

*Welcome to  
Reality Solutions*

**REALITY**  
solutions



*Get Set-up for Success*

Reality Solutions Limited  
Unit 1 Global Business Park  
Hamburg Road  
Kingston Upon Hull  
HU7 0AE



**sage**  
Business Partner

Microsoft  
Partner

Silver Cloud Productivity

## About Us

Reality Solutions Limited is an independent provider of IT, communications services and financial business software solutions to corporate enterprises, SMEs and public sector bodies throughout the UK.

Our aim is to help you achieve business efficiency and success by implementing financial software solutions, IT communication strategies or solutions that meet your needs precisely. Meeting our customers' expectations is our minimum objective. We strive constantly, however, to surpass expectations.

At Reality Solutions, we provide a comprehensive range of services, products and solutions, based around six key areas of specialisation:

- ***SAGE Business Financial Solutions and Services***
- ***SAP Business One Products and Services***
- ***Secure Communications***
- ***Converged Communications***
- ***High Performance Communications***
- ***Cloud – Fully Managed and Hosted – Hybrid***

## Company Information

Reality Solutions Limited is a Hull based business providing knowledge and expertise in information and communication technologies. Our mission is to contribute to your organisations efficiency and business success through the development and deployment of appropriate business and financial solutions appropriate and tailored to your business and its communications strategy and solutions.

Across the REALITY SOLUTIONS product and services portfolio, we offer a comprehensive range of financial business software services and IT and communication-related services. Broadly, these may be categorised as:

- ***Consultancy, Training and professional services***
- ***System engineering and integration***
- ***Software applications***
- ***System management***
- ***New technologies***

## Partners

Reality Solutions Limited partners with the leading vendors of Business Financial Software, Networking and Communications and Cloud Fully Managed Hosted services and related products.

We maintain high level accreditations with all of our key partners, including:-

- ***Sage Product Specialists***
- ***Sage Certified Consultants***
- ***Sage ERP Online Services Specialists***
- ***SAP Business One Specialists***
- ***Microsoft Certified Technology Specialists and Professionals***

Additionally, we have special status with a number of market-leading vendors that enables us to provide advantageous pricing to various public sector organisations, including local government, health education and Charities.

## Training and Workshops

Training is essential to give you and your staff better skills. The results are simple; better performance and improved productivity. It can make the difference between working adequately and working effectively.

Our on-site Training services offers one of our experts to train on any specific topics or software you require at your place of business. Use their expertise in a customised and bespoke manner so you can control what training your business receives ensuring you get the most out of your software.

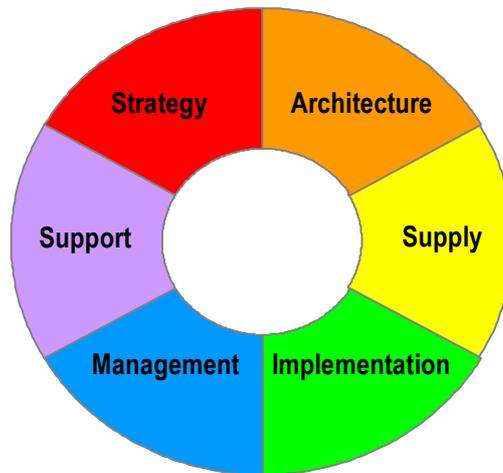
We are experienced in delivering training that uses non-technical language to your staff get the most from the training. Our training programs, masterclasses, refreshers courses and workshops include:-

- ***Onsite training***
- ***Offsite training in our Reality Solutions training suite (Hull)***
- ***WebEx/Remote training***
- ***One-to-one and team training***
- ***Train the trainer***
- ***Workshops on a specific subject with multiple clients present***
- ***Pre-defined Masterclasses and Workshops***
- ***Bespoke/Customized Training, Refresher Training and Workshops***

## Services

**REALITY SOLUTIONS** offers you a range of complementary services.

Each is available separately or they may be combined, as appropriate, to deliver a solution to suit your business objectives, priorities and individual requirements.



## Strategy

At Reality Solutions, our consulting teams' currency is specialist knowledge. Our consultants are able to offer you extensive technical expertise and experience across multiple disciplines, balanced with a sound understanding of business issues.

Applying these skills, we work with you to formulate any element of your financial business operations, IT and communications strategy. Further, we can provide help and advice on how best to implement the agreed strategy and, if required, support you throughout the implementation process.

## Architecture

Our technical experts can provide a complete architecture to support your IT and communication needs. This may well include local area networks, ADSL & Fibre internet connections, Point-to-Point & Satellite internet connections, Point-to-Point building links, Full site Wi-Fi Solutions, Servers, PCs and all associated devices such as printers or scanners.

For example, we can apply our extensive design skills to:

- ***Deliver connectivity wherever you need it***
- ***Ensure that applications and information are in the optimum location whether that is on premises or in the cloud***
- ***Help you take full advantage of the Internet to provide secure and reliable remote working as well as cloud solutions including both data and voice.***
- ***Design highly available and disaster recovery solutions to keep your business running even if the worst should happen***
- ***Design and implement a full network infrastructure from physical cabling, supply of financial software and CRM, PCs, Servers and network devices to a fully commissioned and working network.***
- ***Integrate third party systems and develop bespoke software to help interface between applications***

## Supply

We supply a comprehensive range of financial software solutions, networking and communications hardware and software components. These may be provided as part of a turnkey solution, including configuration, implementation and commissioning services.

Alternatively, we offer products through our Reality Solutions direct telesales service, which specialises in the fast, cost-effective supply of networking components for self-installation. Our product range is truly comprehensive, covering all elements of your Software, IT and communications infrastructure.

With our own in-house team of technical and product experts to call upon, we can advise you on the most appropriate products to meet your needs. Where your requirements are already defined, we can provide you with a fast, competitive quotation and prompt, efficient delivery.

Most manufacturers run periodic special offers or promotions, such as trade-ins or trade-ups. The Reality Solutions direct team will advise you of any appropriate and relevant offer to ensure you get the very best value for your money.

## Implementation

Implementation is much more than simply installing software solutions and equipment. Our aim is to smooth the process right from design through to a fully commissioned and operational solution.

Effective project management is key to a successful implementation. At Reality Solutions, we use a project management methodology that is tried and tested over many years. It is structured so that all concerned understand their roles and lines of communication, whilst retaining the flexibility necessary to cater for the inevitable changes that occur during the lifecycle of any major project.

In addition to overall project management, typically Reality Solutions implementation services may encompass:

- ***Equipment pre-staging and pre-configuration at our premises***
- ***Specification of Software and Development requirements***
- ***Off-site software installation, test migrations and configurations***
- ***Off-site IT systems configuration and verification***
- ***On-site installations***
- ***On-site system hardware and software testing and commissioning***
- ***On-site training and consultancy for Software Solutions***
- ***On-going support and assistance***

As much preparatory work as possible is carried out at Reality Solutions prior to installation so as to minimise the potential for software and equipment problems or failures and limit disruption at your premises.

## Management

Reality Solutions can not only provide you with a range of tools to enable you to manage your IT environment effectively yourself, but also we will take on responsibility for managing elements of it for you.

Reality Solutions Managed Services can be tailored to suit your needs precisely. Why suffer the pain and expense of training and attempting to retain costly internal resources with specialist skills and the nightmare of providing adequate cover during holidays, illness, or when a critical team member leaves? For an agreed and fixed monthly fee, Reality Solutions can take the weight off your shoulders.

For these very reasons, remote firewall/security management is one area where Managed Services are particularly appealing. It doesn't stop there, however. If there are any areas of your IT environment where we can ease your pain and help you provide improved service at reduced costs, contact us and let's explore the possibilities.

## Support

System downtime can be expensive as well as inconvenient. It costs, through lost productivity, lost credibility and lost opportunities. Whilst Reality Solutions takes every care to provide quality solutions that are reliable and resilient, it is a fact of life that active electronic components can fail. In such circumstances, it is vital that any resultant downtime be kept to an absolute minimum.

Reality Solutions offers you a range of truly flexible support services that may be tailored to address the requirements of your organisation exactly, thereby maximising system and software availability.

Examples of Support Packages which can be provided by Reality Solutions:

- ***Sage Software Support***
- ***SAP Business One Software Support***
- ***Fully Comprehensive information and communications technology (IT) support***
- ***Offsite Backup Services***

Software and system support is available during normal working hours but Reality Solutions also give the availability up to and including 24 hours a day, 365 days a year with varying levels of on-site response.

## Technologies

To enable you to gain the maximum benefit and performance from your communications infrastructure, Reality Solutions offers expertise in a variety of complementary technologies and supporting products and services, including:

- ***SAGE comprehensive range of products and services***
- ***SAP Business One***
- ***Technology Migration Projects***
- ***Client/Server Applications***
- ***Server Virtualization***
- ***Email and Internet Connectivity***
- ***Office365***
- ***Voice Over IP Solutions***
- ***Website development and design***
- ***Cloud computing solutions***
- ***Training and Consultancy***

## *Further Information*

Our Dedicated team of specialists are happy to help with any enquiries and questions you may have about the Products and Services that Reality Solutions offer.

***General Enquires: 03300 160565***

customerservice@realitysolutions.co.uk

***Sales Enquiries: 03300 160565***

salesteam@realitysolutions.co.uk

***Support Enquiries: 01482 828000***

Technical Support: support@realitysolutions.co.uk

Sage Support: sage.support@realitysolutions.co.uk

SAP Support: SAP.Support@realitysolutions.co.uk

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