



The HBP Group

Why Choose Us





“Unlocking the potential of technology can empower your people, increase productivity and delight both your employees and your customers.”

Joanne Partridge
CEO

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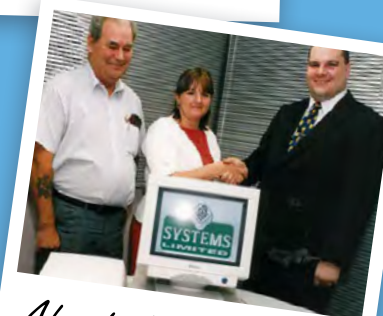
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David Smith - founder



Sue Dixon - founder



Ahead of the game!



On the road!



New office opens!

30+ Years in business

100+ Dedicated Staff

650+ Happy Customers

About Us

Who Are We?

We provide ERP and Accounts Software at The HBP Group, which is made up of HBP Systems Ltd, Kamarin Computers Ltd and Jugo Systems. HBP have offices in Scunthorpe and Hull, Kamarin in Cambridgeshire and Jugo in Hampshire.

Between us, we cover the vast majority of the UK and work under The HBP Group name to provide a seamless service between our northern and southern offices.

As a management-owned business, we understand the importance of having strong relationships with our customers. We know that they rely on our passion, our knowledge and our experience and that the software systems we provide are of paramount importance to their own success.

Our focus is about building long-term relationships by not only supplying great solutions, but also by getting to know our customers and their businesses, so we can add maximum value to them.



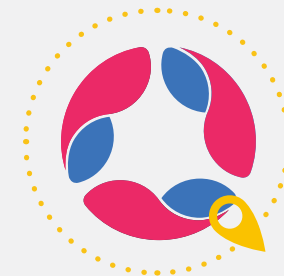
Our Locations



**HBP Systems Ltd
(North Lincolnshire)**
Woodhouse Road, Scunthorpe,
North Lincolnshire, DN16 1BD



**HBP Systems Ltd
(East Riding of Yorkshire)**
Unit 4 Melton Park Office Village, Melton, Hull, East
Yorkshire, HU14 3RS



**Kamarin Computers Ltd
(Cambridgeshire)**
2 The Metro Centre, Wellbeck Way, Woodston,
Peterborough, PE2 7UH



**Jugo Systems
(Hampshire)**
Trewlew Suite 3, Ashurst Lodge,
Lyndhurst Road, Hampshire, SO40 7AA

Vision, Mission & Values

What Drives Us

Our Vision and Mission reflect the direction of the business, which guides us on why we exist as a business and the approach we take. Our Values play a key role in supporting our Vision and Mission and reflect the behaviours and traits of the people who work at The HBP Group.



Our Vision

To change the relationship organisations have with technology.



Our Mission

Our people are committed to creating exceptional customer experiences by utilising industry-leading solutions and processes.



Our Values

Our Values are a key part of our Vision and Mission and reflect the behaviours and traits of the people who work at The HBP Group.



Our Values



Kind
Make people smile.



Respect
Show empathy and compassion.



Self-Aware
Listen, learn and improve yourself.



Helpful
Be generous with your knowledge.



Trustworthy
Treat information with respect.



Ownership
Take responsibility for outcomes.

C-Suite Team

Our leadership team work closely across The HBP Group and in particular, on the strategies of HBP Systems, Kamarin Computers and Jugo Systems. They are responsible for making The HBP Group a fantastic place to work, as well as driving our growth and success as a group of companies.

All of our C-Level members are actively involved in the business on a daily basis and work closely with our leadership and management teams in particular to ensure that we offer the highest levels of customer service possible.

Joanne Partridge

Chief Executive Officer

Joanne Partridge steers The HBP Group as its Chief Executive Officer, orchestrating the strategic direction to ensure the realisation of our company's vision, mission and objectives. Her role is pivotal in liaising with the people, finance and business development teams to oversee the principal commercial aspects of the organisation.



Phil Denham

Chief Marketing Officer

Phil Denham serves as the Chief Marketing Officer, with a primary focus on enhancing market awareness of The HBP Group's offerings and actively look for growth opportunities for the business. His responsibilities include marketing and providing support to the business development and account management teams.



George Smith

Chief Commercial Officer

George Smith combines his role as Managing Director of Kamarin Computers with his duties as the Chief Commercial Officer for The HBP Group. He is integral to our business development, product strategy and the delivery of services through our account management team.



Tony Pearson

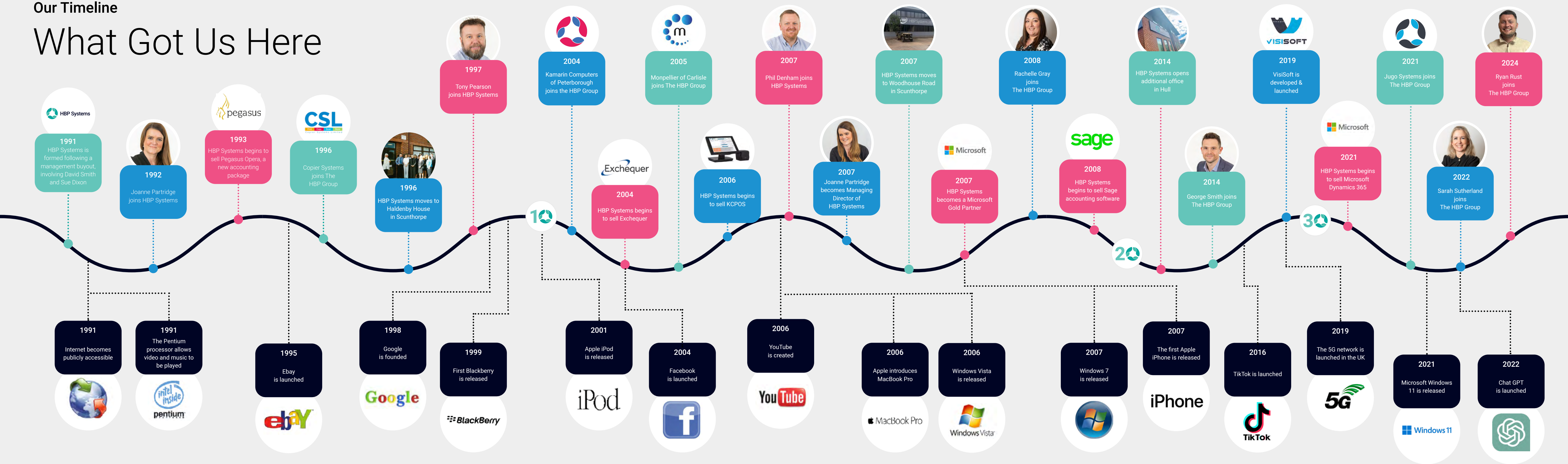
Chief Service Delivery Officer

Tony Pearson, as the Chief Service Delivery Officer, is crucial in shaping the strategic trajectory of The HBP Group. He manages customer relationships and supervises the contract renewal operations, ensuring that our solutions continually meet client needs throughout their engagement with us.



Our Timeline

What Got Us Here



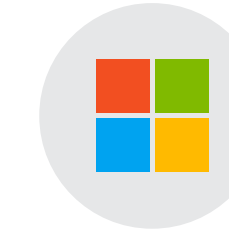
To Change The Relationship Businesses Have With Technology

Our Solutions

What We Offer

We offer our customers a range of accounting and ERP solutions, which help them to streamline their processes and increase efficiency.

Unlike many providers, we offer solutions from many of the leading software companies in the UK, meaning that we can provide impartial advice and recommend the product which will be the best fit for your organisation.



Microsoft Dynamics 365 Business Central

With built-in integration to Microsoft 365, Microsoft Dynamics provides a perfect solution for SMEs looking to streamline everything, from financials through to sales, with customisable solutions available to create custom reports, workflows and automations.



Sage 200 & Sage Intacct

It's no surprise that so many UK businesses rely on Sage for their accounting software. After all, Sage are one of the largest software providers in the UK and they have solutions that fit virtually any business, in any type of industry.



Pegasus Opera 3 SE

Pegasus Opera 3 SE is well known for its flexibility and customisation options, which is why it is loved by SMEs across the UK. This modular software allows businesses to tailor their package by any industry, or requirements, to help them build a solution to match their needs.

Our Solutions

Your Journey

We believe that technology should be an enabler within any organisation and not a “necessary evil”, or something that is just seen as an expense to your business! Technology should do more than just enable your people to do their jobs, it should drive efficiencies and unlock new opportunities.

To achieve this, we take our customers on a three-stage journey, to ensure their systems are stable and well adopted, before looking at ways to unlock the true potential of technology, in the “Enable” stage.



1

Stabilise.

This stage is about ensuring that your software is stable and secure, to provide a foundation for best practice usage in the future. We achieve this by ensuring we understand your current systems from a range of different perspectives, to identify potential challenges and opportunities, with the aim of creating a solid technology foundation for your business.

2

Adopt.

During the adoption phase, we will ensure that your software is embraced and adopted throughout the business. It's important for us to engage with your business, to understand how software is used currently and through new solutions, training and ongoing support, we can find new ways to help you get the most out of your systems.

3

Enable.

In the final phase, we look to unlock the true potential of technology, to empower your people, increase productivity and delight your employees and customers. This stage means different things to different businesses, but with our knowledge and range of solutions, we can find ways to align your technology usage with the goals of your business.

How do we do this?

Our consultation process is vital in your Stabilise, Adopt and Enable journey and by talking to key stakeholders in your business, analysing your existing systems and by engaging with your staff, we can build a realistic picture of your current position, which allows us to create a strategy for you in the future.

How Our ERP & Accounts Experts Help You

Every member of our support team is AAT accredited (as a minimum), or are working towards it, meaning that not only are they committed to delivering high levels of support, but they also have an excellent understanding of financial processes and procedures.

Add to this, over three decades of experience in implementing accounting and ERP systems, across a wide range of industries, and you have a team with a level of knowledge and expertise that is hard to beat.

Unlike many software providers, we don't work exclusively with one vendor and instead work with some of the biggest names in the industry. This means we can provide impartial advice about the best software for your business. Our knowledge of products such as Sage, Pegasus, Exchequer and Microsoft Dynamics means that we can ensure the migration process from your current software to your new solution is as smooth and accurate as possible.



aat

What is an AAT accreditation?

The AAT accreditation is a qualification which recognises an individual's understanding of financial and accounting processes. With different levels available, this enables our team to achieve similar qualifications as accountants and financial professionals.

Although it is typically used by financial organisations, or finance professionals, we use it at The HBP Group to ensure our support team know how to help our customers more effectively, rather than simply understanding the software they use.

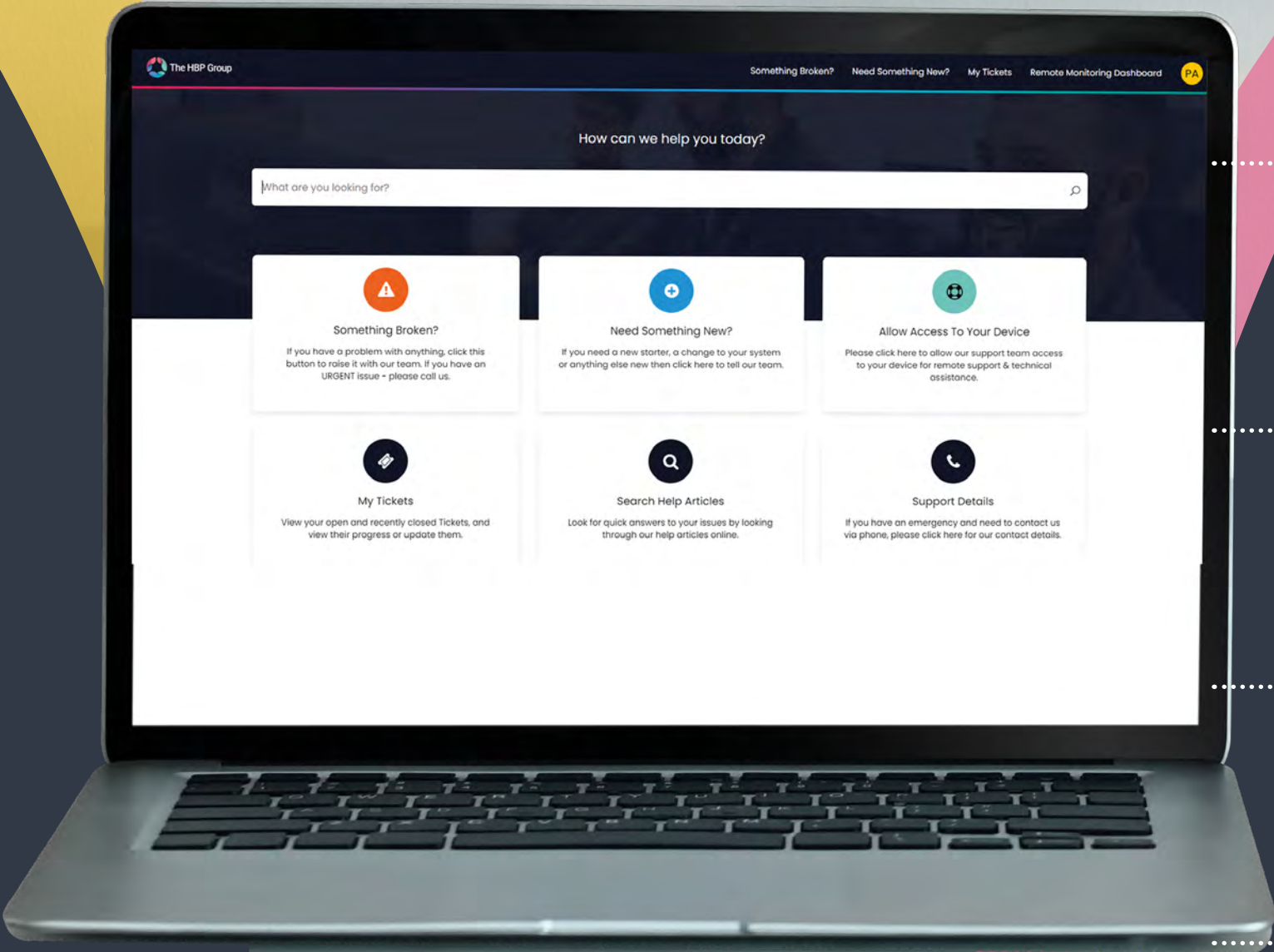
Our Customers

Our Customer Portal

Whilst we're only ever a phone call away for any support issues, sometimes your problems are a quick fix - and with the right resources, you can get up and running again in a few minutes, with a little guidance. Furthermore, if you have new starters, leavers or similar change requests, you can fill out all of the details on the Portal, allowing us to schedule the work to be completed as a suitable time.

Our Customer Experience team have also taken lots of that knowledge and translated it into help guides and videos, covering a whole host of common software issues. Whether you've forgotten your password, accidentally deleted a file or need help with a report, we have a fix. And to make it even easier for you to get the answer you need, you can access these resources quickly and easily via our Portal.

We'll help you and your team get set up on the Portal as part of your onboarding journey with us and then you can access the portal by visiting <https://thehbpgroup.co.uk/portal>



Ease of Use
Submitting a ticket couldn't be simpler. Choose either "Something Broken?" (incident) or "Need Something New?" (service request).



Tracking
We encourage all users to utilise the portal for logging non-urgent issues, enabling efficient tracking and updates on open tickets.



Resources
We have improved the end-user experience and introduced a wide range of helpful resources that cover all of the most commonly asked questions.



Making Updates
Our highly-skilled team prioritise your ticket to ensure that it is treated with the level of priority which is required, but you can make changes here.

Our Processes

Why Choose Us?

With all of our solutions, advice and support, we aim to provide the best customer experience possible, as well as helping to make businesses more efficient and profitable.

But what sets us apart from other software providers? Why would you choose us to look after one of the most important parts of your organisation?

Well, we think there's a few key reasons that make us stand out...



Our Products

As well as working with some of the leading brands in the world of business technology, we also conduct regular reviews and tests of our existing products, and potential new products, to ensure we are providing the best fit solutions for our customers. This ensures we're always keeping up to date with changes in technology and are providing solutions which are reliable and help our customers achieve their goals.



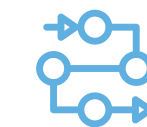
Your Journey

Our approach to technology focuses on the journey that you go through, starting at the 'Stabilise' stage and working through to 'Enable' stage. We know that many software companies never aim to get past making your solution stable, where as we look to unlock the potential of technology for your business by following our structured and proven strategy.



Our People

As well as ensuring we do everything we can to look after our people and constantly attract new talent, we also focus on constantly improving their skills. As a starting point every member of our finance and ERP team is AAT accredited or Microsoft qualified for those working with our IT customers (or working towards their qualification), meaning that your issues are resolved quickly and accurately.



Our Process

To ensure consistency across our services, we follow industry standard procedures which are controlled by our experienced Senior Management Team. On our service desks, this means following an ITIL process, which prioritises the most critical issues, resulting in faster fixes in the areas which need them most. Our projects are also fully documented to ensure that every key milestone is hit, any potential challenges are identified and managed and ultimately, the project achieves its initial goal.



Our Credentials

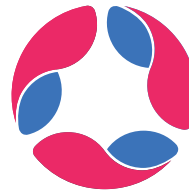
Since 1991, we been providing technology solutions to organisations across the UK and now turn over £14 million, with plans to continue our growth in the future. In that time, we've built up a base of over 650 customers, which are served by our team of over 100 employees. As a management-owned business, we understand how important our customers are to our own success and many of them have been more than happy to give us glowing references.



HBP Systems Ltd

HBP Systems is an award-winning supplier of business IT networks, cyber security, accounting software and EPOS solutions, with offices in Hull and Scunthorpe. With over 30 years' experience, a large customer base and a growing staff team, HBP Systems invests heavily in staff training and development to ensure the highest standards of customer service.

Visit hbpsystems.co.uk for more information



Kamarin Computers Ltd

Kamarin Computers is based in Peterborough and offer a range of solutions very similar to HBP Systems' product portfolio. The company also has significant expertise in bespoke development and offers a number of add-ons and enhancements for accounting software systems. Kamarin Computers developed both the KCPOS and VisiSoft solutions which are provided across the country by each member of The HBP Group.

Visit kamarin.co.uk for more information



KC Jugo Ltd (Jugo Systems)

Jugo Systems joined The HBP Group in 2021 and primarily specialise in EPOS, stock, ticketing and accounting solutions. Based in Hampshire, Jugo focus on growing their customer base in the south west of the UK and work closely with HBP Systems and Kamarin to increase usage of both KCPOS and VisiSoft as well as contributing to the development of both pieces of software.

Visit jugosystems.co.uk for more information