

Life at • ramsac

volume 4



Foreword by our MD, Rob May.

The ramsac culture as defined by our employees

Welcome to volume 4 of 'Life at ramsac'. This collection of candid quotes from our amazing people, has been assembled to help you decide if we are where you want to thrive, and develop the next stage of your career.

I passionately believe that it is our culture that makes us so different to our competitors. For 30 years it's been our priority to ensure that our growth and success has never compromised our values. The following pages will provide an insight to any new colleague, prospective colleague, client, partner (or anyone else who is considering working with us) as to what our culture really looks and feels like.

Firstly, what is the ramsac culture to me? From my perspective it's about delivering exceptional customer service and always doing the right thing by everyone without compromise. It's about relationship and friendship. It's about working hard as a team, about having fun whilst being professional. It's about growing people (personally and in work). It's about no one being afraid to ask for help and everyone having your back. It's also about a shared passion for growth, in all aspects of our business, our lives and our clients.

Our culture is based on six core values which in themselves define both the word ramsac and the integral skills of what makes a ramsac person:

reliable: Provides consistently excellent service and communication, delivers on promises.

approachable: Friendly and easy to talk to, uses language that doesn't baffle. Helps others willingly.

motivated: Enthusiastic, willing and determined to achieve success both personally and professionally.

skilful: Well trained and knowledgeable, a master of their trade.

adaptable: Willing to be flexible to meet customer needs. Not constrained by policy or procedure.

committed: Loyal and willing to give their time and energy. Always looking to go the extra mile.

These values make it clear what we expect from one another, it also empowers people as they understand the framework by which we make decisions. Of course, it's not just about words, it's about how it feels to work here, or work alongside us every day. We are passionate about being the best employer we can possibly be. Whether that's through the flexible approach we take to learning and personal development, or through our focus on positive mental health and wellness, or our strong track record of providing clear career paths and opportunities for internal promotion.

We undertake the independent 'Best Companies to Work For' survey each year and this year we achieved the top coveted 3 Star award, which rates us as a 'World Class Employer'. There really is a reason why people join ramsac and stay for a long time and that's also why we happily maintain a 5-star rating on Glassdoor.

The ramsac culture means different things to different people. So, to produce this book, I asked everyone to tell me in their own words, what it means to them to work here as a part of team ramsac. What follows is their unedited responses so you can read for yourself what it feels like to be a part of the team here each and every day.

I hope you enjoy reading this book and I'm looking forward to working with you.

Warmest wishes



Rob May
Managing Director



Our culture



Adil H

employee since 2021

Working here at ramsac to me feels like you are working for your own family run business. I have been so supported by everyone here at ramsac whenever I have needed it whether it was work related or personal.

I have so much motivation to continue to develop myself and give my all for ramsac because they fill me with so much positivity and **I am truly proud and happy to be part of the ramsac family.**

Abbi W

employee since 2021

For me, I have never worked in a company where everyone is so friendly, easy to talk to, and welcoming. From day one **I felt as though I was part of the family**, and everyone is always happy to help if you have any queries.

Adam B-S

employee since 2017

ramsac is more than just a place of work, it honestly feels like a family of likeminded individuals all working towards the same goal (providing amazing customer service and value to our clients).

Since joining in 2017 and working with and in multiple teams I have not had a single day of Monday dread that I have had with all my previous jobs. My opinion and work effort are always valued here, and **I really feel like I have the support and tools I need to perform at my best and contribute daily.**

Adam P

employee since 2020

Having started my job at the beginning of the first lock down, combined with it being a complete career change, the team at ramsac could not have made the transition any easier. Everyone was welcoming, friendly and helpful and that has continued the whole time I have been here. **I couldn't ask for a greater bunch of people to work with**, and I am so glad that ramsac is the place where I can start my IT career.

Alex W

employee since 2018

Everyone at ramsac is really approachable and ready to help. **There's a real team atmosphere within the business** which means you never feel like you are on your own in any situation. This atmosphere is spread across the whole company, and this provides an enjoyable and welcoming workplace.



Andrew L

employee since 2016

Working at ramsac is not like anywhere else I've ever worked. Everyone goes above and beyond here and cares deeply about the people they work with as well as the clients we help.

I feel valued in a way I don't think I ever have done before. My managers truly care about me as a person and not just about the work I contribute to the company.

I can honestly say I've never had a better job.

Andy S

employee since 2004

I'm now in my 18th year working for ramsac and I enjoy the challenge of the role. The fact that there is a positive culture rather than a negative culture. **I like the open and positive nature of everyone who works here.** The camaraderie of the team where everyone is willing to help someone else in need.

Arturs L

employee since 2021

From the day that I joined, I have been very well looked after. **ramsac is filled with fantastic people who are always willing to help.** The culture is amazing, and I definitely see myself with ramsac for a long time.

Ben D

employee since 2021

Although I have only been at ramsac for a few months I already feel part of the ramsac family. **Everyone has been so nice since joining and always eager to help each other out with any issues and they will always put the customer first.**

I have worked in a few sales roles, and this is the first company I have worked with where they genuinely care about their clients and not just see them as a potential money pot. I am so thrilled I found ramsac and would highly recommend it to anyone and everyone.

Ben F

employee since 2013

In terms of managed service providers, ramsac is in a class of its own. Having worked for an old competitor you can easily see why. There is a concerted effort from all staff to avoid blame culture and **focus on developing skills and targeted training** instead.

Secondly, there is a huge drive for positivity. In a naturally incident based role it can be difficult to stay in a good mindset, however ramsac makes it incredibly easy. Other companies regularly fall into this trap, and it shows in their staff turnover. Having worked at ramsac for over 9 years is a testament to this.

Billy B

employee since 2019

Personally, I feel a real sense of unity and camaraderie throughout the entire ramsac team. We work extremely well together, and I don't feel disjointed from other departments. This is a result of the ramsac culture. We have an incredible work ethic, and continuously strive to provide the best possible service we can. **The team are remarkable, and I'm privileged to be a part of it.**

Brad T

employee since 2021

When I started working for ramsac, I was perhaps a little sceptical, that they would hit the high water mark they set during my interview. I can happily say they not only hit the mark, but continue to rise above it. **The company ethos is backed up by positive action,** and I feel that I am listened to and that the team here has a real say in the way we operate.



Charlotte B

employee since 2021

ramsac is so different from where I have worked before. **I especially feel my opinion and ideas are valued, supported, and listened to.** We are a family, with excellent interpersonal skills, staff that are motivated and have passion for what we do. ramsac choose their staff very carefully considering all their personal attributes that help drive the business and those personalities and skills that work well together in teams. I am so privileged to be working for this company.

Charlie T

employee since 2021

Mid 2021, I was sat where you are now, reading ramsac's culture book and thinking "it sounds good, but surely the culture can't be THAT good at ramsac? There must be a catch!". But even after just a few weeks of starting at ramsac, I learned very quickly that it's an EXACT representation of the ramsac culture, in fact even better in some respects.

For me, ramsac's culture means that we all support each other, there are no silly questions, and we are a company and a collective that truly cares, both for each other and in what we do. Without the culture of ramsac, there is no ramsac – it is everything.

I genuinely believe the culture at ramsac is different to most other companies: politics don't exist, everyone is encouraged to contribute at every level (further demonstrated with the flat leadership team structure) and there are none of those characters who you simply just don't want to interact with, maybe because of their behaviours or the way they interact with people – we all know someone like that from a previous or existing job. Put simply, the promise of ramsac's culture is what drew me to apply for my role as Head of IT Operations at ramsac, and every day I reflect on how it was one of the best decisions I have ever made!



Chris B

employee since 2021

Life at ramsac is special, I've always enjoyed my job, but at ramsac I feel I have found my passion for my job. The people that make up the business from the top to the bottom are diverse but still consistent to the core values, everybody is friendly, approachable, and always happy to help, nothing is too big or too small, or someone else's job. We take action, I feel empowered to make decisions and get things done, while always knowing I can ask for help if I need it. ramsac also look at the big picture, I feel that they take all of me into account not just what happens during business hours.

Chris S

employee since 2015

What can I say about ramsac, I have worked for ramsac for nearly 7 years this year having started in 2015.

Suffering a loss in the preceding year of my father. I have been through a lot of change. In 2015 Our 2nd child was born (proud dad moment I delivered her unexpectedly at home). Through the next few years, I have had career progression, to my current role as a Technical Consultant.

I have been supported in my role progression by my team manager Peter. Who has made the difference when we have had challenging issues. The last few years have been tough on a lot of people with Covid taking the limelight, this has resulting changes in working practices. In 2020 I also experienced a personal health scare and the death of my Mother.

I have been supported emotionally, mentally, and physically by ramsac with time being made for me to attend appointments and allowing for space to be made to reduce any work pressures. Along with ensuring that childcare concerns such as school pickups are easy to resolve.

We are a close community here who do our very best to get the best results. And whilst doing it we are supported professionally and personally. A company where you would be happy for your children to work.

We bring the culture to our organisation to help make ramsac what it is which shows that the recruitment selection is critical. ramsac is a knowledgeable, understanding, practical and interesting place to work our Leadership team do understand that we are people, not just a resource which makes all the difference.

Claudia S

employee since 2010

ramsac is a forward thinking and exciting company to work for. The culture is friendly, positive, and welcoming. The whole team is seen as its greatest asset and as such you feel valued and appreciated.



I genuinely believe the culture
at ramsac is different to most
other companies: politics don't exist,
everyone is encouraged to contribute
at every level.





Dan M

employee since 2001

Lots of organisations talk about culture as a tick box exercise. But it's impossible to be a culturally led business simply because you decide it's a good idea, spend money on bean bags and pool tables and then think you've created a great culture! Culture goes far deeper than that, it's about the people that you gather around you, and the way you all then treat each other. Culture is about have an environment where people feel safe to share, where people feel respected and valued, where people can do the right thing instinctively, and where managers treat their colleagues like humans not resources.

That's what it's like here – it's not about gimmicks, it's about caring and being cared about. It's about trust and honesty, friendliness, and flexibility. **It's recognising that family comes before work and that people will do the right thing without being micro-managed.** It's what makes this such a great place to be – and it's the reason people stay for so long!

Dan L

employee since 2016

The culture here at ramsac is the combination of numerous things but to me it is that no matter what, we all get stuck in to help and support each other through the hard times and the good and that there is a real feeling of togetherness amongst not just your own department but the whole company which helps us deliver that exceptional service we always aim to deliver.

We are a team and if you ever need advice or guidance there is always someone there from 1st line up to the Leadership Team.

People care about you not just personally but also professionally and ever since being here, **I have had awesome people around who have helped me develop both my professional and personal skills** which in turn has enabled me to progress further in my career.

It's a place to be proud to work at!

Colin W

employee since 2016

Working at ramsac is a blend of freedom, responsibility, stress, and fun. The culture gives you the opportunity to work to your strengths which in turn provides confidence to work on areas which you are not so strong. **ramsac is an open an inclusive company where everyone works together and are free to have their say.** It can be very hard work, but it is also very rewarding.



Connor M

employee since 2021

Having only being at ramsac for two months now I already feel that I have grown so much. The team are all so great and have been wonderful in both welcoming me and teaching me. ramsac have great values, sticking by them, to ensure we do the right thing always. **I can see how much they want me to grow and do well and they are certainly giving me the right tools to do this.**

Life at ramsac - culture

We place huge importance on the culture of our organisation. Culture isn't about bean bags and pool tables! It's about working alongside people who share our values, and treating them really well. It's about running our business with a high degree of compassion and ethical standards.

We are proud to be a Carbon Neutral Business and to have committed to initiatives such as 'Time to Change,' 'Tech She Can' and the Disability Challengers Social Responsibility standard.



[Find out more about culture](#)

Equity, diversity & inclusion

The IT sector is not in a good place when it comes to gender diversity, and despite having a female co-founder, we are not immune to the challenges.

We place a great deal of importance on equity and inclusion and we're taking our own steps to address the issues, having recently appointed a research team at the University of Southampton to help us understand how we encourage more women and minority groups to the sector. We are founding members of the 'Tech She Can' community and we have an established Women's network in the firm.

Currently 20% of our team are female (industry average 15%) and 16% of our team have a non-white British ethnicity (compared to 11% of the total Surrey population).

Our diversity statement is published on our website click on the button below to view it.



[Find out more about diversity](#)

David M

employee since 2013

Having been part of the ramsac family now for close to 8 years, it's quite easy for me to say **it's truly an amazing company to be part of**. Having been a part of and witnessing first-hand how the company has grown over the years it's a testament to us all that we continue to maintain and improve the ethos and values we embody daily for the benefit of our clients and fellow ramsacer's.



David E

employee since 2018

Working at ramsac is like performing tasks with your family, everybody is so friendly and willing to help, with no unrealistic expectations on you. Coming into the ramsac family is incredibly welcoming, and everything you need is within touching distance with support from colleagues, managers and the leadership team.

The office environment is one where you can have a good laugh with the people around you, but everybody knows when they need to knuckle down and power through the workloads as and when they come. I haven't worked somewhere before where I actually enjoyed my job, coming here was a revelation, I was never sure I would really experience.

David W

employee since 2019

Working at ramsac to me is like one big family, everyone cares for one another and is always looking out for each other to ensure that the end goal is met. There are no singular egos within the team and no matter what is happening during the day someone will be available to offer assistance.

I think it's really refreshing to have this, everyone is working towards the same objective, and everyone is giving it their all to ensure its met.

To me this differs from other places of work whereby a few people would go above and beyond to ensure targets are met whereas at ramsac everyone is on the same boat and all working as hard as possible to get there.

Denis R

employee since 2021

Working at ramsac means that I am given the resources, time & support to grow professionally as well as personally. **My teammates will always be available to assist and listen, despite their busy schedule.** I value the fact that I can reach out to anyone about anything that I may be struggling with, be it a work-related query or personal issue I may be having. This commitment to each other extends to our customers too. We strive to provide the best service possible and do not cut corners. We actively listen to clients' needs and support them in achieving their potential.





I have been supported emotionally, mentally, and physically by ramsac with time being made for me to attend appointments and allowing for space to be made to reduce any work pressures.



Ed B

employee since 2015

The main thing I love about working here is how much it has helped me to grow as a person and the opportunities it has given me for my career. **Looking back at where I started as an apprentice, I have come a long way, and I never would have imagined that I would get to where I am today.** I have been nurtured by everyone that works here from day one, and I wouldn't want to work with anyone else.

Ed H

employee since 2020

There are many aspects of ramsac that make it a great place to work. None greater than the knowledge that as the company grows and inevitably stakes a bigger and bigger claim within the tech space, its ethos and mindset will remain the same; **collaborative, committed and driven by employee satisfaction just as much as it is client fulfilment.** It is full of highly skilled individuals, all of which go out of their way to teach those less skilled – this is why the lesser skilled are only so for so short a time.

There is a huge push for personal growth and a feeling that you are truly instrumental in any company success, I have found this to motivate every member of the ramsac team to continue the high performance we have become accustomed to giving. I and I believe I speak for most, am proud to work for ramsac.

Elton T

employee since 2020

I have been working at ramsac for just over a year.

I am coming to the end of the ramsac business school. It's been an enlightening experience.

The curriculum is spread over the course of a year. This has allowed me to see ramsac practices what they preach. **There is a genuine positive vibe to the company. Very much empowering people to do their jobs.** I like that there isn't a blame culture at all. There is a lot of focus on having a positive mental attitude which seems to run through the business.

Francesca S

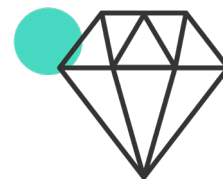
employee since 2018

I really enjoy working at ramsac, everyone is so lovely! Nothing is too much trouble, and everyone is willing to help each other.

Frank O

employee since 2017

What I enjoy most about the ramsac culture is the camaraderie within the workforce. **The people and internal relationships help to push us all on together in providing the cauliflower service to our clients.**



Gareth E

employee since 2017

I have found working at ramsac welcoming, supportive, friendly, and fun.

I am happy to be a part of the ramsac family and I feel that my work makes difference to our clients.

The best part of my day is enabling our clients to achieve more and have a better relationship with their IT.

Greg H

employee since 2020

For me the best part of the culture at ramsac is the feeling that everyone is working to the same goal of what is the best option for the client. ramsac culture also revolves around staff wellbeing and flexible working.

Guy H-D

employee since 2015

When I'm working with colleagues, seeking to resolve an issue for a customer, or developing their networks, I feel we all have a good understanding of what good service looks like. We don't need to prompt one another, or call anyone out as we have a shared ideal; the ramsac culture. What's more, I feel we all genuinely care about our colleagues, as well as customers, wanting to do the best we can by them. These are some of my most valued parts of the ramsac culture.

Hadia J

employee since 2021

I felt really welcomed when I joined ramsac. Everyone is lovely and helpful. I'm usually a nervous person but ramsac allowed me to be myself. I love the opportunities I have been given and what's to come next. It's a place for growth. ramsac is family and I love everyone apart of it.

Ilse M

employee since 2021

Working at ramsac is about collaborating with like-minded people who are all striving to find innovative ways to work with and look after our clients. We challenge each other if something isn't right, we find new ways of doing things when they go wrong, and we come together and support each other when it matters the most – all whilst enjoying what we're doing and trying to have a little bit of fun while we're doing it!

Jack S

employee since 2021

Having been at ramsac for just over 6 months I can safely say that I haven't ever worked in a more positive environment. Everyone is always so happy to come into work. I love the time I spend in the office there is always a real buzz and a great atmosphere to work in

James N-T

employee since 2011

To me, the ramsac culture is about camaraderie, doing the right and delivering a great experience. Despite the change in working practices over the last 18 months the ramsac culture has continued to shine through.

It's easy to see how a culture could get diluted when everyone is working from home but that's simply not been the case. ramsac have been so supportive and genuinely care about you as an individual. Everyone looks out for each other and is always prepared to help.

James L

employee since 2008

What I love about the ramsac culture is the friendly family atmosphere. Every member of the ramsac team is encouraged to be the best they can be and is supported throughout their development with training and mentoring.

There is always an air of positivity buzzing within each team which makes ramsac both an exciting and fulfilling company to work for.



Life at ramsac - the benefits

All colleagues enjoy the following benefits:

- A managed, contributory pension scheme
- Regular opportunities to discuss pension planning with an Independent Financial Advisor
- Life insurance
- Critical illness insurance
- Wellness programme

Free opt-in benefits

- Private health insurance
- DenPlan dental insurance

Leave benefits

- 28 days leave (20 flexible plus 8 public holidays)
- Increasing to 33 days leave (25 flexible plus 8 public holidays) after 5 years' service
- 4 days personal development leave each year
- 1 day volunteering leave each year, increasing to 2 days after 5 years' service

Tax friendly benefits & purchase discounts

- Cycle to work bike purchase scheme
- Typically a 20% discount from the cost price of IT hardware purchases

Flexible working

- 2/3 days working from home
- Home office equipment allowance



The ramsac academy is a 12 month programme with a mission to provide a thought-provoking course on business skills and essential leadership skills. Open to all staff the academy, developed by ramsac Managing Director Rob May, delivers unique business and personal development training. The learning is ongoing with additional subjects, sessions, and speakers available to alumni colleagues who have already graduated.

Voted world class to work for 2022

Voted for by our employees we have been awarded the prestigious 3 Star accreditation rating, reflecting "world class levels of workplace engagement" in the 2022 Best Companies to Work For survey.



View our 5 star glassdoor rating

Joel G

employee since 2018

ramsac has been a wonderful place for me to grow my technical skills in a nurturing and understanding environment. I started as an apprentice and have loved the progression options and career flexibility I've seen over the years. **My colleagues are all outstanding and willing to go the extra mile to help me when I get stuck.** ramsac culture to me is all about pulling together as a team and sharing knowledge to help each other develop.

Jonathan K

employee since 2020

What I love about ramsac is that we are a team. We are all ramsac and it feels like a family. There is no culture or pressure to work against others to succeed, just all of us working together to help our clients in every way we can.

Jonathan D

employee since 2010

Working at ramsac means everything to me, doing what we do with integrity and a strong moral compass perfectly aligns with my own personal values which is key for me.

Over and above that, are the people I work with, we are very picky about who joins the team, but it pays dividends and **I love working with a diverse group that inspire, challenge, support, nurture and love what they do,** which always makes me feel valued and part of something truly special.

Josh A

employee since 2021

Every colleague I spoke to told me if there was anything they can do to help me just to let them know, **this is the most supportive work atmosphere I have ever worked in** and has encouraged me to do my best to support those around me as well.

Josh W

employee since 2011

The culture at ramsac is special and is at the heart of what we're about. **We've created an environment full of engaged, enthusiastic and driven professionals, all striving towards the same goal, which is quite a special thing to work in day to day.** It gives us all the foundation to be the best version of ourselves and grow as a team and individuals.



Kavan P

employee since 2021

For me the culture at ramsac is in a league of its own. There's so much support from the whole team, everyone is willing to help you and give you the confidence to achieve your goals. ramsac really care about their clients, making sure we go that extra mile to help in any way we can which is refreshing.

ramsac is more than a company, it's a family where everyone is listened to and respected. I couldn't be happier than to call myself part of ramsac.

Kevin T

employee since 2012

Having worked at ramsac for nearly 10 years, I feel like part of the family! I'm allowed to expand and develop my skillset through the diverse range of clients that we manage which means no network is the same and I know I have the full support of the leadership team in any decision and direction I want to take a client in. It's clear to see that the leadership team take the welfare of their staff with great importance!

Lawrence W

employee since 2011

I've been at ramsac for 10 years now and have had four different roles within the teams. It's nice to work with so many lovely people where all ideas are welcome.

In the dictionary they say culture is "the way of life, especially the general customs and beliefs, of a particular group of people at a particular time:" I find our general customs are being friendly, open to ideas and challenges, having supportive management and colleagues. Our belief and drive are to do what is right for our customers. Our organisational structure, business model and vision really support this culture!

Lisa J

employee since 2021

Although I have only been with ramsac for 8 months, I knew early on that this was the company that I wanted to grow and develop my career with. I am surrounded by an amazing team, where growth, support and encouragement are provided daily, and by working within Operations, I have the privilege of working with the whole company, which I love. ramsac is a company that embodies all the values I strive to achieve.

From the beginning, everyone I met made me feel extremely welcome and I feel privileged to work alongside such talented colleagues. Joining ramsac was one of the best decisions I made, and I can't wait to see what my ramsac adventure holds!

Lou H

employee since 2014

I love working at ramsac, it is without doubt the most supportive, caring company I have ever worked for. No two days are the same for me and I am challenged constantly. ramsac is my work family and I am so proud and happy to be a part of it!

Louise B

employee since 2015

Working at ramsac has been a unique experience. Everyone from managers to colleagues are genuine, caring, and positive human beings. The shared company philosophy is to offer client service excellence with a wonderful focus on contributing to everyone's working lives positively, with flexibility and in house training such as Rob May's Jedi-like Business School, which I would encourage anyone to experience. The company ethos itself is proactively progressive and they are consistently striving to create a positive impact in the world. It is a joy to be part of.



Luca W

employee since 2016

The ramsac culture to me is a sense of family. Everyone that works here is a "ramsac person" and that means that we all share qualities that help us come together and solve problems all while having a little fun. As we've grown, we've adapted to our customer's needs, making big changes to our processes and ensuring that, each and every day, we're providing the best customer service possible.

Everyone is so welcoming, and I've made some life-long friends that I'll keep in touch with long into the future. I know other MSPs don't have much internal progression, but the opportunities presented within ramsac are endless, and both Management and Leadership always have our best interests at heart. There's a genuine sense of care for everyone within the organisation, not just at work, but with your personal wellbeing as well.

There's always someone to turn to if you need help or are struggling and everyone is so supportive. ramsac hasn't just helped me progress in work but has taught me some valuable life lessons to help further cement my goals and the reasoning behind what I do and why I do it.

"Take me to the cauliflower" a customer service parable

- Rob May, MD

We have a saying at ramsac "Take me to the cauliflower". It wasn't introduced as a conscious part of our culture but it's very much alive and I think it's here to stay! ramsac has a specific approach to customer service and our fundamental focus is on always making IT simple for our customers.

One day last year I found myself frustrated in hearing a couple of conversations in the office (and observing some behaviour) which suggested to me that sometimes we were failing on the wow side of our making IT simple service, one that the leadership team strive to make a constant. Later that day we had a scheduled company briefing (as we do at the beginning of each quarter). I decided to use the opportunity of having everyone come together to discuss my observations.

When it came to the time, I chose to create an analogy for everyone and discuss the principles rather than the specifics.

My story went something like this:

Imagine if you will that you are in a supermarket, it's a supermarket that you've never visited before and you are unfamiliar with its layout. You enter the store and find the wine section (this was your mission), you spend some time selecting the wine you want and then you suddenly realise that you also need to buy a cauliflower! (In all honesty I don't know where that came from, I was thinking on my feet, but a cauliflower it was and that it will always remain!).

You turn around looking for a member of a staff who can help you and you spot someone in the regulation store uniform, you approach them and say "Excuse me, I'm looking for a cauliflower, please can you tell me where they are?"

If you are in Waitrose, all of a sudden you are surrounded by staff who gently lift you and carry you to the fruit and veg section, they talk you through the array of domestic and exotic variants of cauliflower they have on offer, perhaps suggesting cooking tips or even matching the brassica to your wine selection.

When you've selected your item they ask if you need anything else and then help you to the checkout, probably feeding you grapes and helping you to pack your wine and cauliflower before wishing you a nice day.

If you are in a Sainsbury's, the member of staff would probably smile, walk you to the end of the wine aisle, point out that the fruit and veg are three aisles along and tell you that the cauliflowers are on the right hand side.

If you are in a budget supermarket the staff member might look at you disdainfully and tell you that they don't know, grunt and walk away.

The point is that as a customer in all three cases you asked the same question, but depending on the store you are using will depend on the response and the customer experience you receive. I went on to say that in all cases; whether the customer is internal or external; if someone asks you for help please ensure that metaphorically you ALWAYS take them to the cauliflower.

And that was that, or so I thought.

The story clearly hit home with everyone, first people started commenting on service they witnessed outside of ramsac which obviously didn't meet the cauliflower ideals, and then it entered our own everyday parlance. I soon witnessed one of my managers asking a member of staff for some information, they responded immediately with what was technically the right answer, but it was brief and not altogether as helpful as it could be, without having to say anything else the manager simply said "That's not really taking me to the cauliflower is it?!" the effect was immediate as you can imagine.

"Take me to the cauliflower" has become a phrase that both embodies what we do, and also allows anyone to challenge another colleague if they think they could be doing more.

I recently read Lead with a Story by Paul Smith and he extols the power of storytelling in the business world, I completely agree with him and my simple cauliflower story, designed to ensure that we always deliver amazing service, is a great example of this.

I urge you personally to ensure that when you're helping anyone, you always strive to take them to the cauliflower, if for whatever reason you don't know where the cauliflower or whatever is, simply take the time to tell them how you would suggest finding it rather than saying you don't know, or even worse, grunting and walking away!



“

**There's always
someone
to turn to if
you need
help or are
struggling and
everyone is so
supportive.** ”



Magda M

employee since 2021

What is life at ramsac you ask? Well, let me tell you: it's the excitement of getting out of bed and walking through the door each morning, the smiling faces of our colleagues when we share fun moments and their focused attention when they lean into each other's ideas when we work through everyday projects. It's the non-judgemental support of our peers, the encouragement to bring the best out of us from our leaders, and the tenderness with which **we all cultivate the environment for discovery, growth and development of our potential and talent.** And I, just like my colleagues, am proud to play an active part in all this.

Mark C

employee since 2000

I've worked at ramsac for a number of years now and what's great about working here is **it still feels like a family, we are treated as individuals, a unique person and not just an employee.**

The original values and ethos of the company remain true. ramsac give you the opportunities to grow not just in your IT career but to also develop yourself personally. I have been through this first-hand with the first ever ramsac business school and would highly recommend it to all my colleagues.

More recently I am proud of our response to the pandemic. We were able to react quickly and have evolved our working practices and given employees the opportunities to choose how they would like to work. Be it fully in the office, at home or hybrid. With it ramsac also offered financial support to enable us to work from home efficiently such as contributions to utility bills, I even have a fantastic new chair!

Matt S

employee since 2006

I joined ramsac 15 years ago as part of the support team.

It was a fun place to work where I met some great people and made some fond memories. We all supported each other and worked brilliantly together sharing ideas to achieve our common goal of providing our clients with the best service. To me, this is the ramsac culture.

Fast forward to today, **I have been fully supported in my career development, where I initially moved into a Leadership Role, before changing paths and becoming a Technical Consultant.**

A lot has changed during my time at ramsac and the company has grown significantly, but one thing that has stayed constant is the culture. This is why I believe I am still working with so many of the great people I met 15 years ago.

Matt L

employee since 2015

ramsac is a busy, vibrant place to work and, like technology, is constantly evolving. What I love about the culture at ramsac is the support and relationships that are shared across all teams and that we are all focussed on delivering the best possible service to our clients. **Everyone has a voice at ramsac and a chance to contribute ideas and improve things for the business and our clients.**

Max R

employee since 2019

The ramsac culture to me is that of, one big family like team. We help and support each other grow and work to our full potential through the whole company.

To me that is really important, as it means that no matter what the situation or issue, there is always someone you can turn to at ramsac for help and guidance.

No matter what department someone is in or what department the issue is for, all departments, ops, IT ops, relationship etc will all be happy to help and provide assistance to resolve issues or problems. We are one big, united family working team, that's what separates ramsac from other companies.

Michael A

employee since 2019

I've been at ramsac for nearly 3 years now and the work environment has been incredible the whole time, it's made me feel included in the team during the many lockdowns we've had and **allowed me to develop both personally and professionally to chase my dream career.**

Michael R

employee since 2021

What separates ramsac from other companies is their commitment to helping each other out. It gets very busy here and yet it is so great to be in a company where everyone is supportive of each other not just within their departments but as a whole. I also appreciate ramsac with how honest and open they are about everything that happens here which really makes you feel included.

Mike D

employee since 2020

ramsac's strength is its people - the whole company works as one team, and believes IT should make our clients lives easy. We want to give our clients the digital tools and support that they need to be productive, every day.

Myles D

employee since 2020

My favourite thing about working for ramsac is that values and ethics drives the decisions I make and the questions I ask when making them, **it's refreshing working in an environment where doing what's right comes first and foremost.** As someone in the relationship team, it builds the best relationships with my customers when I can lead discussion from a point of honesty and wanting to lead customers in the direction of the best solutions for them.

Natalie C

employee since 2018

ramsac is a great company to work for- everyone is friendly and approachable. **The strong ramsac culture is important to me especially in days of lockdown being able to speak to supportive colleagues** offering help no matter how busy everyone is, has been a welcomed out stretch of a hand. Knowing we're all striving for the best achievements makes it a rewarding and fun place to work.

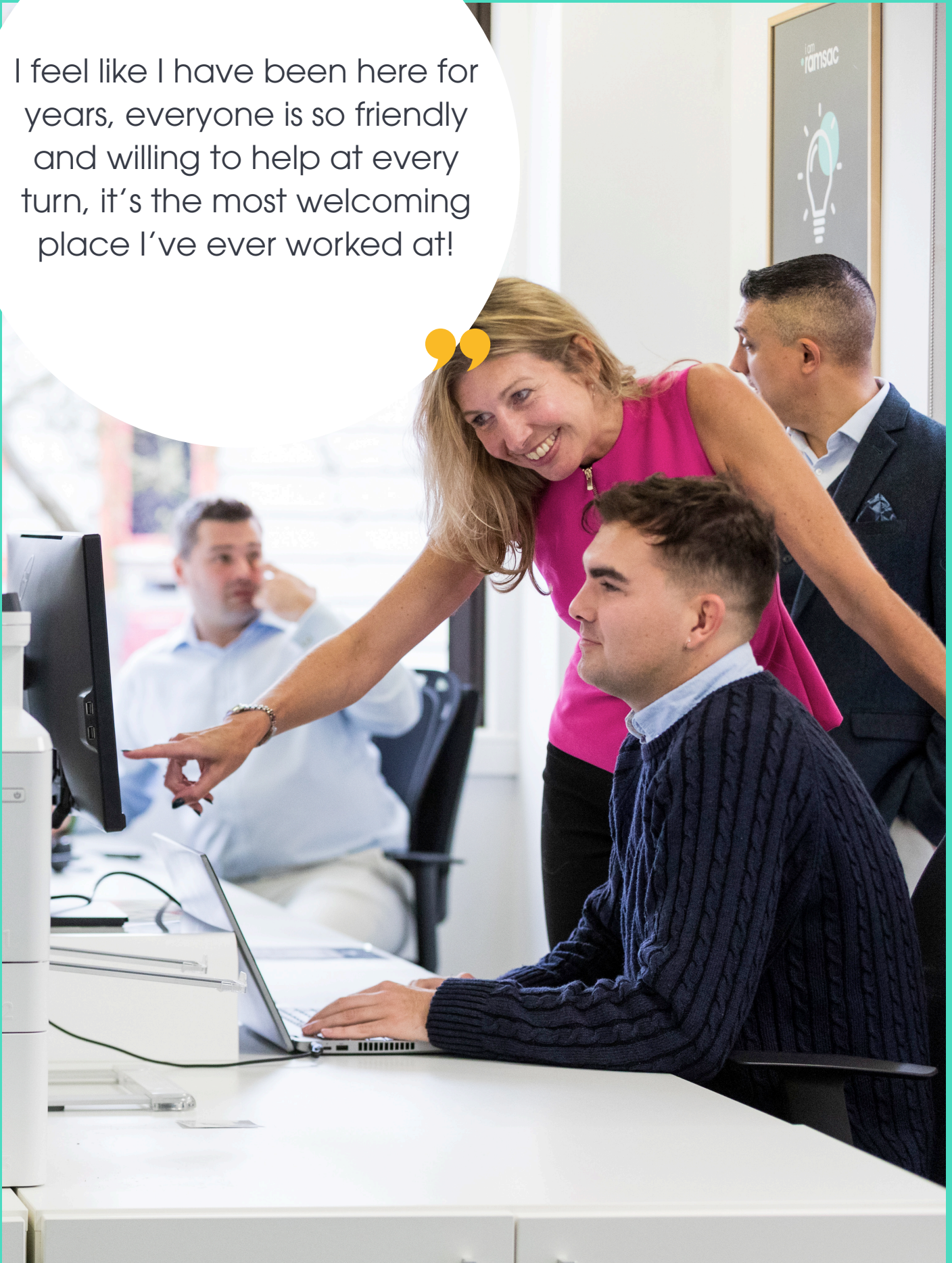


Nick L

employee since 2021

I joined ramsac in July 2021 after being in a different industry for 11 years I was slightly nervous about my first day, but I was made to feel so welcome and **I felt like I had been here for years, everyone is so friendly and willing to help at every turn, it's the most welcoming place I've ever worked at!!** I have worked at companies where you are just left alone, and no help is offered, but here anyone will stop what they are doing just to give you 5 mins of their time to lend an ear.

“
I feel like I have been here for years, everyone is so friendly and willing to help at every turn, it's the most welcoming place I've ever worked at!
”



Paul M

employee since 2001

For me it's seeing people start and then develop their IT career at ramsac. I love how we look beyond technical experience and qualifications at personality and attitude. **It's great seeing someone who's either straight out of school into an apprenticeship, or making a career change later in life, with a passion and enthusiasm for IT,** growing over the years to the point where they are an experienced IT professional.



Peter T

employee since 2007

Working at ramsac is about collaborating with like-minded people who are all striving to find innovative ways to work with and look after our clients. **We challenge each other if something isn't right, we find new ways of doing things when they go wrong, and we come together and support each other when it matters the most** – all whilst enjoying what we're doing and trying to have a little bit of fun while we're doing it!

Pete C

employee since 2017

The continued support I receive from both the leadership team and colleagues allows me to perform to the best of my abilities, ultimately provide amazing service to our clients.

Ravinder G

employee since 2021

It has been an amazing journey since I have started with ramsac. I have been with the company for less than 6 months, but it feels like I have been working here for a long time.

Everyone at work has been very supportive especially the management. I can see myself being part of upcoming projects and looking forward to helping them delivering for our clients.

Rob H

employee since 1996

At ramsac, there is a genuine desire to give the customer the best experience possible, and not just to complete the work required. This is evident across the business – all departments are invested in this ethos – the real wonder is that it has been this way for nearly thirty years.

Sally C

employee since 1992

To me the ramsac culture has really shone through over the last couple of years. Being part of a team of people who genuinely care and support each other, embracing the challenges, listening to our clients' needs and striving to deliver an exceptional service throughout, whilst continuing to improve not only themselves, but the way we work as a company. **I'm very proud of the team of people that have chosen to work for us.**



Sam V

employee since 2020

Life at ramsac is special to me because I am surrounded by the best people who are always there to lend a hand or have a laugh with.

Everyone is so motivated to do a good job and there is a general feeling of positivity.

Sam D

employee since 2018

ramsac is such a great place to work. You can tell from the moment you start that the culture here is very special. **There is a real family feel and it's the small things that really make a difference.**

There's lots of room for progression within the company and many opportunities to improve your knowledge and skills, which is a huge bonus! I've never worked anywhere before where you really feel valued as an individual. **It's an exciting time for the company and I feel really proud to say I work at ramsac.**

Saminda J

employee since 2021

Working at ramsac is a breath of fresh air, everyone I work with is just always willing to help. Everyone is working toward the same goal and working together to get there which creates a very positive environment to work in.

It genuinely feels energising being in a team like this and understanding everyone is there to support and help you.

I joined ramsac during lockdown and got to meet the entire team virtually and the team were so welcoming. Couldn't have asked for a better start.

Seb J

employee since 2012

I've been with ramsac for almost 10 years, so **when asked to explain the culture it's difficult because it has become a part of who I am and feels very natural and normal.** On the other hand, when I see how other companies (and past companies I've worked for) operate, I realise it's not the norm.

Simply put, it redefines the saying "teamwork makes the dream work" – my position means I speak to members of almost every team, and it never feels like there's any barriers. We all have our roles to do, but everyone is willing to branch out and go the extra mile for each other and our clients, and the results speak for themselves! **I'm proud to be part of ramsac and I'm looking forward to seeing what the future holds.**

Life at ramsac - volume 4



Shane D

employee since 2020

I don't think I can explain in words how amazing this company is and how much of a positive impact it has had on my life, but I'll give it a go.

When I think of ramsac, I think of family, I think professionalism, I think of ambition. **I have never worked for a company that makes me feel so safe and trusted.** We have managers that apprise all the great work we do and will also fully support us if we fall. My colleagues are not just colleagues but great friends who actually care about you and others. ramsac really understands people and gives everyone equal opportunities to grow.

Simon W

employee since 2018

ramsac's culture is progressive, inclusive and supportive. We have just the right balance of friendly people that are also very good at their jobs, creating a positive, can do and collaborative working environment. Collectively we have strong values that contribute to a clear company identity that is plain for all to see, whether you are an employee or a client. Living up to our ideals is not easy. It takes a lot of investment in both thought and action, but as a result there is something special about ramsac.



Simon G

employee since 2005

Amazing company with good strong roots allowing the growth of everyone working within for a single goal.

Stephen H

employee since 2021

Regarding my ramsac experience, the most amazing thing I have found is the support structure that is in place. Whether that is personal development, on the job training, or even aspects at home; everyone at ramsac is committed to helping one another and self-improvement, it makes ramsac a truly kind and exciting place to work.

Stewart P

employee since 2021

I joined ramsac eight months ago because it was time to move on from my previous role. During the interview process I heard so much about what makes ramsac different and I'll be honest it sounded too good to be true. But I also thought "what if it's true". So, I took the risk and made the switch to ramsac, and I couldn't have been more wrong, everything I had heard about ramsac was true. Here are ramsac its not about individuals being a cog in the machine, here it is about individuals being showcased and placed in the shop window for everything that makes us unique. It's what we sell to our customers the individuals that will be here to personally help them with everything it takes to make their IT setup successful.

The thing I love the most about working here is that each and every person that works here is eager to help and support you every day to make sure we know that every member of the entire ramsac family is just as important as the next. In short switching to ramsac has been one the best decisions I have made in my career, and I hope to have a long happy career here.

Zak J

employee since 2019

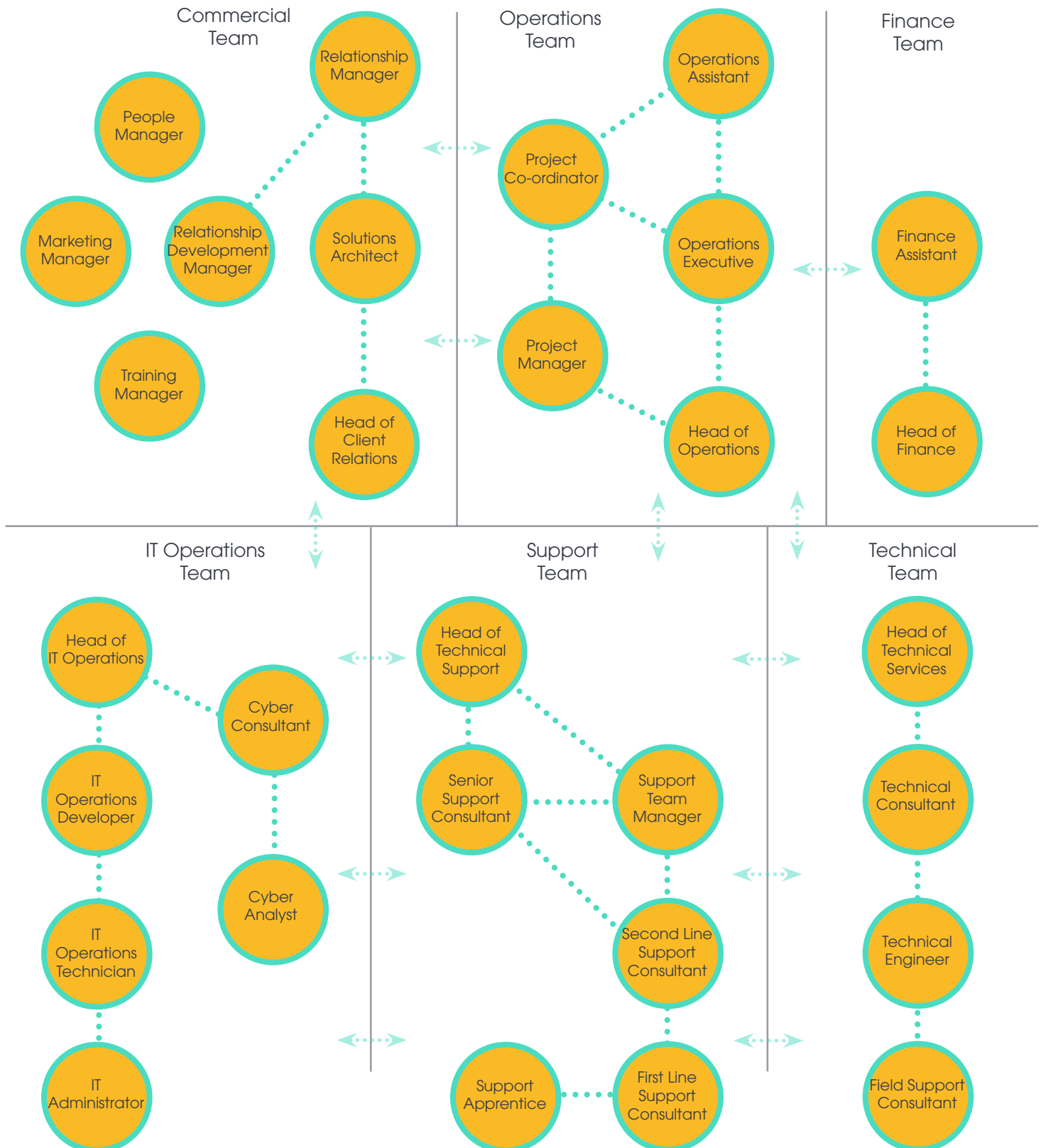
I have been at ramsac for the best part of 3 years, In this time I have found that I have become a part of the ramsac family. I feel respected, understood and listened to. I have been given the chance to grow into who I am supposed to be not what I am told I have to be. I look forward to working at ramsac for the next 3 years and as things stand many more after that.

Career progression at • ramsac

36% of our team have already benefited from an internal promotion. We are passionate about helping you to achieve your career goals and always look to appoint from within where possible.

We might not be the largest IT company in the UK – but we are very committed to providing solid career opportunities. There are many ways in which you can move. It's not a linear path from one role to the next – you might earn a promotion or take a sideways step on to a different team.

This flow chart shows some examples of potential directions of travel, but there is nothing set in stone!





*I have found that I
have become a part of
the ramsac family.
I feel respected,
understood and listened
to.*





ramsac Limited

www.ramsac.com
01483 412 040