RAVERSYS

Chamber Showcase at the North East Expo

Digital transformation. Plan it. Prioritise it.

A practical guide to choosing what to do first.

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Newcastle Racecourse
4 November 2026

Hands up if...

1 There's a process in your business that lives in one person's head.

2 Someone types the same information into two different systems.

A global appliance maker. A service operation nobody had written down.

Engineers, call centre, parts and warranty claims ran on a legacy system and on people's memory. Before we could build anything, we had to find out how the work really happened.

15 weeks

of discovery, against a four-week plan.

A Durham software company, part of a group that has been building systems since 1997.

2,000+
projects delivered

1,000+
clients in 12+ countries

1997
building business software since

One engineering organisation across the UK, Egypt and Lebanon. ISO 9001 and ISO/IEC 42001 certified delivery centre.

Digital transformation means changing how the work gets done, with technology as the tool.

It is

- A business change, owned by the business
- A sequence of small, measurable steps
- About people and process first
- Ongoing, like any other improvement

It isn't

- Buying a new piece of software
- A new website
- An IT project handed to "the IT person"
- A one-off with a finish line

One invoice, three ways.

Step 1

Digitisation

The paper invoice is scanned and emailed as a PDF. Same process, different format.

Step 2

Digitalisation

The invoice is raised automatically when the job closes, sent and chased by the system. The process improves.

Step 3

Transformation

The customer pays on completion, and job data shows which work makes money. The business model changes.

Five things every transformation is built from.

Cloud

Your systems, anywhere, without a server cupboard.

Data

One set of figures everyone works from.

AI

Reading, drafting and spotting patterns, with a human in charge.

Automation

The repetitive steps done by systems, not people.

Customers

Easier to buy from, book with and pay you.

Cloud

One platform instead of a system per campus.

Admissions, timetables, fees, grades and graduation, run once and shared, so each new campus starts from day one instead of from scratch.

11

universities on one platform

28

live campuses, 9 countries, 3 continents

Data

We moved the history, then proved it had all arrived.

Six and a half years of service history moved to the new platform, then counted again, independently, by record type, against the source.

7m+

work orders migrated

99.9997%

matched to the source

AI and automation, in our own business

We run our own company on a system we built, with AI doing the groundwork.



Weekly finance pack

Cash, receivables and margins drafted by AI from live records, ready on Monday.



Daily briefing

Email, chat and project activity summarised into what needs a decision today.



A human approves

AI can draft an invoice or a payment reminder. A person always presses send.

An illustrative North East firm

Thirty staff and four systems that don't talk to each other.



At each arrow someone retypes the customer, the job and the price, which means more mistakes and slower payment.

Fix one flow, end to end, before buying anything big.

1. **Mapped enquiry to cash** on one wall, in one afternoon, with the people who do the work.
2. **One job record** from quote to invoice; the invoice raises itself when the job closes.
3. **Then the customer:** online booking and an automatic "engineer on the way" text.

What they didn't do

- Buy an all-in-one system on day one
- Start with AI
- Change everything at once

The MD got Friday afternoon back. Invoices went out the day the work was done.

Three pressures most businesses here will recognise.

Higher staff costs

National Living Wage **£12.71** an hour from April 2026. Employer NI at **15%** since April 2025.

Fixed deadlines

Making Tax Digital reaches incomes over **£30,000** from April 2027. E-invoicing for all VAT invoices from **2029**.

Cyber risk

43% of UK businesses reported a cyber breach or attack in the last year.

Sources: gov.uk; HMRC; DSIT Cyber Security Breaches Survey 2025/26

How the North East compares.

Output per hour worked, North East

£37.97

Output per hour worked, UK average

£44.35

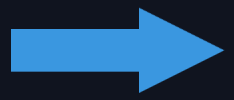
Firms that adopt technology have around 19% higher turnover per worker.

Sources: ONS regional productivity 2023, via NECA Evidence Hub; ONS technology adoption, 2025

"70% of transformations fail." Nobody can find the evidence for that.

30%

fully met their goals



80%

when six basics were in place: clear strategy, committed leaders, the right people, agile governance, measured outcomes, modular technology

Source: BCG, 825 executives and 70 companies, 2020. On the 70% figure: Hughes, Journal of Change Management, 2011

Score every idea on two questions.

Impact: does it save time, win customers, cut risk or speed up cash?

Effort: how much money, time and change does it need?

Start with the top left.

High impact · low effort

Quick wins

Invoice from the job. Online booking. Multi-factor sign-in.

High impact · high effort

Big bets

One joined-up system for jobs, customers and finance. A customer portal.

Low impact · low effort

Fill-ins

A website refresh. Shared calendars. Do them when there's a gap.

Low impact · high effort

Money pits

AI on messy data. Replacing everything at once.

Plan so that one late piece can't stop everything.

The link to the finance system depended on another team's timetable. So we built the platform to hold its exports and post them the day the link opens.

- ✓ **Core platform:** not waiting on anyone
- **Finance link:** queued, posts when ready
- **Call-centre phones:** no direct access, so a tested workaround

Your first 90 days.

Days 1 to 30

Understand

- Map enquiry to cash with the team
- List every idea; score impact and effort
- Pick one quick win and one number to move

Days 31 to 60

Fix one flow

- Make it work end to end, not halfway
- Train the people who use it
- Turn on the security basics

Days 61 to 90

Measure, then decide

- Did the number move?
- Next quick win, or plan a big bet
- Check you're ready for MTD and e-invoicing

Support open to North East businesses.

Help to Grow: Management

12-week leadership course, 90% government funded. For SMEs with 5 to 249 staff.

Made Smarter Adoption

Funded advice and grants for North East and Tees Valley manufacturers.

NCSC Cyber Advisor

A free 30-minute consultation for small firms starting on Cyber Essentials.

North East Growth Hub

Free triage and one-to-one advice, and a route into all of the above.

Two complementary strengths. One shared transformation journey.

PDTC

Define the change

- Understand the challenge
- Review people and processes
- Identify opportunities
- Shape the transformation
- Support adoption

RAVERSYS

Bring it to life

- Design solutions
- Build digital capability
- Integrate systems
- Implement technology
- Support the solution

PDTC defines the change. Raversys designs, builds, integrates and supports the digital solutions that bring it to life.

Find your first quick win.

Scan for today's slides and a free digital readiness check: twelve questions, about three minutes, and your first quick wins straight away.

Come and talk to us at stand GS46

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Questions.

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Slides and readiness check
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