and to contribute to the wider community. We're pleased to say it has no commercial purpose and, for a modern technology company, we believe that is refreshing. The event itself is free, all we ask is that those that want to come make a modest donation to our chosen good causes. Hosted by the company, all the money raised from ticket sales goes directly to our charities.

Music is a moral law. It gives soul to the universe, wings to the mind, flight to the imagination, and charm & gaiety to life & to everything.

PLATO

SOCIAL ENTERPRISE

In the first few years in the life of Codestone, we were small enough that everyone knew each other well. It had that 'family' feeling, and it was easy to organise social occasions with everyone involved.

As we have grown we wanted to retain and develop that ethos of a close-knit community and strong social dynamic. There are a number of things we've done to make this happen. These include encouraging the formation of social clubs and societies, of which there are now half a dozen, ranging from golf to running. As well as company events at Christmas and Codefest in the summer, we also provide all our teams with a social budget to spend as they choose. We have also implemented an enterprise social network which helps keep everyone well connected across the business, and in the picture on current topics.

Different ideas and initiatives arise from across the business, and whether they're started by individuals, groups or on our own social network, many of them get the support they need to come to fruition.

















VALUE INTEGRITY

Actions speak louder than words. Having principles is one thing, but keeping to them is quite another. We believe that being true to yourself and doing what is right should be a fundamental part of every act you take.

We value our principles as much as our bottom line, and we run our business in such a way that we feel as good about how we work, as we do about what we achieve.

Honesty is the first chapter in the book of wisdom.

THOMAS JEFFERSON





BE GENEROUS

Having built our success within the community both at home and overseas, we believe that we have a social responsibility to help those that have either been less fortunate in life, or that simply need the encouragement to believe in themselves.

An integral part of our philosophy is to make a positive contribution to the wider community by providing support and opportunities to others outside of the business. Starting with our local community, we look to take an active role wherever possible. For example, we work with local schools to provide work experience opportunities and through the Prince's Trust give young people from difficult backgrounds the chance to gain essential workplace skills that most take for granted. We also help a variety of charities through donations and sponsorship, from our local children's hospice to education projects in Africa.

Through our charitable commitments and community engagements, we play our small part in creating a better world.



















JULIA'S HOUSE

Julia's House is the only children's hospice charity in Dorset dedicated to helping life-limited children and their families across the county and in South Wiltshire. It offers regular respite sessions at its hospice in Corfe Mullen, Dorset, and in the family's own home. It also runs events for mums, dads and siblings to support the whole family.

Only 10% of its funding comes from the government, so, as a company, we donate each year to help the organisation continue the fantastic work it does for families in the area.

PROJECT LUANGWA

Project Luangwa is a charitable organisation formed by the Safari Operators of South Luangwa, Zambia, as a part of its commitment to responsible tourism. It aims to develop and improve education in schools and create training opportunities to help families have the chance of a lasting and sustainable income.

To help it continue this incredible work in transforming people's lives, we provide sponsorships and donations both as a company and on an individual basis.



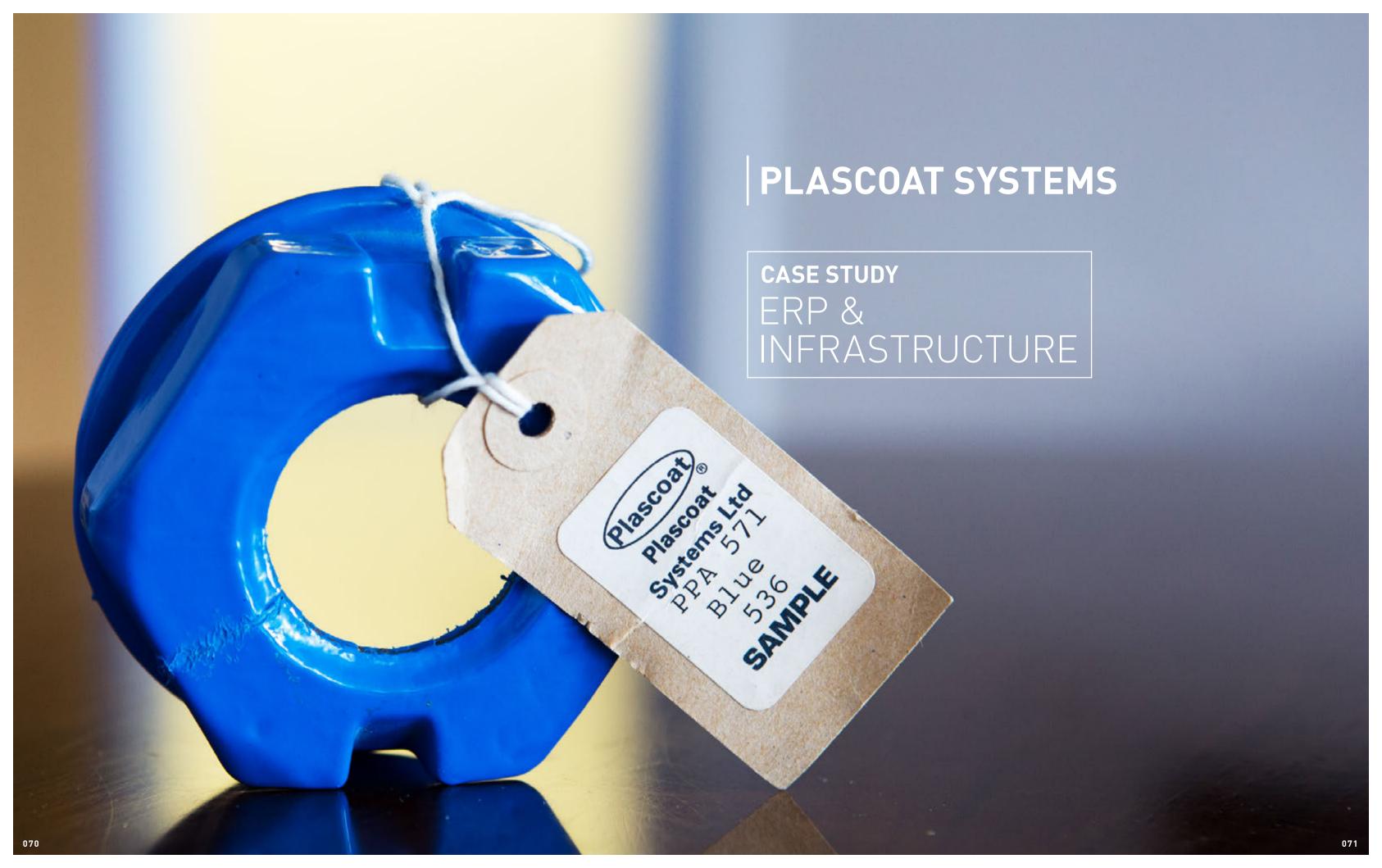










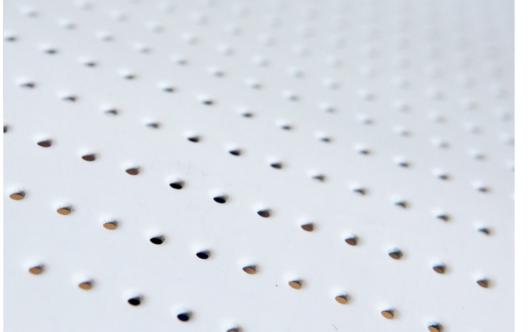












PLASCOAT SYSTEMS

WHO

Plascoat Systems is a world leader in thermoplastic coatings with locations in the UK and the Netherlands.

WHY

Plascoat's existing systems had become too expensive to run and did not offer the business sufficient flexibility to adapt to the changing demands of its marketplace and supply chain. Obtaining real-time information on the status of the business had also become increasingly important to support effective decision-making.

Without any IT resource in-house, Plascoat was looking for an experienced and reliable single-source IT partner for all its requirements with whom it could build a longstanding relationship.

HOW

We began by assessing the most suitable options for the operational needs of Plascoat and SAP Business One was recommended to manage all of its manufacturing, accounting processes and information. Being an international business, the product would provide the multi-currency and multi-lingual support it required as standard. It was also necessary to refresh Plascoat's legacy IT infrastructure to support the new solution as it was clear this was out of date and represented a significant business risk.

By linking the company's UK and Dutch sites for the first time using Citrix, Plascoat achieved complete visibility and up to the minute reporting across the whole business. Plascoat decided to secure its ongoing return on investment with our SystemSure Total support product. We provide a comprehensive support service to the company, which includes not only an effective break/fix service, but both proactive system monitoring and scheduled maintenance, ensuring everything is up-to-date and running smoothly. We have enjoyed an excellent relationship with Plascoat for over eight years.

66 It's good to know you've got a partner you can trust and rely on. Codestone implemented exactly what we needed, and they did it on time and within budget.

Keith Bilham

Financial Director - Plascoat Systems



OUR PORTFOLIO

Transforming problems into solutions is what we do. And without wanting to blow our own trumpet too much, we're very good at it. No matter how unique or complex the problem, we'll solve it. Whether you are local, national or international, we're confident we can help.

APPLICATIONS

- + Accounting and Financials
- + Enterprise Resource Planning (ERP)
- + Customer Relationship Management (CRM)
- + Business Intelligence (BI)
- + Custom Database Applications
- + Business Process Management (BPM)
- + Integration
- + Mobile Application Development

INFRASTRUCTURE

- + Infrastructure as a Service (laaS)
- + Business Continuity
- + Workforce Mobility
- + IT Security
- + Network Storage
- + Messaging
- + Telephony & VOIP

SERVICES

- + Proof of Concept
- + Consultancy
- + Project Management
- + Analysis & Project Definition
- + Implementation
- + Training
- + Data Migration
- + Software Development
- + Testing/QA
- + 24x7x365 Support
- + Audit
- + Documentation













OUR PARTNERS

At Codestone, we partner with some of the world's leading technology vendors and provide significant added value to their products through our complete services portfolio. Our continuous development of these key partnerships reinforces our commitment to be proactive in providing the latest products and technologies for our customers.



As a partner since 2003, the first Gold Partner in the UK, a Master VAR and also member of the EMEA Partner Executive Council, Codestone is unquestionably a market leading SAP Partner. SAP delivers software products that help businesses of all sizes become best-run businesses. It's the world's leading provider of business management software, with over 109,000 customers in more than 120 countries running SAP applications.

CITRIX

A partner since 2005 and one of only a handful of fully managed partners in the UK, Codestone is a recognised leader in delivering Citrix solutions. Citrix is the global leader and the most trusted name in application delivery infrastructure. More than 200,000 organisations worldwide rely on Citrix to deliver applications to any user, anywhere, with the best performance, highest security and lowest cost.

MICROSOFT

A partner since inception, a Gold Partner since 2006 and holding several competencies spanning Network Infrastructure, through to Custom Development solutions, Codestone is a long respected evangelist of the Microsoft product and technology suites. Founded in 1975, Microsoft is the worldwide leader in software, services and solutions that help people and businesses realise their full potential.













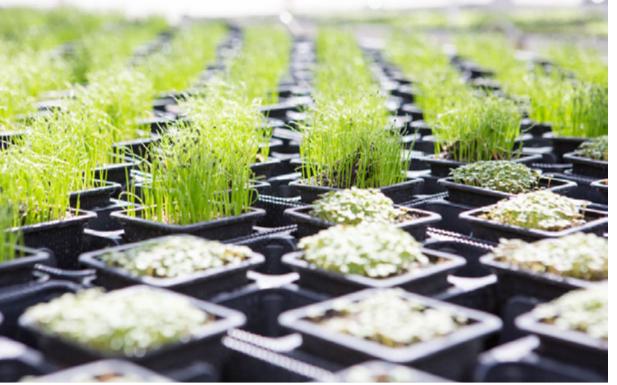














BUILDING







LANGMEAD FARMS

WHO

Langmead Group is a collective of fresh food, farming, property and energy businesses operating across the world.

WHY

Following years of growth and development, Langmead had outgrown its existing IT systems. It required new infrastructure and software that could easily be rolled out to each business within the group, and that had the capabilities to support an expanding, mobile and international workforce.

HOW

To ensure the new system would meet all the necessary requirements, Codestone worked with Langmead to evaluate its existing systems and business needs.

We designed and implemented a completely new infrastructure that was more reliable, cheaper to maintain and seven times more energy efficient. We provided a cloud solution for remote connectivity, giving mobile workers access to their emails on any device, anywhere in the world, through Microsoft Office 365.

We also implemented SAP Business One to improve reporting and efficiency across the group. With each business now operating the same software, information and reports are easier to share and consolidate, and this can be extended to new businesses as required, without undue complications.

We looked at a number of things when selecting an implementation partner: cost, capabilities, service and so on. But it was our shared values that made Codestone stand out for us.

Peter Scrimshaw *Project Director - Langmead Farms*

THANK YOU

Thank you for having a flick through our book. We hope you like what you see.

Hopefully it's clear by now that we see commerce and work a bit differently from most. For us it's all about people - all of us. If we focus on enabling everyone to achieve their full potential then that's what builds great teams and even greater organisations. The KPIs and P&Ls of this world are important of course, but if we make them the sole purpose then we're really missing the point. Our work is an important part of life and should be a positive, rewarding and enriching experience - part of life's journey to achieving our full potential.

If you agree and we don't already know each other, get in touch - it's probably worth us talking.

If we're already working together or you're already part of the team, thank you - you're why Codestone exists.



SOUTH

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