SHARED SERVICES

DELT EXISTS TO HELP OUR PARTNERS AND CLIENTS DO AMAZING THINGS.

Get in touch for more information: info@deltservices.co.uk | 01752 308888 is his align from



Protecting jobs by maintaining services in the region

300+ JOBS SAVED IN THE SOUTHWEST

WE CONTINUE TO DELIVER SIGNIFICANT FINANCIAL BENEFITS, GREATER RESILIENCE, FASTER INNOVATION AND NEARLY £12.5M OF SOCIO-ECONOMIC GAIN (PER ANNUM) TO THE SOUTH WEST. OVER 300 JOBS THAT WOULD OTHERWISE HAVE LEFT THE REGION ARE NOW SUPPORTED THROUGH OUR ACTIVITIES.

More than 100 doctors' practices, children's social care, and over 300 other critical services are delivered by our clients to around 900,000 people across the South West. Even though the work we do is often behind the scenes, that doesn't make it any less important.

How do we do it? By working together as a whole that is greater than the sum of its parts. When we talk about collaboration, we really mean it. We take the core views of our shareholders (who are also our customers), the best of the private and public sectors and put them all together. We have a set of values that are central to everything we do. We integrate health and social care. We help deliver education to the most vulnerable children. We work with disparate groups that share a common purpose—the public interest. We constantly seek to challenge, to refine, to do things better, faster or cheaper. We are committed to the value of doing things locally, not because it looks good in a corporate social responsibility statement but because we have shown it to produce such powerful results.

ENABLING THOUSANDS OF WORKERS TO OPERATE REMOTELY WITHIN DAYS OF COVID LOCKDOWN

SERVICES

SUPPORTED

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PAYROLL AND PENSIONS SERVICE

OUR PAYROLL AND PENSIONS SOLUTION OFFERS A TRUSTED AND RELIABLE SERVICE RUN BY PROFESSIONALLY QUALIFIED STAFF EXPERIENCED IN THE PUBLIC, PRIVATE AND THIRD SECTOR.

We provide a fully managed payroll service that reduces the burden of work on you and ensures compliance with your statutory and contractual requirements. Our expert team provides support, advice and information on all aspects of pay and pensions for our customers. We pride ourselves on the quality of our service, and you can rest assured that your payroll is our priority.

Our team look after all aspects of Payroll and Pensions, including:

- Full maintenance of pay records for starters, leavers, additional hours claims and changes to employee records, in order to pay employees accurately in accordance with their terms and conditions.
- Calculation of statutory deductions for Income Tax, National Insurance, Student Loans and Attachment of Earnings Orders.
- Fully HMRC compliant, making PAYE tax returns on our customers' behalves. We produce and issue P60s or P11ds due to employees at the end of each tax year. This takes away the worry of missing any important dates and incurring penalties.
- Pension administration, deducting contributions and producing any required reports for company schemes. We manage the complexities and requirements of pensions auto-enrolment including employee assessment and communications.
- Run payroll to calculate gross to net pay to pay staff via BACS to their nominated bank account and payment of deductions to third parties (including HMRC, Pensions, Unions) through our BACS Bureau.
- Facility to provide ePayslips with your company logo and eP60s to an email address of employee's choice.



- Detailed payroll reports and monthly nominal and financial analysis including payroll journals.
- General payroll advice and support to you and your employees.

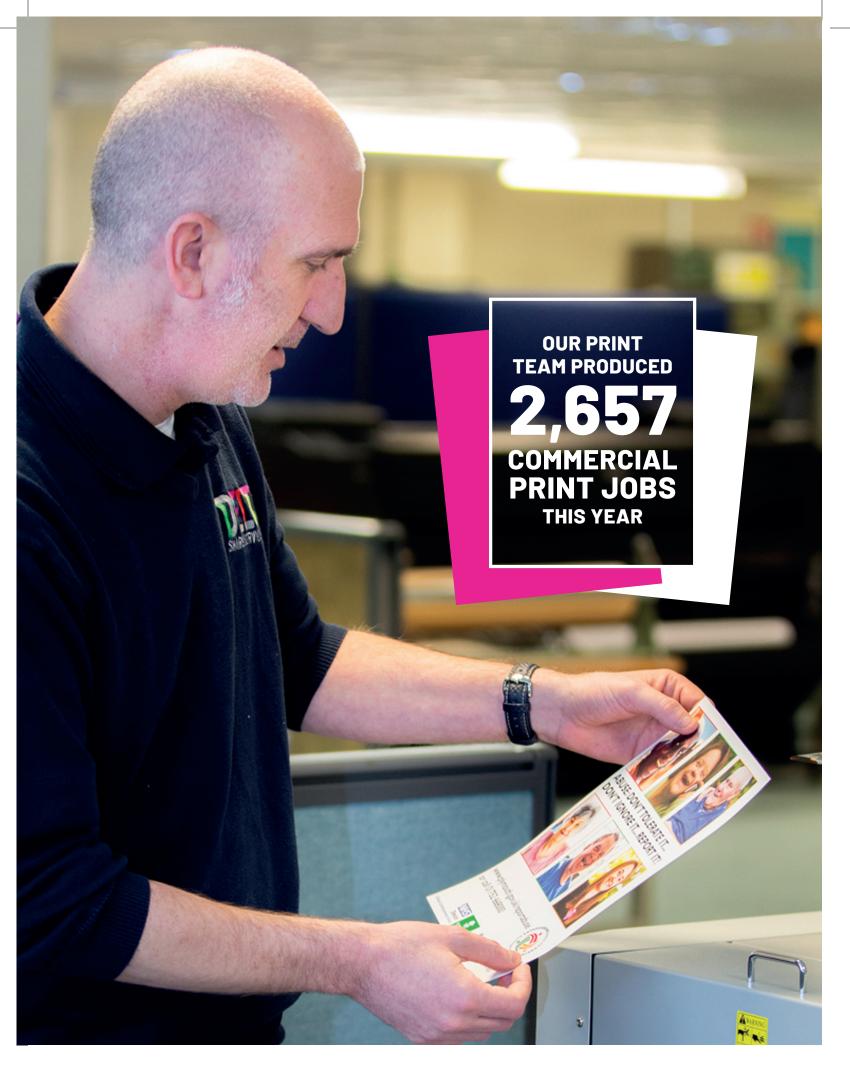
We help our customers do amazing things, and with our experienced team, we're looking forward to developing this service with both existing and new customers.

If you'd like to find out how Delt could drive significant improvement and value for any aspect of your payroll and pensions administration, please contact us.

Get in touch for more information on our PAYROLL AND PENSIONS service: payroll@deltservices.co.uk | 01752 308863







Get in touch for more information on our **PRINT AND MAIL** service: print@deltservices.co.uk | 01752 580251

PRINT AND MAIL

OUR WIDE-RANGING SERVICE INCLUDES DIGITAL PRINTING, DIRECT AND PERSONALISED MAILING, EXHIBITION AND DISPLAY MATERIALS, PRINT CONSULTANCY AND MAIL DISTRIBUTION.

Each product can be individually tailored to match your unique requirements - and we'll work closely with your designers to ensure the maximum impact for your output. We operate on a pay-as-you-go basis, so you're not paying for more than you actually need – and we will provide you with an estimate within 4 hours.

DIGITAL, VARIABLE DATA AND CONVENTIONAL PRINTING

Our state-of-the-art high-volume colour and mono digital printing presses mean we can deliver extremely high-quality products for maximum impact on your audience. Available in a range of sizes, finishes and paper weights, if you have seen it and you like it, we can print it. Our large format options include exhibition display graphics, floor and window vinyl, posters and extra wide banners, which can be used both indoors and outside to display key messages. We offer variable data to personalise and customise items such as mail merge documents or targeted mailings and there is no minimum or maximum quantity that we produce.

MAIL HANDLING AND COURIER SERVICE

We build a flexible solution to meet your needs. This involves either our in-house provision, or national courier and mail services to provide a best value solution to your mail needs. By utilising our bulk mail discounts with Down Stream Access providers, we can give you bulk volume discounts which are shared across our entire customer base.

CONSULTANCY

Whether you're considering a promotional and marketing exercise, or revamping your look, we've made sure our consultancy solutions keep pace with the ever-expanding range of options and techniques for printing, imaging and document management.

We understand the need to work co-operatively in order to achieve the best results for your business, so we'll provide expert advice and guidance to make the most effective and efficient use of your resources.



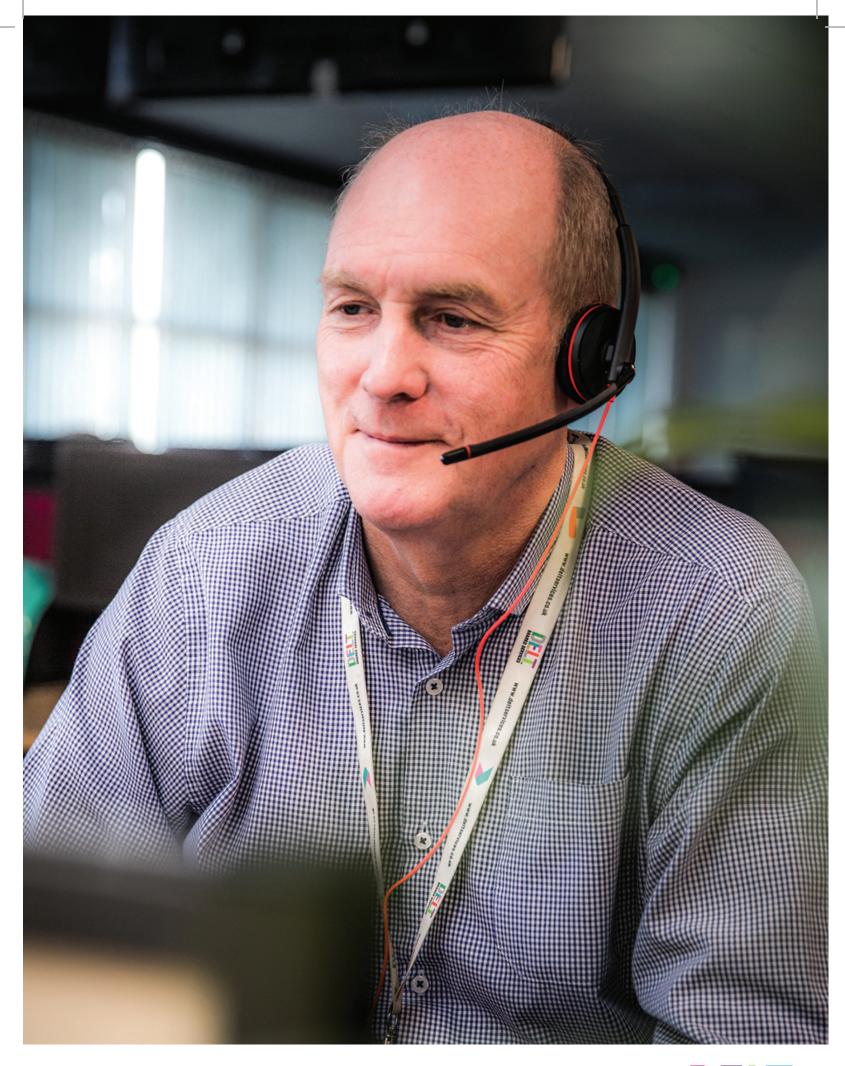
PROCUREMENT

OUR PROCUREMENT SOLUTION OFFERS A TRUSTED AND RELIABLE SERVICE RUN BY PROFESSIONALLY QUALIFIED STAFF EXPERIENCED IN THE PUBLIC, PRIVATE AND THIRD SECTOR.

We can provide a tailored procurement service that reduces the burden of work on you and ensures your compliance with your statutory and contractual requirements. We can offer short term support for a specific need or a complete end-to-end procurement function. The great thing about our business is it can flex to suit your requirements. Our team are able to provide support, advice and information on all aspects of procurement for our customers. We pride ourselves on the quality of our service, and customers can be assured that your needs are our priority.

> OF ADDITIONAL EQUIPMENT SOURCED AND DISTRIBUTED WITHIN 2 WEEKS OF LOCKDOWN

Get in touch for more information on our **PROCUREMENT** service: info@deltservices.co.uk | 01752 308888





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OUR IT SERVICE PROVISION RANGES FROM SHORT TERM CONSULTANCY AND SUPPORT ALL THE WAY THROUGH TO END-TO-END SERVICE MANAGEMENT.

OVER 70% REMOTE FIRST TIME FIX

We own and manage a large technical infrastructure, from desktop to data centre, hosting critical data and applications. Our managed service supports approximately 7000 IT users across healthcare, local government, education and the third sector, and our 140 strong IT workforce includes a dedicated cyber security team to ensure that our customers' systems and data stay safe.

IT MANAGED SERVICES

Our Managed IT service takes care of all your technology needs from design to delivery.

Technical Strategy and Architecture: Our Chief Technology Officer and team will work with you to make sure you have fit for purpose technology solutions, adapting and improving to keep pace with evolving new technologies.

Network and Data Centre: Our local data centres are resilient, scalable and secure. They and the hundreds of

sites we manage are connected by a high speed data network which also provides onward connections to the internet, the Public Sector Network and the Health and Social Care Network. We manage hundreds of wifi access points across the region. As well as our own data centres we act as a cloud services broker, making increasing use of public cloud services from multiple providers.

Telephony: We provide fixed line, mobile telephony and call centre capability at scale, using the latest unified comms technology.

Client Device: The majority of our users don't care about what happens beyond their laptop, desktop or phone. With this in mind we have a dedicated team that sources and supports the devices users care about the most.

Managed Print: We provide a robust and cost effective print solution allowing any our users to securely print or scan from any device, anywhere on our estate. Applications: We provide

comprehensive support for a wide range of specialist business applications and databases. We also develop system integrations, web services and business intelligence solutions.

HIGHEST EVER CUSTOMER SATISFACTION

FROM GENERAL PRACTICE CLIENTS

100%

Service Desk: Our service desk answers 80% of calls within 34 seconds and fixes over 70% of issues in a single contact. Call logging is available 24/7/375 as is the ability to order new services and equipment.

Project Management: Our team of project managers deliver not just new pieces of software and hardware but business genuine change.

Service Management: We manage your assets: be they software, hardware or services. We manage your third party suppliers. We deliver a controlled change process that reduces the risk of technology change breaking live services. We can help you plan for or recover from business continuity events.

Get in touch for more information on our IT service: info@deltservices.co.uk | 01752 308888 TRAINING / DIGITAL ENABLEMENT

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Having the right software and hardware is only of use if you are able to effectively get the benefit from your investment. Unlike conventional classroom training, Our digital enablement service focuses on the delivery of value adding business outcomes.

CYBER SECURITY AND INFORMATION GOVERNANCE

Everyone needs a hand sometimes. The global threat landscape is ever changing and it's crucial to know that you're not being left behind. As part of our consultancy, we can take you through a general assessment of your security posture, or we can provide a more focused review of a specific area of your business operations. We will provide a summary of your current position, and a set of recommendations for improvement that reflect current industry best practices.

If you require assistance with achieving a specific compliance obligation, such

as the Data Security and Protection (DSP) Toolkit for NHS, Cyber Essentials, or Cyber Essentials Plus, then Delt is here to help. We can help improve your compliance and audit evidence with the EU GDPR and recent changes to the Data Protection Act. Contact us to find out more and discuss how we can help you drive down your compliance costs.

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CONSULTANCY

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Our consultancy service seeks to help you solve your business problems, and provide a complete 'beginning-to-end' service.

Implementing change within and across an organisation isn't an easy task, and digital transformation which is completely changing the way workplaces operate—is one of the biggest challenges organisations face. Here at Delt, our Solution Design & Delivery teams strive to offer smart, innovative solutions and build strong, collaborative teams with our clients, helping them to deliver necessary and sustainable change.

CALLS PER MONTH

MORE THAN

6,000

IT-RELATED

CUSTOMER SATISFACTION





Get in touch for more information on our HR AND ORGANISATIONAL DEVELOPMENT service: info@deltservices.co.uk | 01752 308888

HR AND ORGANISATIONAL DEVELOPMENT

WE KNOW THAT PEOPLE AND CULTURE ARE KEY TO THE SUCCESS OF ANY ORGANISATION. OUR AIM IS TO HELP YOU TRANSFORM AND GROW YOUR BUSINESS THROUGH A REVIEW OF YOUR CURRENT PEOPLE PRACTICES WITH THE AIM TO HELP YOU TO CREATE BESPOKE HR AND ORGANISATION DEVELOPMENT STRATEGIES THAT LEAD TO A RESILIENT CULTURE WITH HIGH PERFORMING AND ENGAGED TEAM.

Our expert advice and guidance can help you make the most effective and efficient use of your resources and enable you to focus your time on core business activities. Instead of doing without, or bearing that cost alone, our shared service means that you can benefit from a highly capable, multi-skilled team that understands your needs at a much reduced cost.

We can:

- Ensure HR compliance and best practice across your organisation
- Provide training and development to take the organisation you are today to the one you wish to be tomorrow
- Deliver objective mediation and conflict resolution when things aren't going to plan
- Help you build a performance management culture that gets the best out of everyone

We know that every organisation is unique - so we provide flexible services that can be uniquely tailored to your requirements in a way that reflects the individual culture of your organisation. **68%** HIGH ENGAGEMENT OF OUR STAFF

UK average 54% 2019 Trends in Global Employee Engagement, Kincentric



NEARLY A MILLION PEOPLE DEPEND ON THE THOUSANDS OF PEOPLE SUPPORTED BY THE LESS THAN 200 PEOPLE IN DELT.

That we kept doing so when COVID-19 struck, still delivered increased revenue, nearly £1m in surplus (to be returned to the public sector) and employee engagement levels 14% higher than the UK average?

THAT'S BUSINESS AS USUAL.

THAT'S AMAZING.

Giles Letheren, CEO

Get in touch for more information: info@deltservices.co.uk | 01752 308888





Helping people do amazing things

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