



VERSION 1

Our DNA



What makes Version 1 different?

The answer is our strength in balance across all three of these commitments; our customers, people and organisation. Those looking for a short term result or an easier road might sacrifice one commitment for another, but at Version 1 we never have, and never will. Balancing these strengths provides us with perfect foundation for a collaborative, innovative and inclusive business culture.

This DNA guide was put together to give you a clear understanding of our Strength in Balance; who we are and what truly makes Version 1 a great place to work, including our Mission, our Vision, The Version 1 Difference and our Core Values.





VERSION 1 Introduction

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OUR MISSION

Our Mission is to Prove that IT can make a Real Difference to our Customers' Businesses.

An innovative company from inception in 1996, Version 1 is committed to maintaining an innovation edge to drive Customer Success as our customers' preferred IT Innovation Partner. Over the years we've grown sustainably and carefully, but with a purpose and drive that has never wavered.

At Version 1, we truly want to continually build something special. The very essence of Version 1 is all about achieving real results, delivering value in every interaction and we believe that nothing worthwhile is achieved without effort. A driven environment isn't for everyone, but we aim high with our organisation's vision for success and our mission with meaning.

MANIFESTING A MISSION WITH MEANING

Trusted by global brands to deliver IT services and solutions that drive significant and sustained customer success.





OUR VISION

Our Vision is to be a World Leader in Customer Success by 2021

Our commitment to deliver the highest quality and support to our customers with a relentless focus on business benefits ensures that our people are empowered to put their customer first and make entrepreneurial decisions to make a real impact. Our people commit to ensuring that we are:

- **Easy** to do business with.
- **Effective** in everything we deliver.
- **Empathetic** – understanding what is really important to our customers.

The Three E's:



Easy to do business with.

“ It's crucial for the SIA that we provide a dependable, consistent, and high-calibre service to the private security industry. We were impressed by the quality and competitive value offered by Version 1, and also by their understanding of our business and our requirements, which is why they were ultimately awarded this major contract. The SIA is committed to providing an efficient and easy-to-use online licensing service, and Version 1 had the right balance in terms of innovation and risk minimization, which has taken us significantly forward compared to the other options offered to us.” -

John Neil, SIA Project Executive



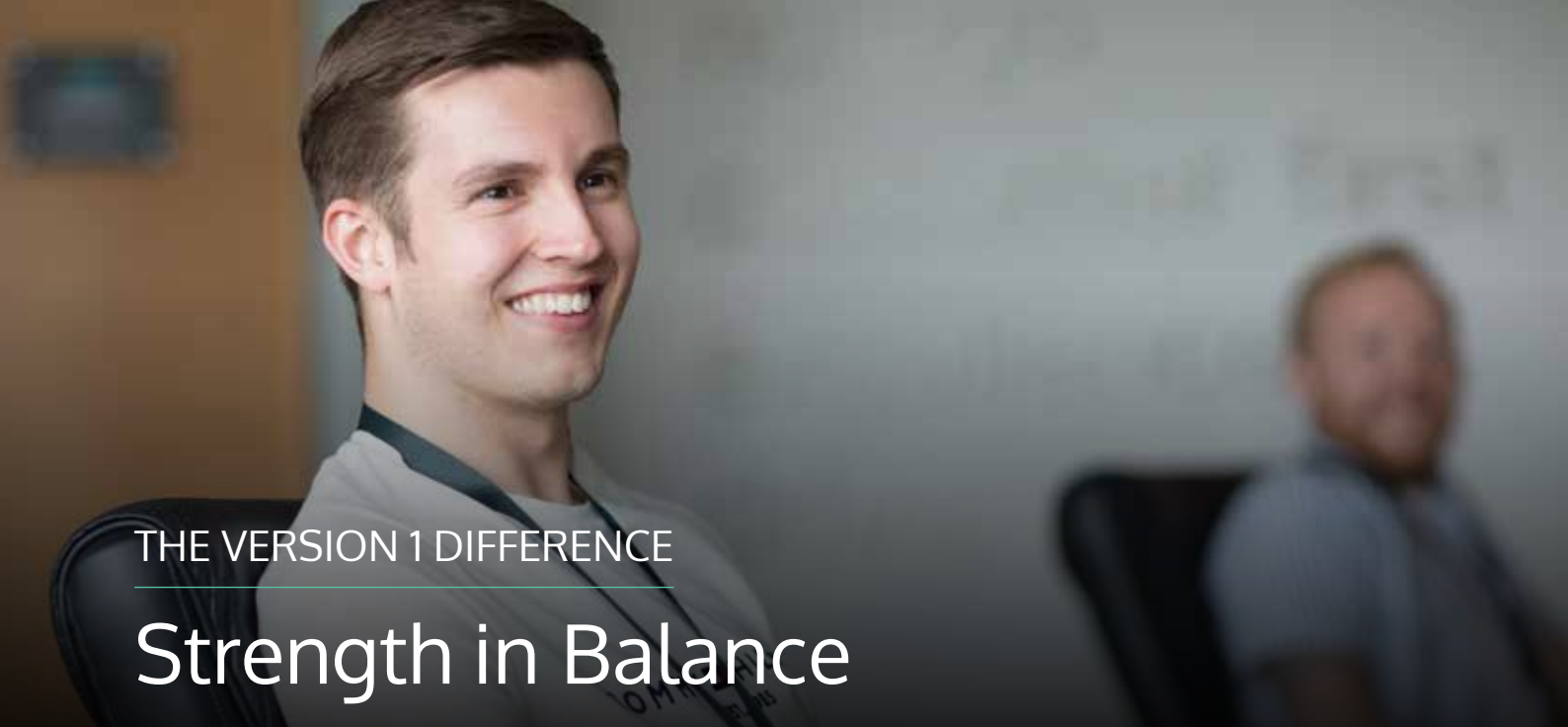
Effective in everything we deliver.

“ Colleagues in Version 1 are accessible and constructive and deliver what they say they will when they say they will. Their approach is to look for and recommend impactful solutions and improvements to our applications, that will make a real difference to our organisation. I can vouch for their customer focus and can confirm that they live by their value of “no ego”. They work closely with us to understand life in the public sector in the UK and are capable of delivering sensible solutions that help us better serve the public.” - **Nikki Greenway – Head of IT, Legal Ombudsman**



Empathetic – understanding what is really important to our customers.

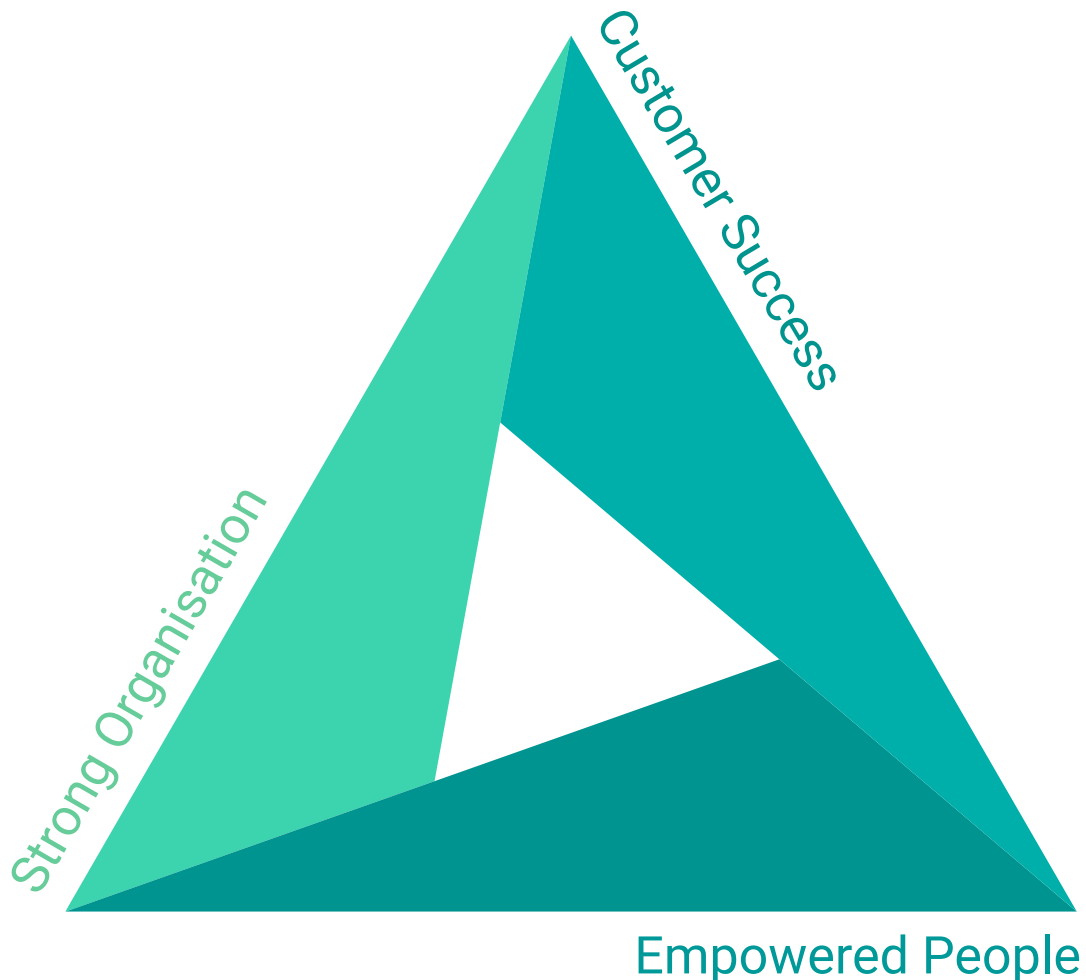
“ In Version 1, Cafcass has a true partner. Our organisation's mission-critical systems have been moved off-premise to the cloud which has resulted in very positive financial and efficiency savings which are extremely important for managing an ever-increasing demand for our services. However, the relationship also resulted in further positive benefits as we have found in Version 1 a partner who really cares about our organisation, displaying empathy to our needs and priorities.” - **Robert Langley, CIO of Cafcass**



THE VERSION 1 DIFFERENCE

Strength in Balance

We have worked hard to deliver on three commitments; making a real difference for our customers, building an empowering culture and growing a strong organisation for the future. Those looking for a short term result or an easier road might sacrifice one benefit for another, but at Version 1 we never have, and never will. We know that our greatest strength is balance across all three; our customers, people and company. This is The Version 1 Difference.





OUR COMMITMENTS

Delivering Value Through Our Difference

The First Commitment: Customer Success

We make a **real difference** to our customers through long-term, outcome focused relationships.

The Second Commitment: Empowered People

Selecting, empowering and **real difference** who are wired to **deliver customer success**.

The Third Commitment: Strong Organisation

Strong financial performance enables us to invest in **our organisation, our people** and **innovation**.



COMMITMENT 1:

Customer Success

Trusted by the world's leading brands

Every day Version 1 proves that IT can make a real difference to our customers' businesses. Being part of Version 1 means being trusted by global brands to deliver transformative IT services and solutions that drive significant, sustained customer success. As a consultancy firm, this commitment often means working on-site with customers to solve their challenges; no two days are the same here and we love going that extra mile to help bring our core values of Drive and Personal Commitment to life.

We believe that the root of customer success and customer satisfaction lies in the solutions provided by our talented employees. At Version 1, this means having the ability to see what is really needed in every situation, the tenacity to question everything and to jump all hurdles in front of us, a total commitment to customer success and a never-ending desire to deliver results. We want to be impactful, empathetic and make a difference.

98% customer retention rate

Our customers repeat their business with use year on year.

20+ year customer relationships

We build long-term outcome focused relationships.

8.5 customer satisfaction score

Our customers rate us consistently high out of 10 in our Customer Surveys.



COMMITMENT 2:

Empowered People

Selecting, empowering and trusting people who are wired to deliver customer success

The range and capability of technology today is truly amazing but without great people nothing happens. Those with the ability to see what is really needed, the tenacity to jump all the hurdles, customer focused, totally committed, no ego, hell bent on delivering results – they are the ones that make the real difference – they are the ones we seek, nurture and empower.

As a company dedicated to building trust and empowerment in every relationship throughout its organisation, Version 1 is honoured to be recognised as a Great Place to Work for seven years, but we have no intention to sit back and relax. We believe in continuously improving our culture to make a real difference to the careers and work environment of our people. Being a Great Place to Work to us involves listening to our people and ensuring our employees feel that they are Trusted and Empowered.

There is a 'one-status' culture here with no favouritism. Efforts, behaviours and actions in pursuance of our Mission and Values are celebrated, promoted and rewarded. We value differences, use wide sourcing methods and are bias aware. With a skills-based career model, there are no restrictions to progression – it's up to you.

Award Wins





COMMITMENT 3:

Strong Organisation

Continually improving, innovating and growing

Our commitment to a strong organisation means never resting on our laurels or taking the easy road to advancing our business and the solutions we offer. At Version 1, we never stand still and remain steadfast in our pursuit of growth and development. There's always something new in our pipeline to help improve the experience of our customers and our employees.

In business terms, strong organisation means maintaining high compliance and security standards that underpin our ISO Certifications, as well as continually improving processes and internal training. From a financial perspective, Version 1 reinvests profit back into the organisation to enhance our offering, giving us exciting opportunities for innovation, collaboration and growth across the business.

For our people, strong organisation means maintaining a great place to work – one where employees are treated fairly when it comes to pay, recognition, training and promotion opportunities; where they can take the time off as needed, where they can upskill and where they are encouraged, empowered, and supported to do their best work.

€115 million in turnover

Strong financial performance enables operational excellence for our organisation and success for our customers.

Quality Accreditations

Version 1 is proud to have achieved ISO 20000, ISO 270001, and ISO 14001 Certifications.

World Class Performance

We undertake independent and objective quality assessments against internationally recognised standards regularly.

A SPECIFIC SET OF BEHAVIOURS TO DELIVER SUCCESS

Our Core Values

A great place to work, not an easy place to work

At Version 1, we say that we are a 'Core Values Driven Company' – we hire people who share our values, and we reward those who display and foster them. Living the Core Values is not only the secret to Version 1's success and longevity, but it also is attributed to our consultants' success at Version 1. Living our Core Values give consultants the freedom to be entrepreneurs within Version 1 and we deliberately select, empower and trust people who embody our them and foster them every day.

These values can be seen deeply engrained in our day-to-day operations internally, at our customers' businesses externally, in our personal interactions, at board level and in our offices, regardless of how much Version 1 has scaled. Opinions can always differ, but once you are trusting your instinct and our Core Values, you can feel confident that you are doing the right thing.



“ *One of our biggest priorities as a company is to maintain our Core Values through our everyday interactions with each other, and with our customers.*

Tom O'Connor
CEO of Version 1

6 Core Values in Action



1. Honesty and Integrity

- Being upfront and resolving issues.
- Admitting to mistakes and learning from them.
- Telling customers and colleagues what they need to hear.



2. Personal Commitment

- Not making excuses.
- Being dependable, reliable and great to work with.
- Keeping your promises.



3. No Ego

- Not assuming that you know our customer's business better than they do.
- Treating everyone equally.
- Maintaining a humble tone.



4. Customer First

- Putting customers' interests ahead of our short-term benefit.
- Treating customers' money as if it was your own.
- Giving customers the advice that you would give yourself.



5. Excellence

- Always making improvements.
- Enjoying the challenge of solving tough problems.
- Committing to high standards of excellence – paying close attention to detail.



6. Drive

- Always striving to build something special.
- Not settling for the status quo.
- Challenging yourself and others to do better.



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