The HBP Group

Why Choose Us

VERY GOOD TO WORK FOR 2022 cert.b.co.uk

ONE TO WATCH GOOD TO WORK FOR 2023 cert.b.co.uk

OUTSTANDING TO WORK FOR 2024 cert.b.co.uk

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

Joanne Partridge
CEO

Contents

David Smith - founder

Sue Dixon - founder

Ahead of the game!

New office opens!

On the road!

30+ Years in business

100+ Dedicated Staff

650+ Happy Customers

About Us

Who Are We?

We provide IT Solutions and Managed IT Support 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 IT and 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.
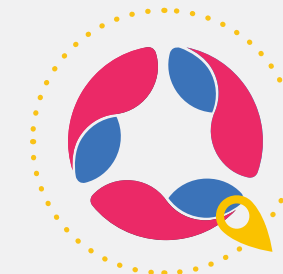
Our Locations

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

**HBP Systems Ltd
(East Riding of Yorkshire)**
Shirethorn House, Redcliff Road, Hessle, East Yorkshire, HU13 0EY

**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

Creating WOW moments

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.
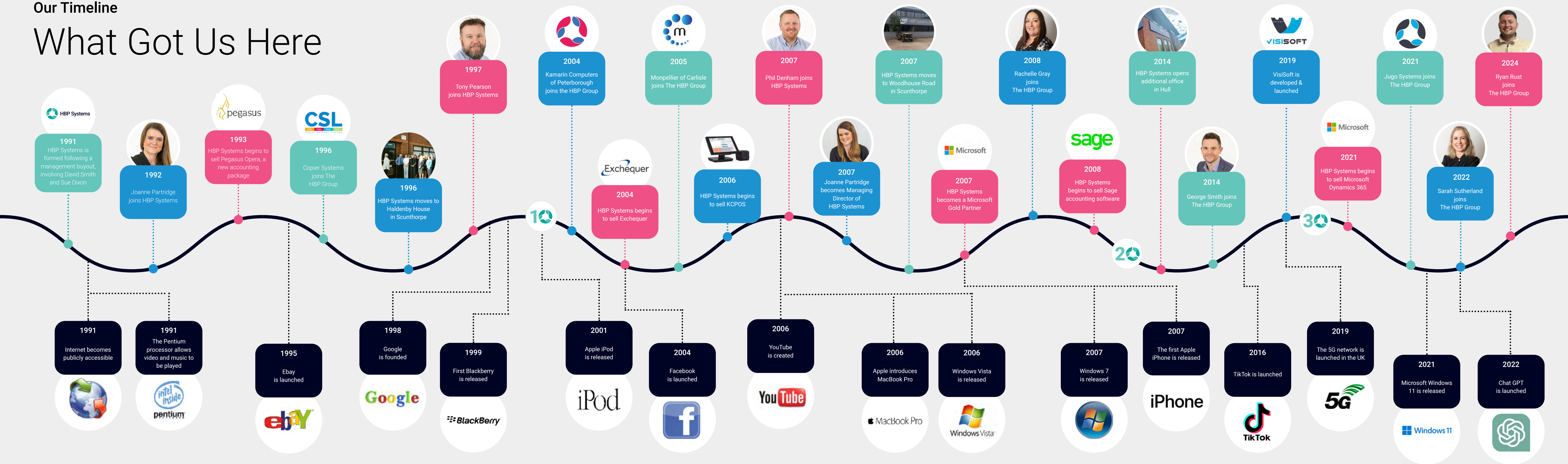
Tony Pearson
Chief Service Delivery Officer

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

1991
HBP Systems is formed following a management buyout, involving David Smith and Sue Dixon

1992
Joanne Partridge joins HBP Systems

1993
HBP Systems begins to sell Pegasus Opera, a new accounting package

1996
Copier Systems joins The HBP Group

1996
HBP Systems moves to Haldenby House in Scunthorpe

1997
Tony Pearson joins HBP Systems

2004
Kamarin Computers of Peterborough joins the HBP Group

2004
HBP Systems begins to sell Exchequer

2005
Monpellier of Carlisle joins The HBP Group

2006
HBP Systems begins to sell KCPOS

2007
Phil Denham joins HBP Systems

2007
Joanne Partridge becomes Managing Director of HBP Systems

2007
HBP Systems moves to Woodhouse Road in Scunthorpe

2007
HBP Systems becomes a Microsoft Gold Partner

2008
Rachelle Gray joins The HBP Group

2008
HBP Systems begins to sell Sage accounting software

2014
HBP Systems opens additional office in Hull

2014
George Smith joins The HBP Group

2019
VisiSoft is developed & launched

2021
HBP Systems begins to sell Microsoft Dynamics 365

2021
Jugo Systems joins The HBP Group

2022
Sarah Sutherland joins The HBP Group

2024
Ryan Rust joins The HBP Group

1991
Internet becomes publicly accessible

1991
The Pentium processor allows video and music to be played

1995
Ebay is launched

1998
Google is founded

1999
First Blackberry is released

2001
Apple iPod is released

2004
Facebook is launched

2006
YouTube is created

2006
Apple introduces MacBook Pro

2006
Windows Vista is released

2007
Windows 7 is released

2007
The first Apple iPhone is released

2016
TikTok is launched

2019
The 5G network is launched in the UK

2021
Microsoft Windows 11 is released

2022
Chat GPT is launched

# To Change The **Relationship Businesses** Have With **Technology**

Our Solutions

What We Offer

Our Managed IT services are designed to ensure your technology empowers your business growth. From comprehensive support services and expert installation, to robust cyber security and modern workplace solutions. We provide everything you need to maintain operational excellence and protect your assets. Our team of IT professionals bring a proactive approach to managing your IT infrastructure, ensuring reliability, efficiency and compliance with the latest standards. Let us take the complexity out of IT management, so you can focus on what you do best— growing your business.

Managed IT Services

When IT issues do happen, you want them fixed FAST. That's why we employ more highly-skilled IT engineers than most IT companies could ever employ, meaning that your calls get answered quickly, issues get resolved and your staff get the most from the software and systems they use on a daily basis.
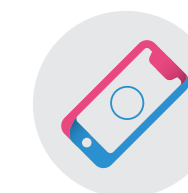
Modern Workplace

Using technology and software to streamline processes, integrate disparate systems and create more insightful reports are all part of a "modern workplace" approach. By utilising the Microsoft 365 product range, we can help businesses find potential areas of opportunity and take advantage of them.

IT Professional Services

Whether you're looking to improve your existing IT system, or install a brand new IT network, our team of IT experts can help at every stage, from planning through to implementation. What's more, every step of our process is documented to ensure accuracy and to provide complete visibility of the process.

Cyber Security

You have a big responsibility to protect your customers' data, your own sensitive information and the information you hold on your staff, so having a robust IT network is essential. We help businesses achieve this through a layered approach to cyber security, which protects your business from cyber crime.

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 system is stable and secure, to provide a foundation for technology 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 technology is embraced and adopted throughout the business. It's important for us to engage with your business, to understand how technology is used currently and through new solutions, training and ongoing support, we can find new ways to hep you get the most out of your systems.

3 Enable.

In the final phase, we look to unlock to 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.

The HBP Group

Your Journey
An introduction to our approach to technology

![Microsoft]

Our Microsoft Partner Status

Since 2007, we've held a Microsoft Gold Partner status (the highest level that can be achieved) as recognition of the training that our IT team complete, the support we provide to our customers and the vast number of Microsoft products we work with, on a daily basis.

Despite the revamp of the Microsoft partner network in 2023 (which removes the "Gold" element of the partner status for all partners), we continue to work with Microsoft at the highest partner level available to us. By working closely with Microsoft, we receive additional support and guidance, which we can use to provide even better support to our customers.

Our commitment to Microsoft also ensures that all of our engineers are regularly trained and accredited, so they can fix IT problems quickly and efficiently, as well as providing the best possible advice to our customers.

How does all of this help you?

■ You'll have access to our highly-skilled IT engineers who are accredited to the highest Microsoft standards.

■ We get direct access to Microsoft's escalations team, helping to provide outstanding support in tricky situations.

■ We get early access to new products, so we can thoroughly test them before advising you to use them.

■ Our status helps us attract the best IT engineers and retain our current team, helping you to get the best support.

■ You can rest assured that our own standards are being checked by one of the biggest names in IT!

Some Of Our Awards

🏆 **North Lincolnshire Business Investment Award Winner @ Northern Lincolnshire Business Awards**

Inspiring Contribution Award Winner @ Hull & East Yorkshire People In Business Awards

Digital Technology Award Winner @ Peterborough Telegraph Business Exellence Awards

Leadership In Technology Awards Winner @ Humber Tech Awards 🏆

Service Business Of The Year Award Winner @ Goole & Howdenshire Business Exellence Awards

Best Customer Experience Solution Finalist @ The European IT & Software Excellence Awards

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 IT issues. Whether you've forgotten your password, accidentally deleted a file, can't remember how to set your out of office, or you need to create a shared mailbox, 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://hbp.support/
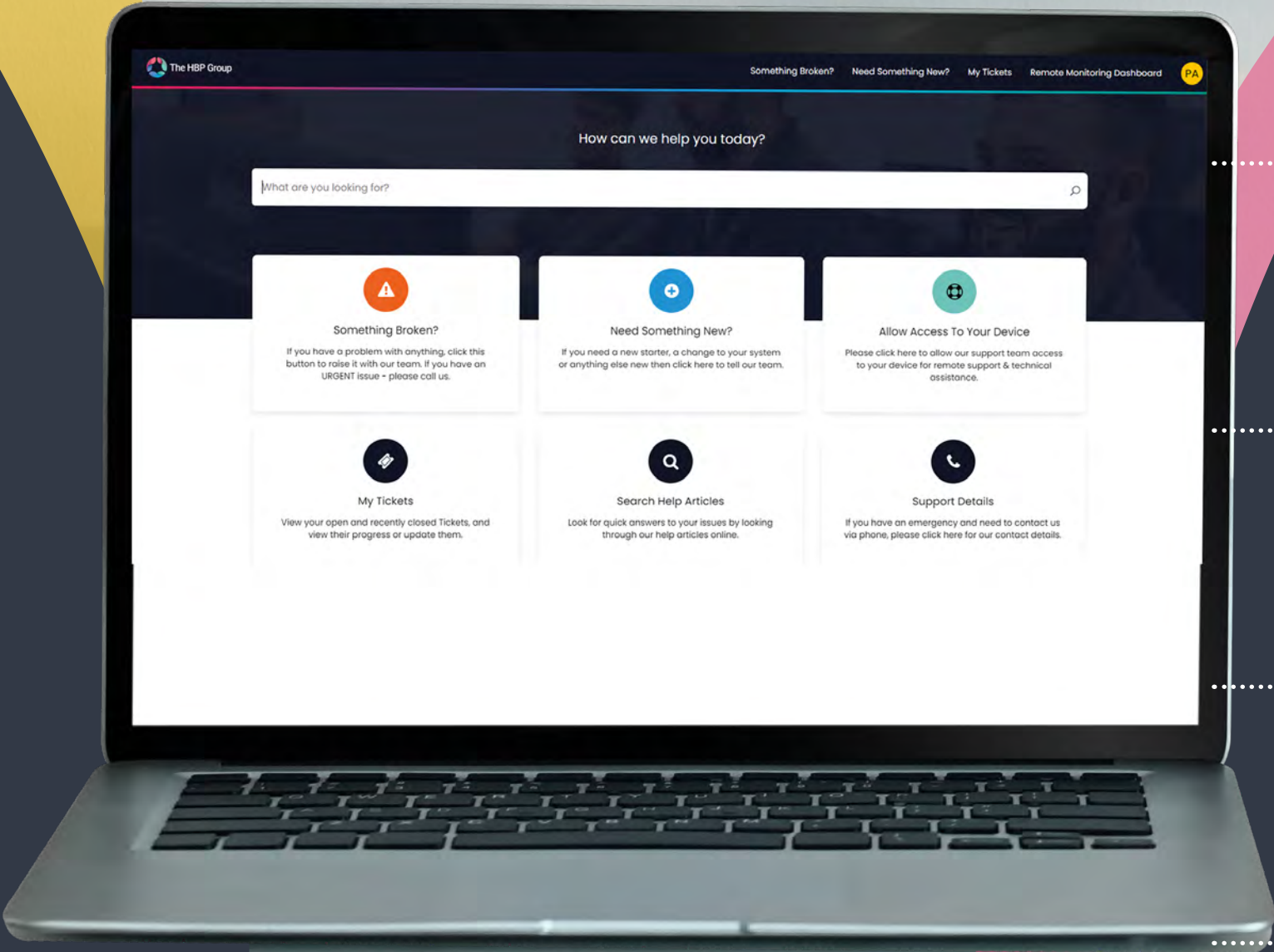
Ease of Use

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 IT and 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 IT and 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.
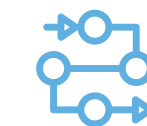
Our Process

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 £12 million, with plans to continue our growth in the future. In that time, we've built up a base of over 600 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
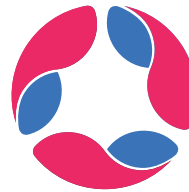
Kamarin Computers Ltd

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