



# RM plc

Year to 30 September 2010

**Terry Sweeney** Chief Executive  
**Iain McIntosh** CFO



# Agenda

**Headlines**

**Financial review**

**Market context**

**Operations and Strategy**

**Summary and Outlook**

**Questions**

# Headlines

A resilient business continuing to deliver strong results despite challenging circumstances

## **Profitable growth**

Third successive year of record revenue and profits  
Strong cash conversion

## **Excellent delivery**

More new schools commissioned  
More exam scripts processed  
More education resources shipments  
*...than ever before*

## **Strategic development**

Growth in Education Resources  
Customer acquisition in Assessment and Data  
International channels for key RM-own products

# Financial headlines

Growth in revenue, profit and cash  
Increased dividend

	Year to Sep		
	2009	2010	change
<b>Revenue</b>	£346.9m	£380.1m	+10%
<b>Adjusted* operating profit</b>	£17.7m	£19.9m	+12%
<b>Adjusted* basic EPS</b>	15.3p	16.3p	+7%
<b>Committed revenues at year-end</b>	£419m	£385m	-8%
<b>Net funds less deferred consideration</b>	£(0.7)m	£0.5m	
<b>Dividend** per share</b>	6.17p	6.64p	+8%

\*Adjusted operating profit and EPS are before amortisation of acquisition related intangible assets, exceptional charges & exceptional pension credit in 2010, and acquisition integration costs in 2009

\*\*Paid and proposed

# RM Strategy

A focused, growing and resilient international education business

## Grow

A broadly-based and international education business

## Deliver

Superior products and services that help teachers to teach and learners to learn

## Simplify

So we can operate cost-effectively in the current economic climate and can better serve our customers

## Our aim

To build a growing international business which is known by its shareholders for delivering profitable growth, its education customers for contributing to their success, and by its people as a great place to work.

# RM Operations

Three distinct segments

## Assessment Platforms

**Systems, platforms and outsourcing** for testing and qualifications.

Collection, analysis and distribution of **performance data** for teachers, parents and policy makers.

## Schools Technology

**Classroom technology** including learning platforms, computer systems and interactive teaching equipment.

**Infrastructure and managed services** including systems, networking, MIS, access control and cashless catering.

Assessment  
and Data

Learning  
Technologies

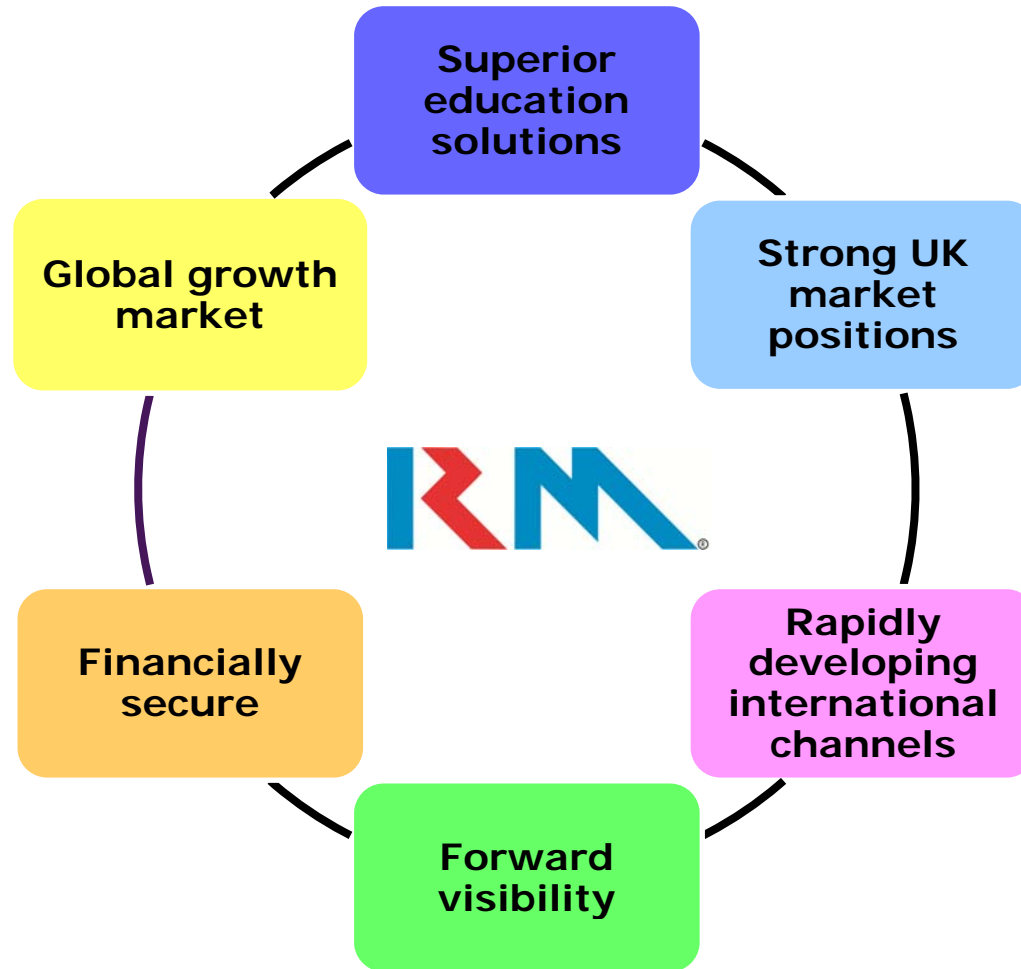
Education  
Resources

## Classroom Resources

**Curriculum-focused products** including teaching equipment & materials, furniture and software.



# Our strengths





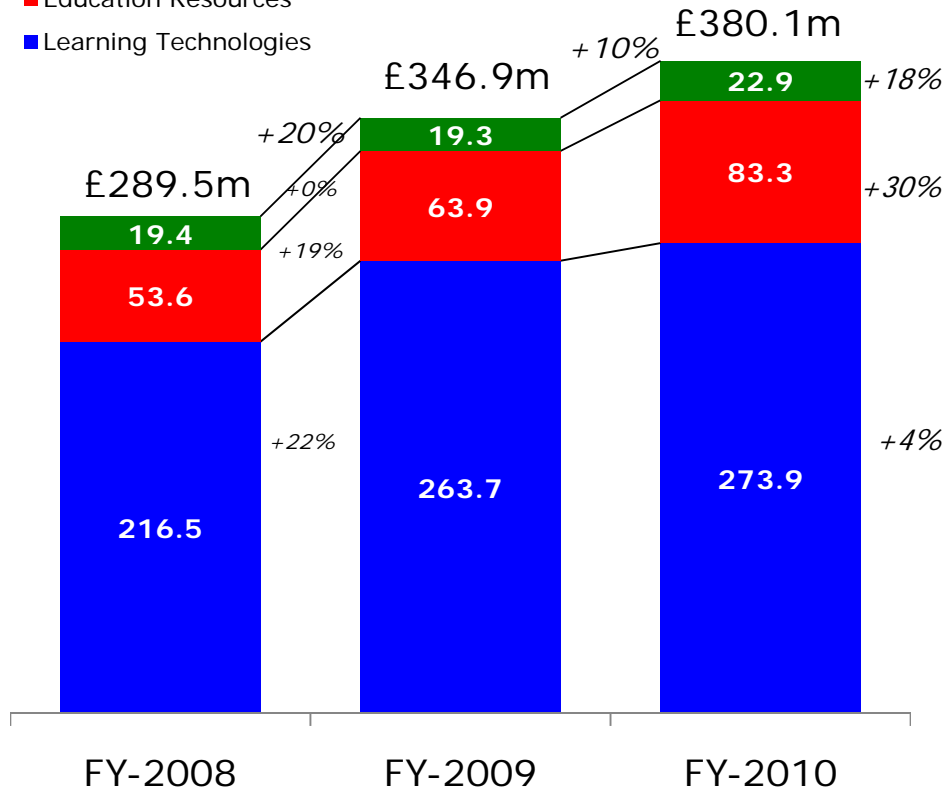
# Financial review



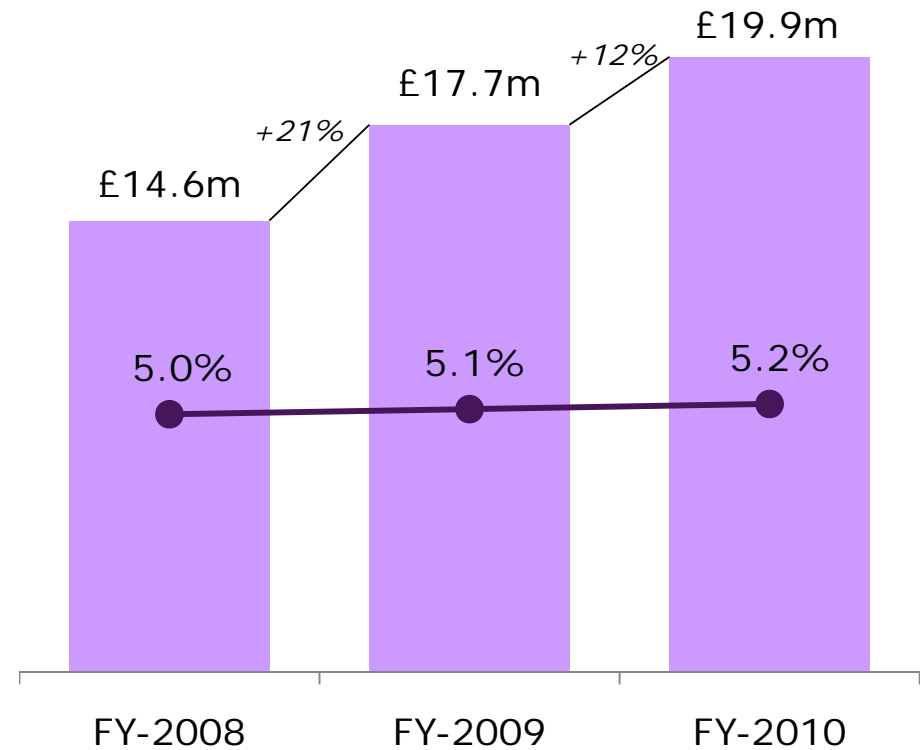
# Group revenue and profit

Diversification strategy continuing to prove successful, with growth in all three segments

- Assessment and Data Services
- Education Resources
- Learning Technologies



**Revenue**



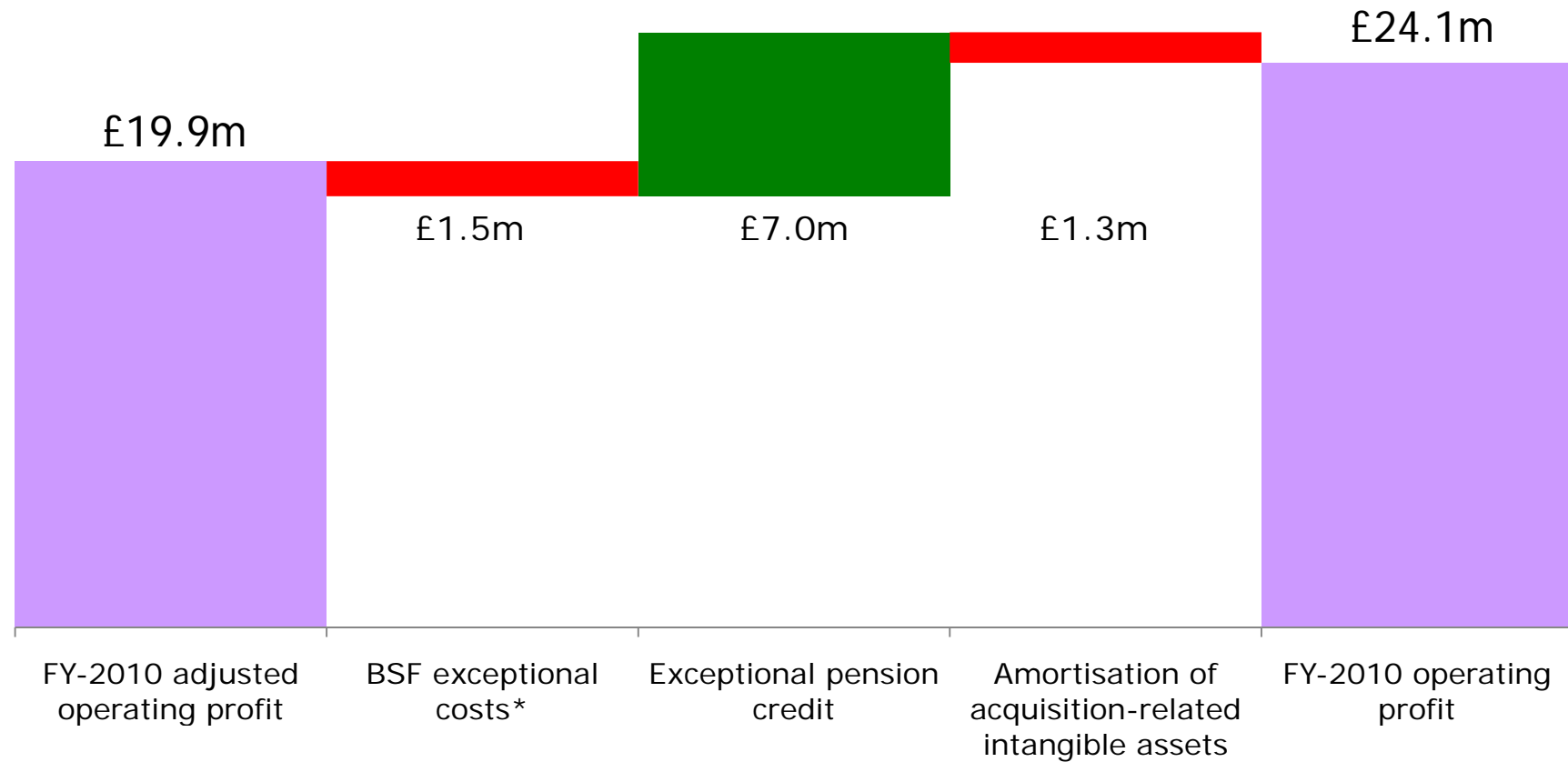
**Adjusted Operating Profit**

FY-2008 restated with US operations included in Learning Technologies reflecting FY-2009 and FY-2010 full-year treatment



# Operating profit

Reported operating profit reflects BSF exceptional costs and exceptional pension credit

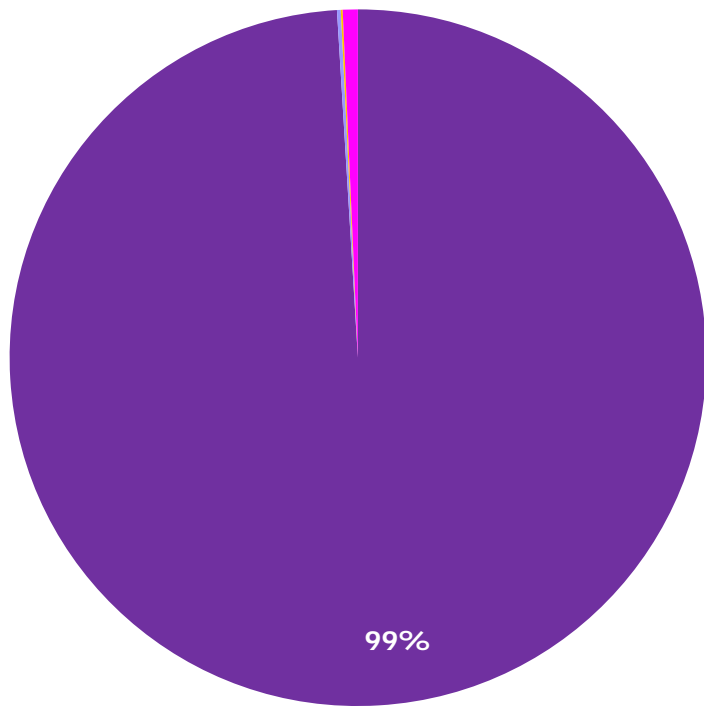


\* Restructuring and previously capitalised bid costs



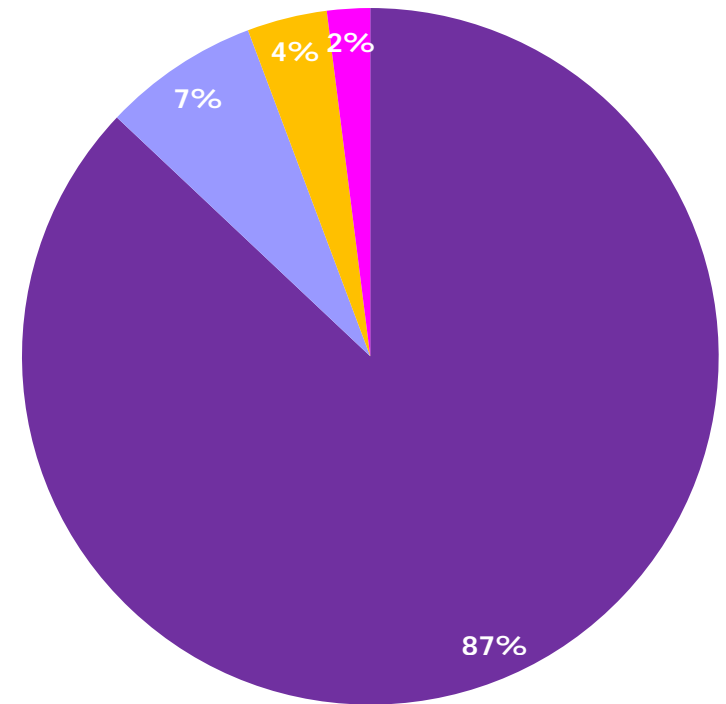
# Revenue by geography

Reducing reliance on UK revenue, further international growth in the medium term



**FY-2006**  
£262m

- UK
- US
- Europe
- Rest of World

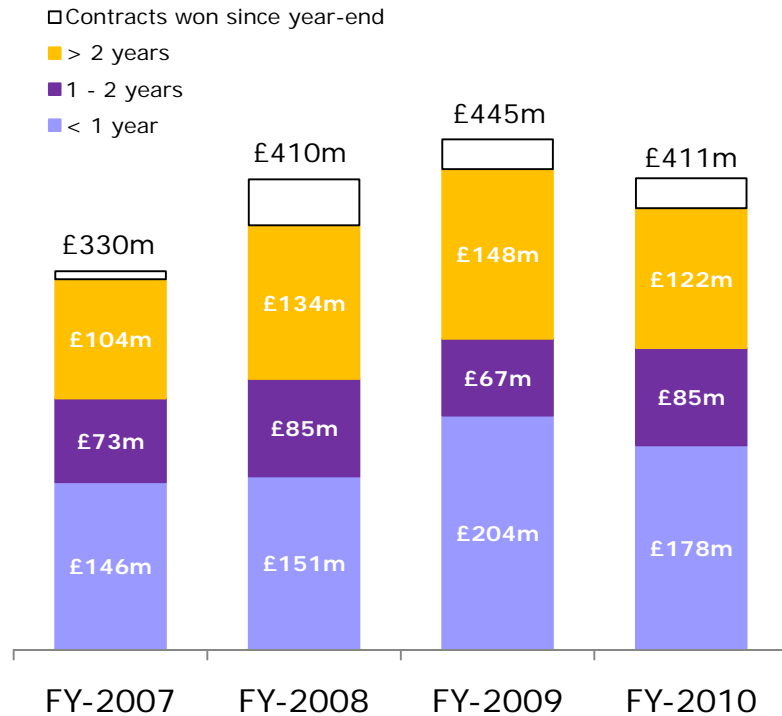


**FY-2010**  
£380m

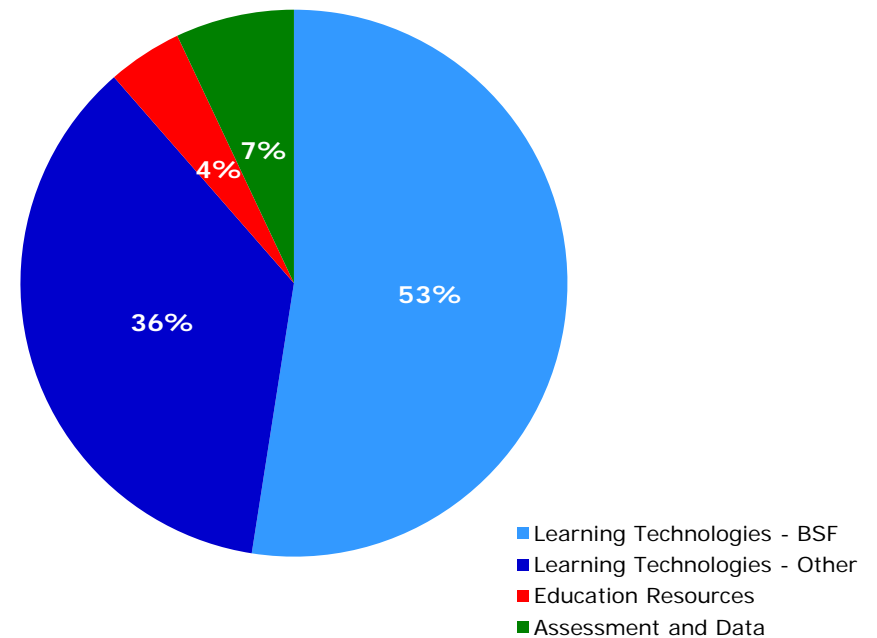


# Revenue visibility

Strong committed revenues despite review of BSF programme



**Committed revenue**



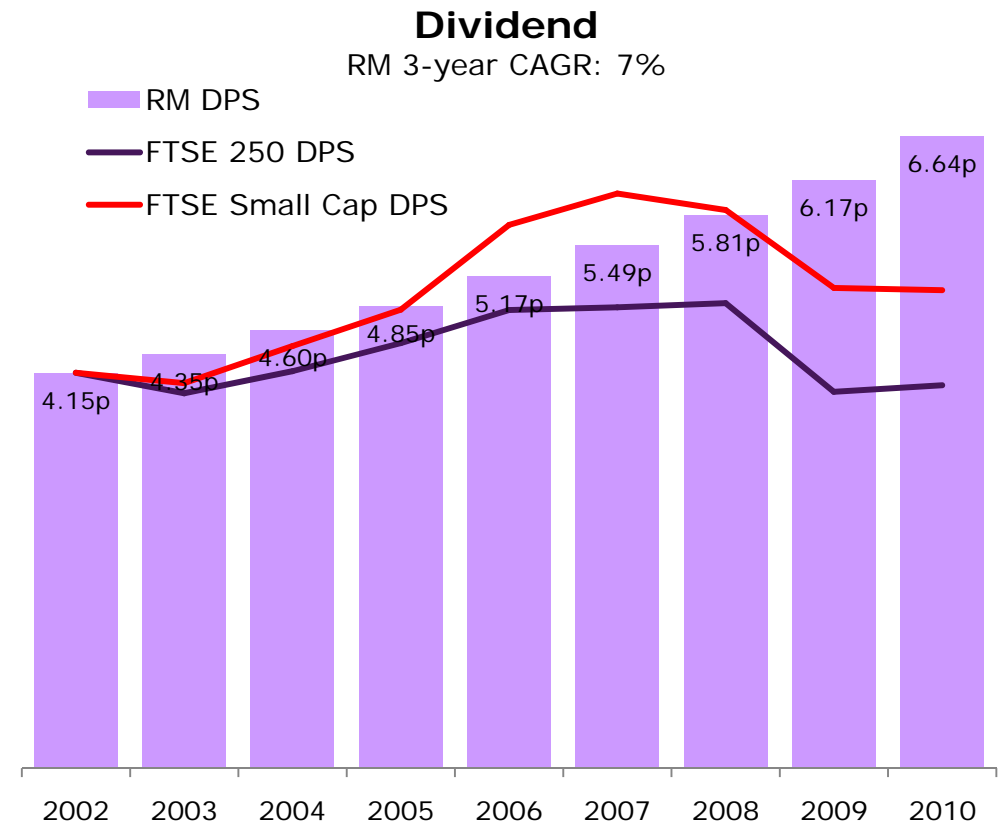
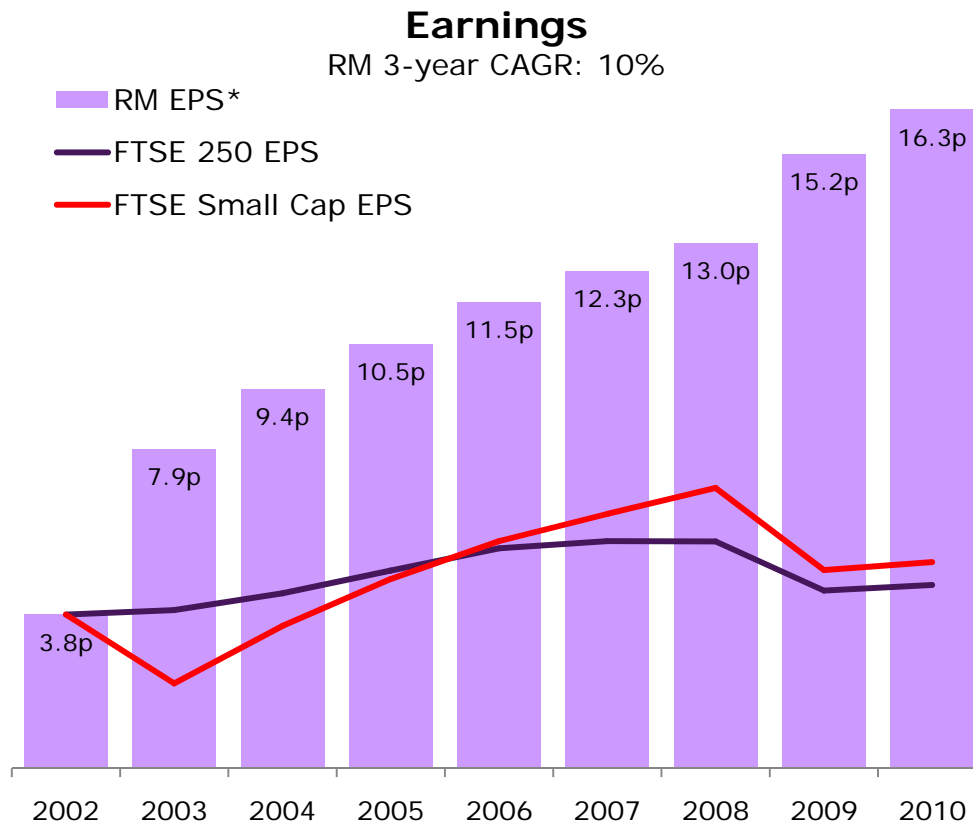
**Committed revenue by division**  
£385m at Sep 2010

**Committed revenue:** order book; deferred income; contracts at preferred bidder, selected bidder, or equivalent



# Shareholder return

Uninterrupted EPS and dividend growth since 2002



\*Adjusted diluted EPS, 2005 and previous years UK GAAP



# Income statement

£m	Year to 30 Sep			
	2009	2010		Total
	Adjusted	Adjusted	Adjustments*	
<b>Revenue</b>	<b>346.9</b>	<b>380.1</b>	-	<b>380.1</b>
Cost of sales	(255.7)	(280.4)	-	(280.4)
<b>Gross profit</b>	<b>91.2</b>	<b>99.7</b>	-	<b>99.7</b>
<b>Gross profit %</b>	<b>26.3%</b>	<b>26.2%</b>	-	<b>26.2%</b>
Selling & distribution	(39.8)	(45.7)	-	(45.7)
Research & development	(13.7)	(12.4)	-	(12.4)
Administrative	(20.0)	(21.7)	4.3	(17.4)
<b>Profit from operations</b>	<b>17.7</b>	<b>19.9</b>	<b>4.3</b>	<b>24.1</b>
<b>Profit from operations %</b>	<b>5.1%</b>	<b>5.2%</b>	-	<b>6.4%</b>
Net investment income and finance costs	0.2	(0.2)	-	(0.2)
<b>Profit before tax</b>	<b>17.9</b>	<b>19.6</b>	<b>4.3</b>	<b>23.9</b>
Tax	(3.8)	(4.6)	(1.2)	(5.8)
<i>Tax rate</i>	<i>21.3%</i>	<i>23.4%</i>	<i>27.0%</i>	<i>24.1%</i>
<b>Profit for the period</b>	<b>14.1</b>	<b>15.0</b>	<b>3.1</b>	<b>18.2</b>
<b>Basic earnings per ordinary share</b>	<b>15.3p</b>	<b>16.3p</b>	<b>3.4p</b>	<b>19.7p</b>
<b>Dividend per share</b> paid and proposed	<b>6.17p</b>	<b>6.64p</b>	-	<b>6.64p</b>

\*amortisation of acquisition related intangibles, exceptional charges, exceptional pension credit and acquisition integration costs in 2009



# Cash flow

140% cash conversion

Operating cash flows – £m	FY-2009	FY-2010
<b>Profit from operations (excluding pension credit) (A)</b>	16.1	16.9
Amortisation	2.4	2.5
Depreciation	8.3	7.6
Share-based payments	1.0	1.4
Other adjustments	(0.4)	0.4
<b>Operating cash flows before movements in working capital</b>	<b>27.4</b>	<b>28.8</b>
Decrease/(increase) in inventories	1.1	(5.2)
Increase in receivables	(12.8)	(11.8)
(Decrease)/increase in payables	(0.8)	11.9
<b>Cash generated by operations (B)</b>	<b>14.9</b>	<b>23.7</b>
<b>Cash conversion % (B/A)</b>	<b>93%</b>	<b>140%</b>
<b>Non-operating cash flows – £m</b>		
Defined benefit pension contribution in excess of current service cost	(2.8)	(1.7)
Tax paid	(3.3)	(3.5)
Net capital expenditure less proceeds on disposal	(8.2)	(8.7)
Acquisition funding	0.5	(0.7)
Dividends paid	(5.4)	(5.8)
Purchase of own shares	(1.3)	(3.4)
Other	0.4	0.5
<b>Net (decrease)/increase in cash and cash equivalents</b>	<b>(5.2)</b>	<b>0.4</b>



# Balance sheet

£m	30 Sep 2009	30 Sep 2010
Goodwill and acquisition intangibles	38.8	37.9
Property, plant & equipment and software intangibles	23.9	24.2
Interest in associates	1.0	1.0
Deferred tax assets	5.2	4.9
<b>Total non-current assets</b>	<b>68.9</b>	<b>68.0</b>
Inventories	19.9	25.1
Trade & other receivables	86.2	97.8
Tax asset	-	0.9
Cash & cash equivalents	13.3	13.8
<b>Total current assets</b>	<b>119.4</b>	<b>137.6</b>
<b>Total assets</b>	<b>188.3</b>	<b>205.6</b>
Current liabilities	(98.1)	(109.0)
Retirement benefit obligation	(12.8)	(12.4)
Other non-current liabilities	(16.6)	(18.1)
<b>Total liabilities</b>	<b>(127.5)</b>	<b>(139.5)</b>
<b>Net assets</b>	<b>60.8</b>	<b>66.1</b>
<b>Total equity</b>	<b>60.8</b>	<b>66.1</b>

£m	2009	2010
<b>Cash and cash equivalents</b>	<b>13.3</b>	<b>13.8</b>
Bank loans	(8.3)	(11.5)
Issued loan notes	(3.6)	(1.4)
<b>Net funds</b>	<b>1.4</b>	<b>0.9</b>
Deferred consideration	(2.1)	(0.4)
<b>Net funds less deferred consideration</b>	<b>(0.7)</b>	<b>0.5</b>



# Cost control

## **Accelerating delivery capability in India**

Headcount up 60% (September 2009 to September 2010)

Development

RM Easiteach Next Generation largely developed in India

Shared services

## **Rationalisation**

Logistics and warehouses

Business integration

Restructuring

## **Rapid response to DfE BSF review**

Gross strategic projects bid costs cut by c.75%

2009 (actual): £5.3m pa

2010 (budget): £5.5m pa

2011 (budget): £1.5m pa

# Pensions

Action to significantly reduce risk in UK defined benefit pension scheme

## May 2009 triennial valuation agreed

## Management actions agreed with Trustees

Increase in employee contributions

8.3% for retirement at 65 (was 7.3%)

Reduction in cap on pensionable salary increases

From 5% to 2.5% pa

Annual deficit reduction payments continue to 2017

Remain at £1.7m pa

**...offset by adverse market-driven assumptions**

## IAS 19 treatment

Deficit (pre-tax)

Sep 2010: £12.4m (Sep 2009: £12.8m)

Curtailment gain (net of related costs): £7.0m

Treated as exceptional credit in income statement

## UK Defined Benefit Pension Scheme

Consistent record of management action

2002: base retirement age increased to 65

2003: closed to new members

2005: 1pp increase in employee contributions

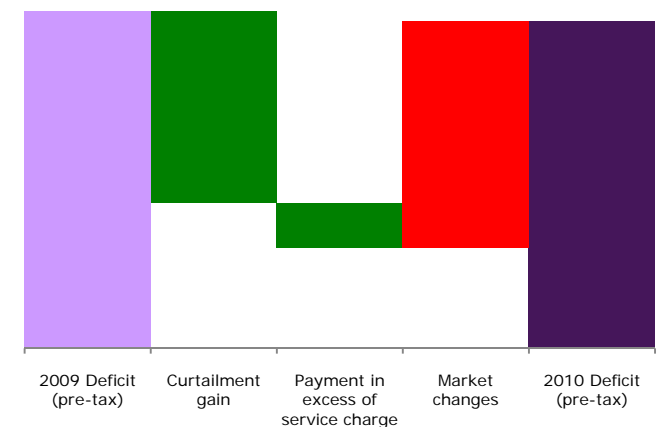
2007: 5% pa cap on pensionable salary increase

2007/08: £3.5m special company contribution

2009: 1pp increase in employee contributions

2010: 1pp increase in employee contributions

2010: 2.5% pa cap on pensionable salary increase



# Change of year end

FY-2011 – fourteen months to November 2011

## Rationale

Separates planning from busiest operational period

Separates close of financial year from busiest operational period

November aligns with business planning and operational cycles

...and avoids calendar year-end crowding

## Reporting timeline

Interim 2011: 6 months to March announced May 2011

Comparators: 6 months to March 2010

IMS: February 2011

Annual 2011: 14 months to November announced January/February 2012

Comparators: 12 months to September 2010; *pro-forma* 12 months to September 2011

IMS: October 2011

Interim 2012: 6 months to May announced July 2012

Comparators: 6 months to March 2011; *pro-forma* 6 months to May 2011

IMS: April 2012

Annual 2012: 12 months to November announced January/February 2013

Comparators: 14 months to November 2011; *pro-forma* 12 months to November 2011

IMS: October 2012





# Market context

# Market context UK

Frontline school budgets protected and capital spending programme continues

## June 2010: Budget

2010/11 education budget largely maintained  
Teachers pay frozen for two years from 2011/12

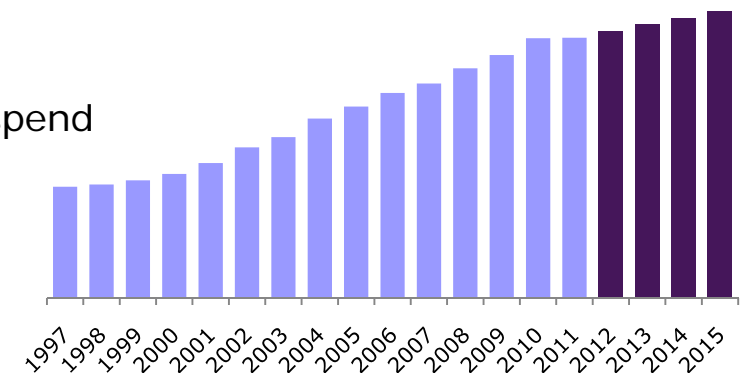
## July 2010: Review of BSF programme

## October 2010: Spending Review

Frontline school budgets protected  
0.1% pa 'real-terms' increase in English maintained school spend  
...but winners and losers  
Central spend cut  
Capital spending continues  
Reduces to pre-BSF levels

## DfE Capital Spending review

Shorter and simpler process  
Focus on individual schools (not local authorities)



**Schools Revenue Budgets**  
(Nominal – English Maintained Schools)  
Source: DfE / RM Estimates



# Market context US

**Interactive classrooms: lower penetration than UK**  
**Learning platform: embryonic**  
**Extensive use of assessment & performance systems**

Interactive whiteboards %age classrooms*	
UK	77%
US	36%

\*Source: Futuresource 2010

**Federal focus on improvement**  
National Education Technology Plan

**UK educational ICT capability well-regarded**

**Current RM market share very small**

# Market context Australia / RoW

## Education technology: lower penetration than UK

### Australia

Strong and stable economy

Building the Education Revolution

AUS\$16.2 billion school rebuild programme

Technology being prioritised

Rolling out national broadband network

Making school data available to parents

### RoW

Education technology relatively undeveloped

Europe

Relatively strong and stable education spending

China / India

Rapidly growing education budgets

### Interactive whiteboards %age classrooms\*

Australia	46%
EMEA	10%
China	4%
India	0%
UK	77%

\*Source: Futuresource 2010

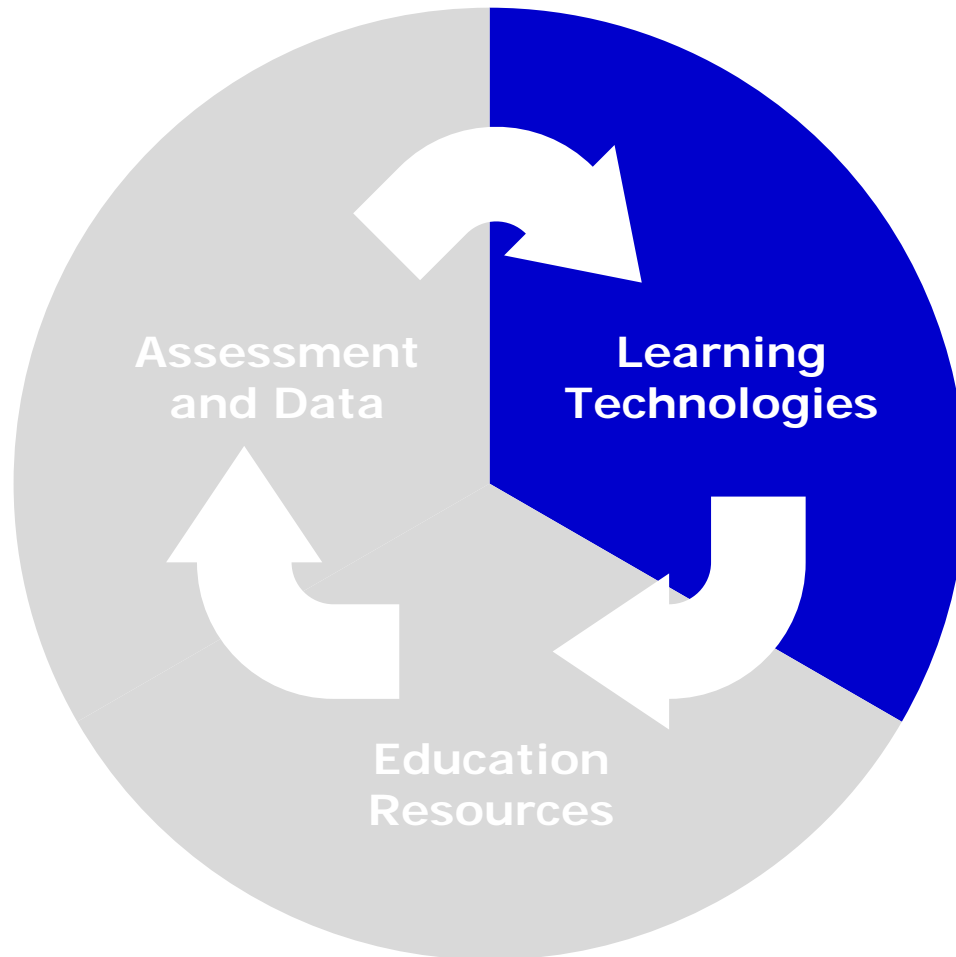


# Operations and Strategy



# Learning Technologies

UK market leader with strong emerging position in the US and Asia Pacific



## Schools Technology

**Classroom technology** including learning platforms, computer systems and interactive teaching equipment.

**Infrastructure and managed services** including systems, networking, MIS, access control and cashless catering.

## Innovative products and services

### RM Learning Platform

Communications & collaboration for pupils, teachers & parents

### Community Connect

Whole-school networking

### RM One / RM Mobile One / RM Slate

Classroom-ready computer systems

### Integris

Management information systems for schools & local authorities

### Managed ICT services

Outsourced ICT management for schools

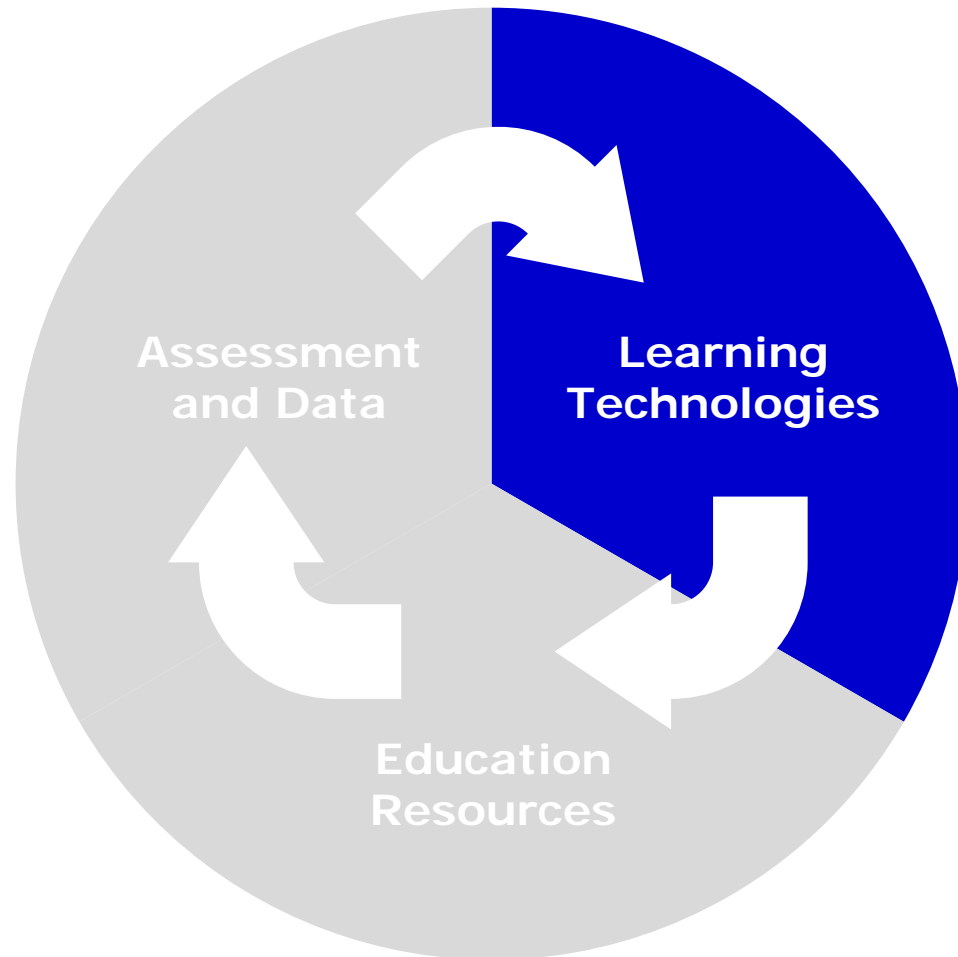
### Internet hosting

Internet service provision and data centre management



# Learning Technologies

## Strategy



### Schools Technology

**Classroom technology** including learning platforms, computer systems and interactive teaching equipment.

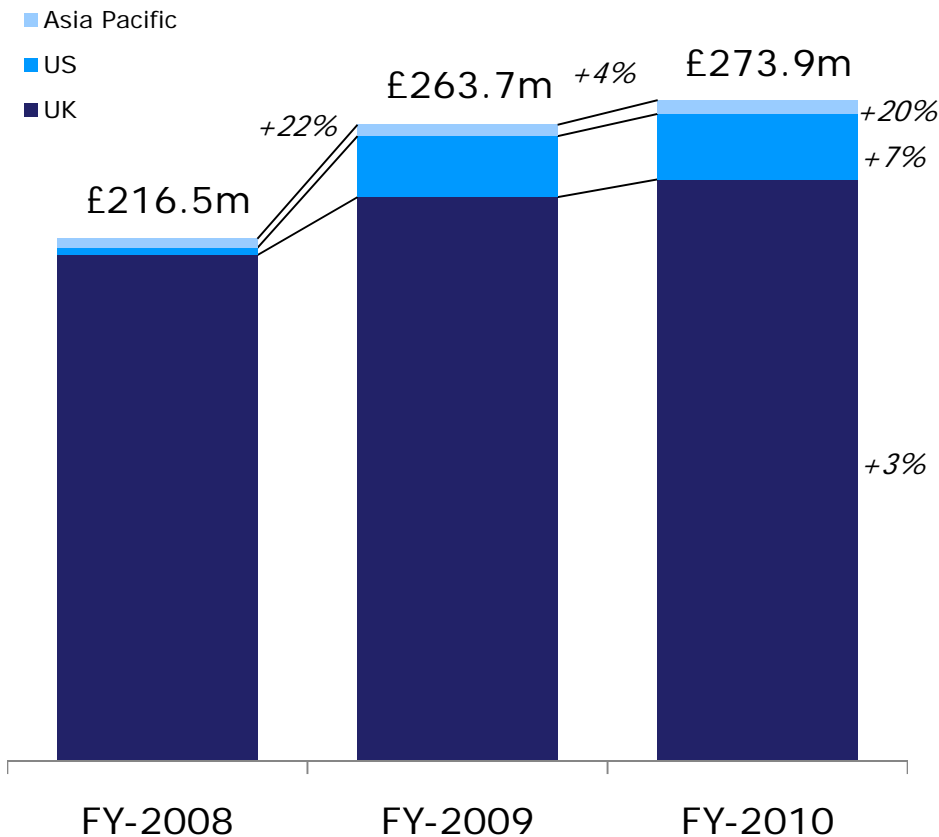
**Infrastructure and managed services** including systems, networking, MIS, access control and cashless catering.

### Strategy

- Maintain leading UK position with new propositions to address new requirements
- Enhance US capability through organic growth and selective acquisitions
- Grow emerging international learning platform business in English-speaking territories

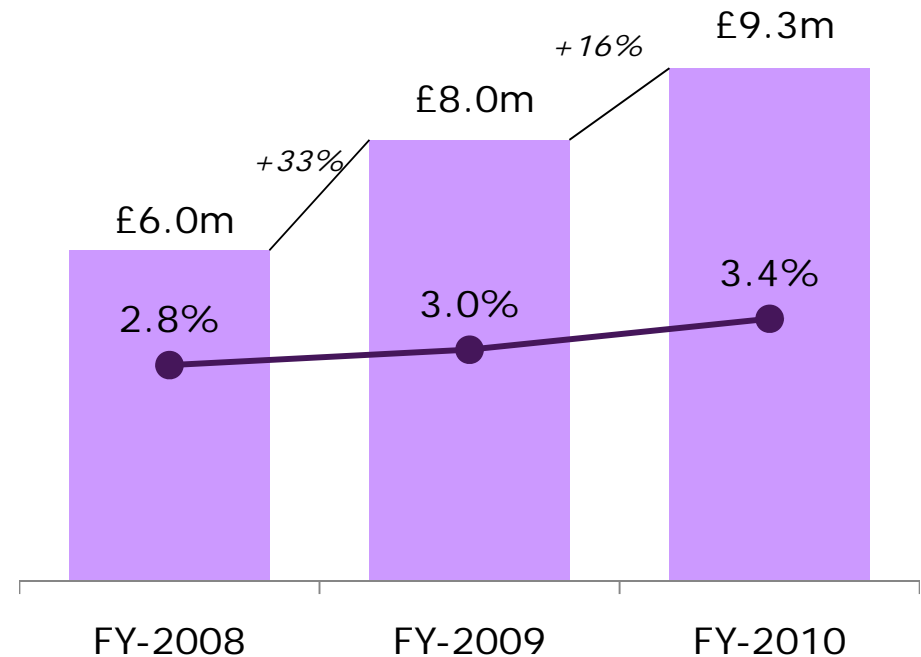
# Learning Technologies

Revenue growth in UK and internationally plus margin progression



**Revenue**

FY-2008 restated with US operations included in Learning Technologies reflecting FY-2009 and FY-2010 full-year treatment



**Adjusted Operating Profit**



# Learning Technologies UK

Demand held up as expected in 2010

Continued success in winning long-term contracts

## Revenue growth: +3%

Building Schools for the Future: 22% of Learning Technologies UK revenue

'Transactional' business

Growth in software/services

...offset by year-on-year decline in hardware/distribution

## BSF

Exceptional sales performance in 2010

2010 deliveries unaffected by closure of programme

56 new school openings (2009: 26)

Profitable in year

## Long-term contract business

£119m new wins in FY-2010

BSF: £84m

Other: £35m

Excellent renewal/extension rate

Renewals
Glow (Scotland)
Solihull
South Lanarkshire Council
South West Grid for Learning
Extensions
Southwark
Stoke-on-Trent
New
Essex
Harris Academies
Hull
Landau Forte Academy
Somerset



# Learning Technologies UK

Well positioned for 2011 – committed revenues provide solid platform and RM aligned with key policy developments

## Committed revenues: £341m

Building Schools for the Future: £202m

Other contracts: £139m

## Period of significant change for UK customers

Anticipate revenue decline in 2011

## RM well-aligned with policy developments

'Transactional' business driven by individual school decisions

Individual schools focus is a competitive advantage for RM

Reduced capital programme still presents opportunities

Pupil Premium likely to favour RM BSF authorities

### Academies and Free Schools

**Academies:** New status for existing state schools

**Free Schools:** New schools set up by specific interest groups

Directly funded by central government

Independent of local authority control

Autonomous decision makers

New 'schools groups' emerging

# Learning Technologies US

Moving towards a scalable business exploiting RM Group intellectual property

**Revenue growth: +7% (+9% in US\$ terms)**

Cobb County contract now largely complete

## Three areas of focus

Interactive classroom fit-out

RM Easiteach Next Generation

Growing demand from OEM partners

RM Learning Platform

Initial sales in three school districts

## Investment to improve operational capability

Strengthened senior management team

Advisory Board established

## Exploring M&A opportunities

### RM Advisory Board

Dr. Kenneth S. Burnley  
Director – Education Leadership Center  
University of Michigan

Thomas Greaves  
Chairman – Greaves Group

Anthony Salcito  
VP – Education  
Microsoft

Dr. David Thornburg  
Director of Global Operations  
Thornburg Center

Dr. Valerie Truesdale  
Superintendent  
Beaufort County School District

Dr. Chip Kimball  
Superintendent and CEO  
Lake Washington School District



# Learning Technologies Asia-Pac

Moving from legacy schools MIS contracts to a broadly-based education business

**Revenue growth: +20%**

Non-MIS (school management information systems) products: +87%

**Concentrated on Australia**

Direct sales team and trade partners

**...opportunities for geographic expansion**

**Four areas of activity drawing products from across the Group**

School MIS systems

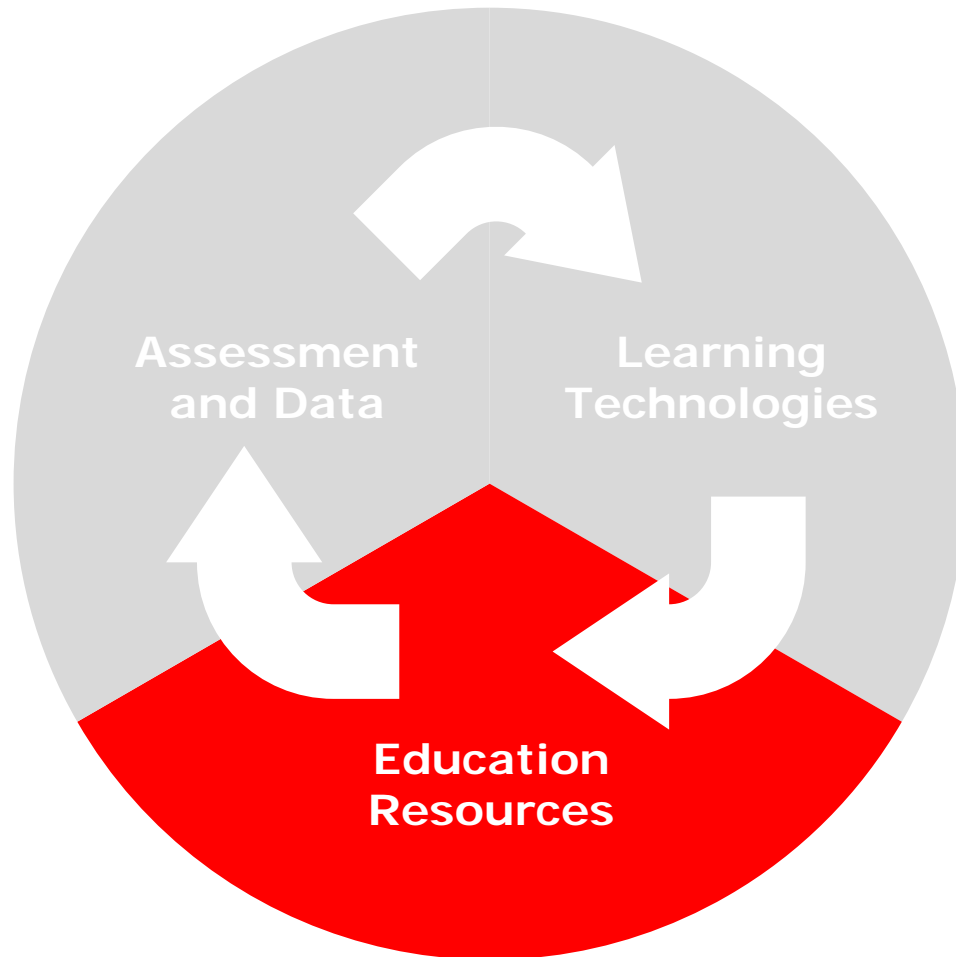
RM Learning Platform

RM Easiteach Next Generation

TTS classroom resources

# Education Resources

Strong UK market positions based on unique products and services



## Classroom Resources

Curriculum-focused products including teaching equipment & materials, furniture and software.

## Well-established businesses

### TTS Group

Classroom resources

### Isis Concepts

Purpose-designed school furniture

### Lightbox Education

Educational software

### SpaceKraft

Special educational needs products and installations

### DACTA

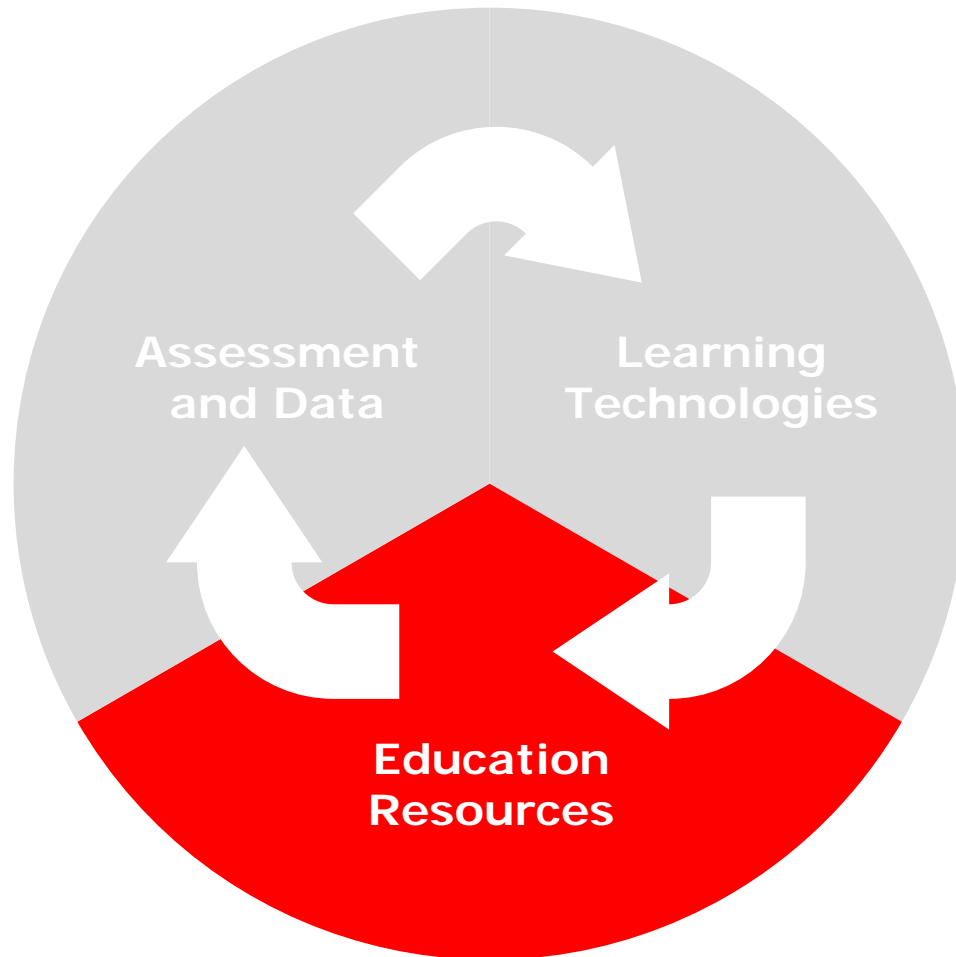
LEGO Education products





# Education Resources

## Strategy



### Classroom Resources

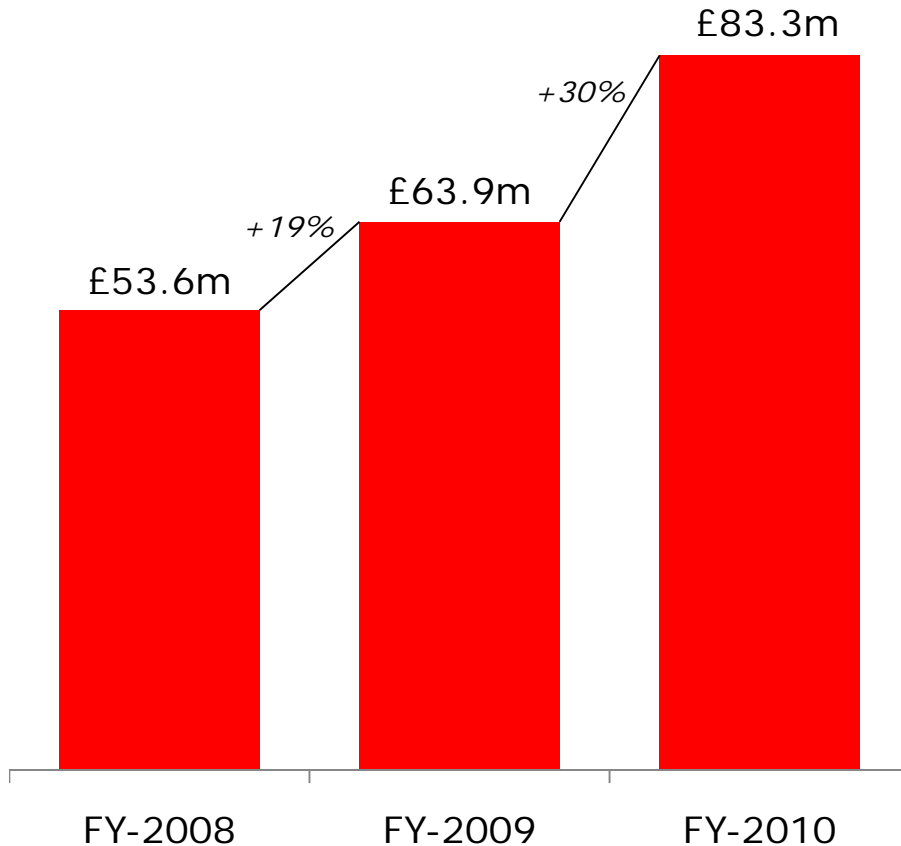
Curriculum-focused products including teaching equipment & materials, furniture and software.

### Strategy

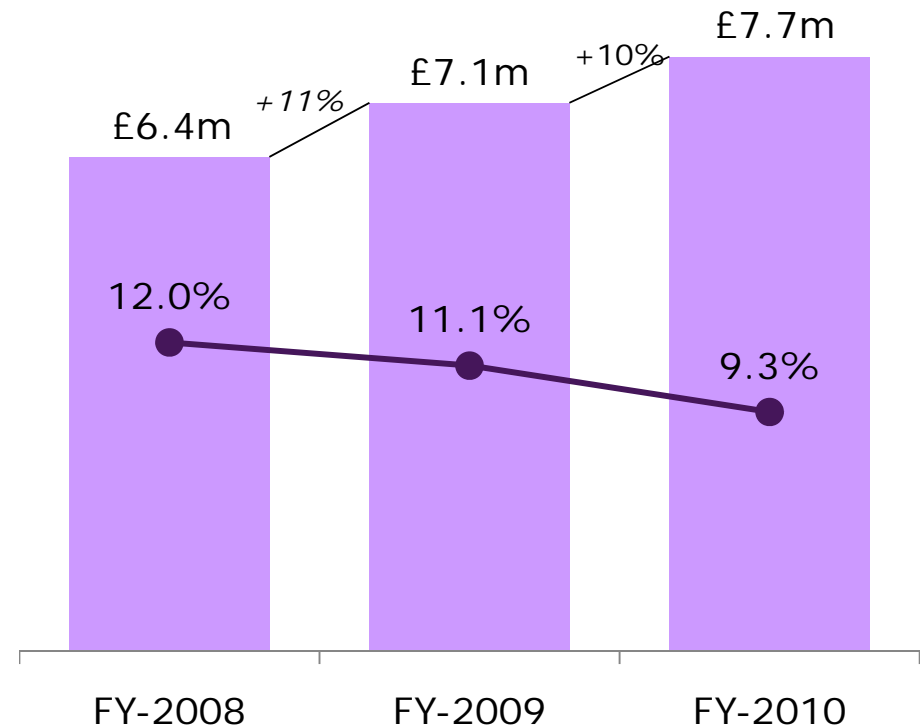
- Grow UK market share
- Accelerate development of 'own' products
- Develop international channels for education resources products

# Education Resources

Continued revenue growth in flat UK market  
Margin reflects investment to enable growth



**Revenue**



**Adjusted Operating Profit**

FY-2008 restated with US operations included in Learning Technologies reflecting FY-2009 and FY-2010 full-year treatment



# Education Resources

Strong growth in 2010 supporting investment to build a strong and sustainable business

**Strong revenue growth: +30%** (Organic: +25%)

Market share gain

New trade partners

International business: +29%

**2010 outturn in line with Management's plan**

**Operating margin reflects:**

Strong and stable gross margins

Positive contribution from curriculum software business

One-off costs: £0.8m

- Property rationalisation

- Restructuring

Increase in run-rate costs to support continued growth

- Property capacity increase

- TTS senior management team

- Sales and Marketing

# Education Resources

Concentrating on RM-'own' and exclusive products which deliver real education value

## **Easiteach Next Generation** (interactive whole-class teaching)

25 language variants

Global OEM network

Potential pull-through of related RM classroom technology hardware



## **TTS**

350 own products introduced in 2010

## **SpaceKraft**

Unique special education needs (SEN) products



## **Isis**

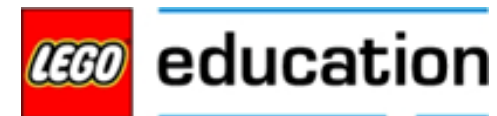
Own-design educational furniture



## **LEGO Education Europe\***

New joint venture company with LEGO

Exclusive 10-year European distribution rights



# Education Resources

Well-positioned to respond to UK policy changes

Opportunities for further growth in the UK and internationally

## UK revenues largely from frontline school budgets

### Targeting further market share gain in the UK

New product areas

Direct marketing

Building relationships with trade partners

### Developing international distribution channels

Easiteach

Worldwide OEM network

TTS

Working with major US distributor

Exploring opportunities in Asia Pacific



**Yorkshire Purchasing Organisation**  
Local Authority purchasing consortium  
TTS trade partner



**Learning Resources**  
US Education Supplier  
TTS trade partner

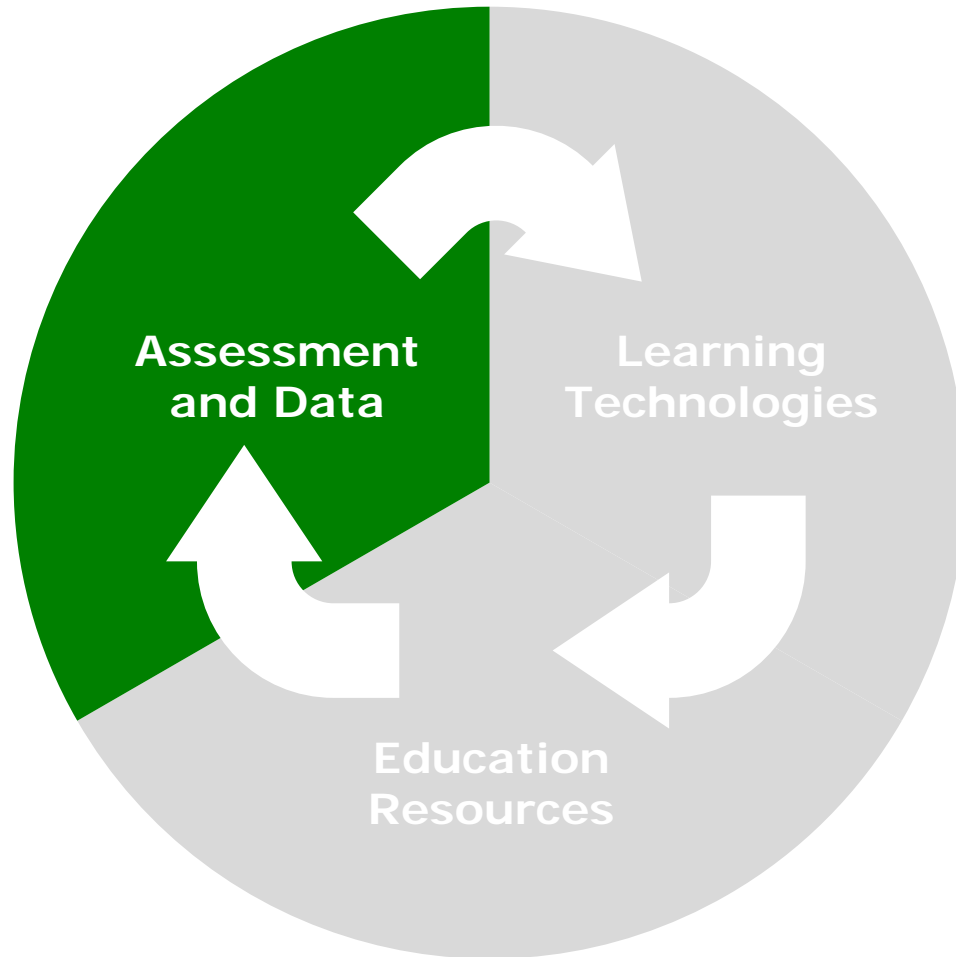
**Polyvision  
Panasonic  
Genie World**

Rapidly growing white board suppliers  
Easiteach OEM partners



# Assessment and Data

Strong strategic client relationships with international reach



## Assessment Platforms

**Systems, platforms** and **outsourcing** for testing and qualifications.

Collection, analysis and distribution of **performance data** for teachers, parents and policy makers.

## Strategic clients

### Cambridge Assessment

Leading UK examination board

### International Baccalaureate

International school qualification provider

### Department for Education

English Government Department

### ACCA

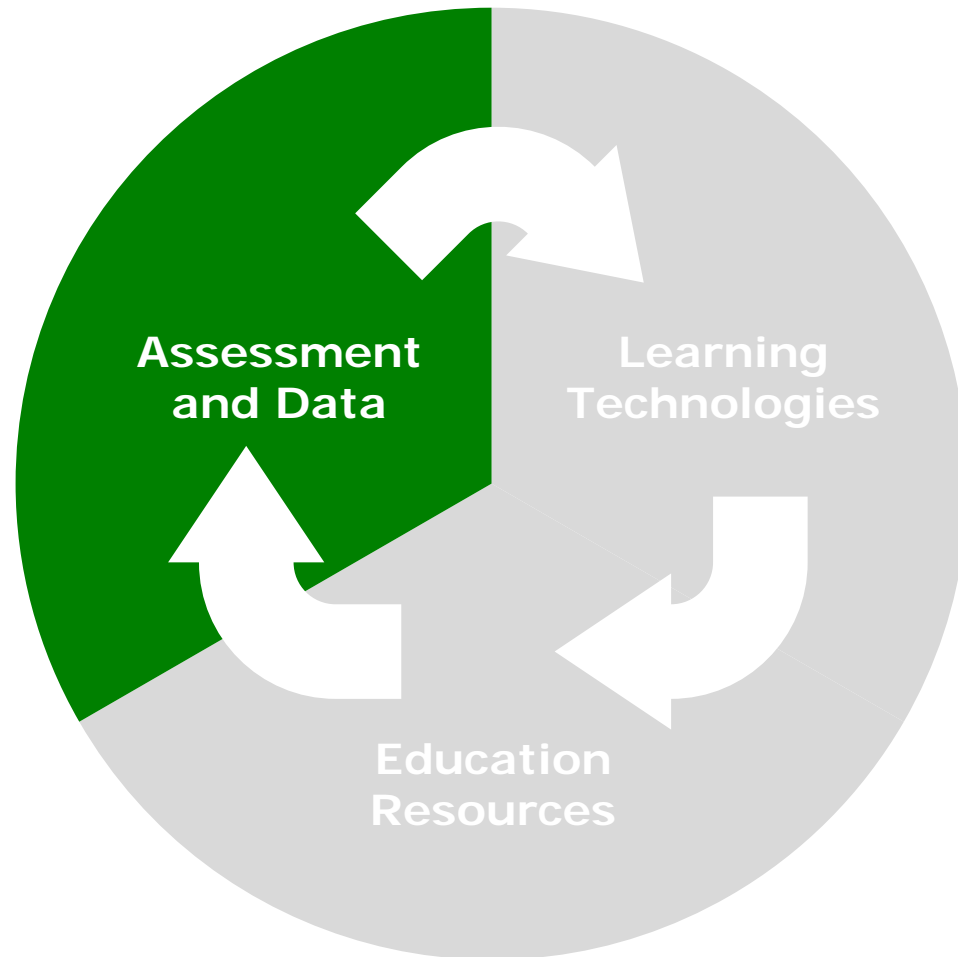
International professional qualifications provider

### ICAEW

International professional qualifications provider

# Assessment and Data

## Strategy



### Assessment Platforms

**Systems, platforms** and **outsourcing** for testing and qualifications.

Collection, analysis and distribution of **performance data** for teachers, parents and policy makers.

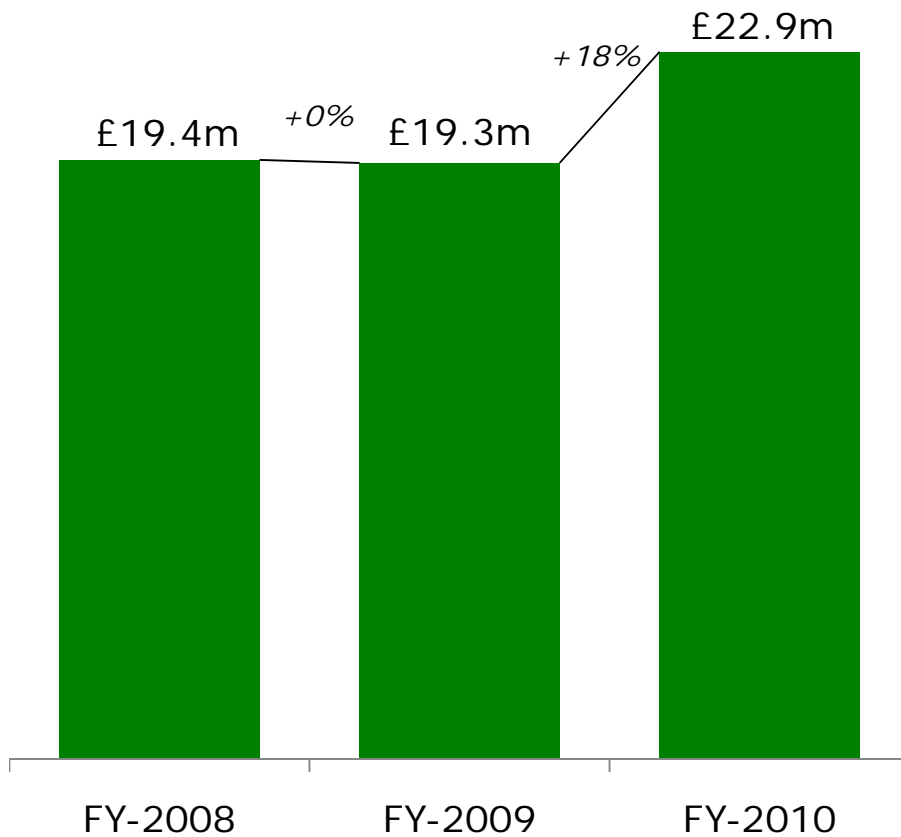
### Strategy

Further penetrate UK on-screen marking and data services market

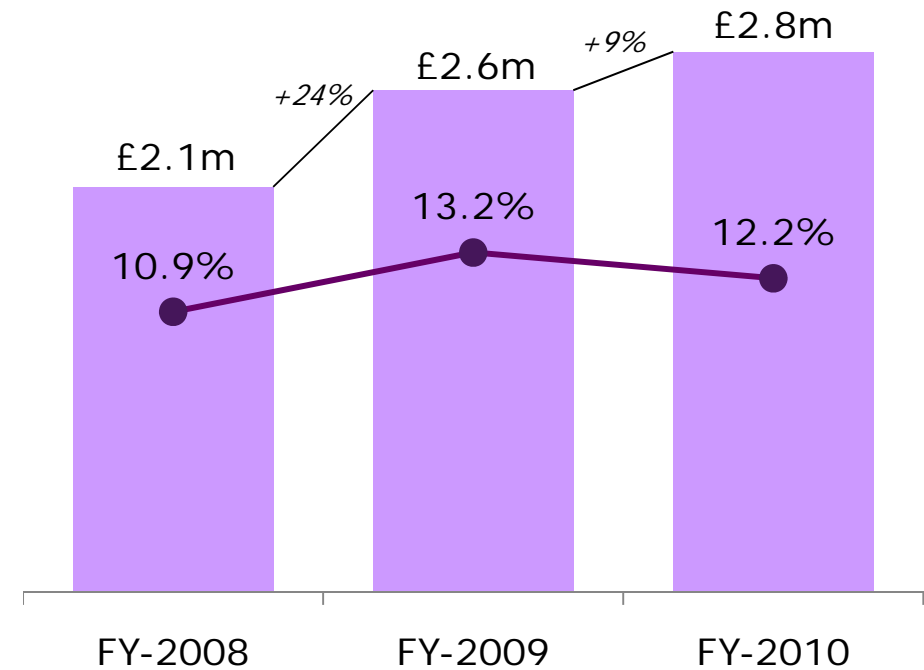
Grow emerging international on-screen marking business

Establish on-screen testing capability

# Assessment and Data



Revenue



Adjusted Operating Profit





# Assessment and Data

Strong revenue growth in 2010 from existing and new strategic clients

## **Strong revenue growth: +18%**

Assessment: +27%

ACCA and International Baccalaureate moving to volume

Data: +7%

## **Increasing volume**

5.5 million scripts processed on-screen (2009: 4.0 million)

## **Strong sales momentum**

£11m new contract awards

NPD-AAT (National Pupil Database) renewal since year end

Developing strategic client relationships

ACCA, International Baccalaureate, ICAEW

# Assessment and Data Services

Significant opportunities pipeline

## **Current sales activity in Europe and Asia Pacific**

Long sales cycles

## **On-screen marking**

UK 'high-stakes' examinations – c.two-thirds marked on-screen

Professional qualification providers

## **On-screen testing**

Developing unique intellectual property in partnership with key clients

## **Data collection, analysis and presentation**

'Cornerstone' contract renewed

Opportunities for value-added services

## **Well-positioned for UK policy developments**

Assessment remains key to education process

<sup>42</sup> Coalition Government committed to access to education performance data





# Summary and Outlook

# Summary and Outlook

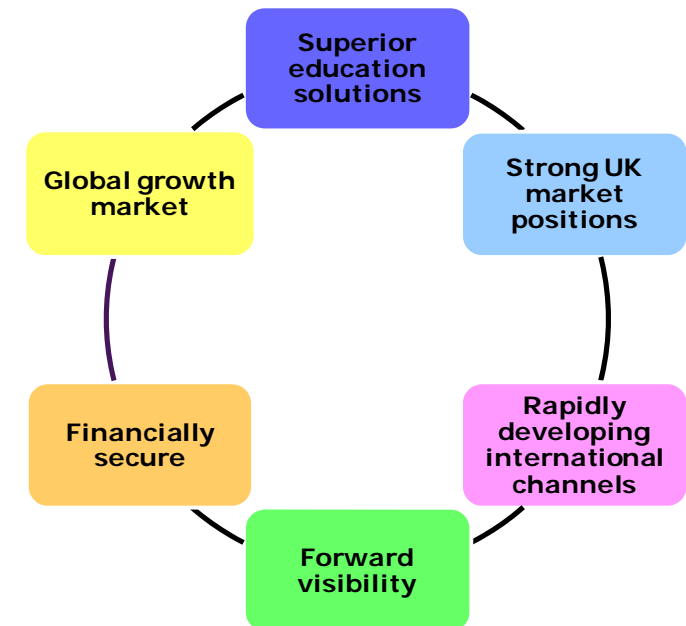
A resilient business well-positioned to respond to UK education policy changes and international opportunities

## 2010 – a record year

Profitable growth  
Excellent delivery  
Strategic development

## UK environment going through change

Funding environment better than anticipated  
RM well-positioned



**Continuing to build a resilient international business**

The logo consists of a large, dark purple rounded rectangle with a white border. Inside, the letters 'RM' are written in a large, bold, white sans-serif font. A small 'TM' trademark symbol is positioned to the upper right of the 'M'. Below 'RM', the word 'Education' is written in a smaller, white sans-serif font.

**RM**<sup>TM</sup>  
Education

A purple rounded rectangle with a white border, containing the text 'Inspiring Engaging Learning' in white sans-serif font.

Inspiring  
Engaging  
Learning

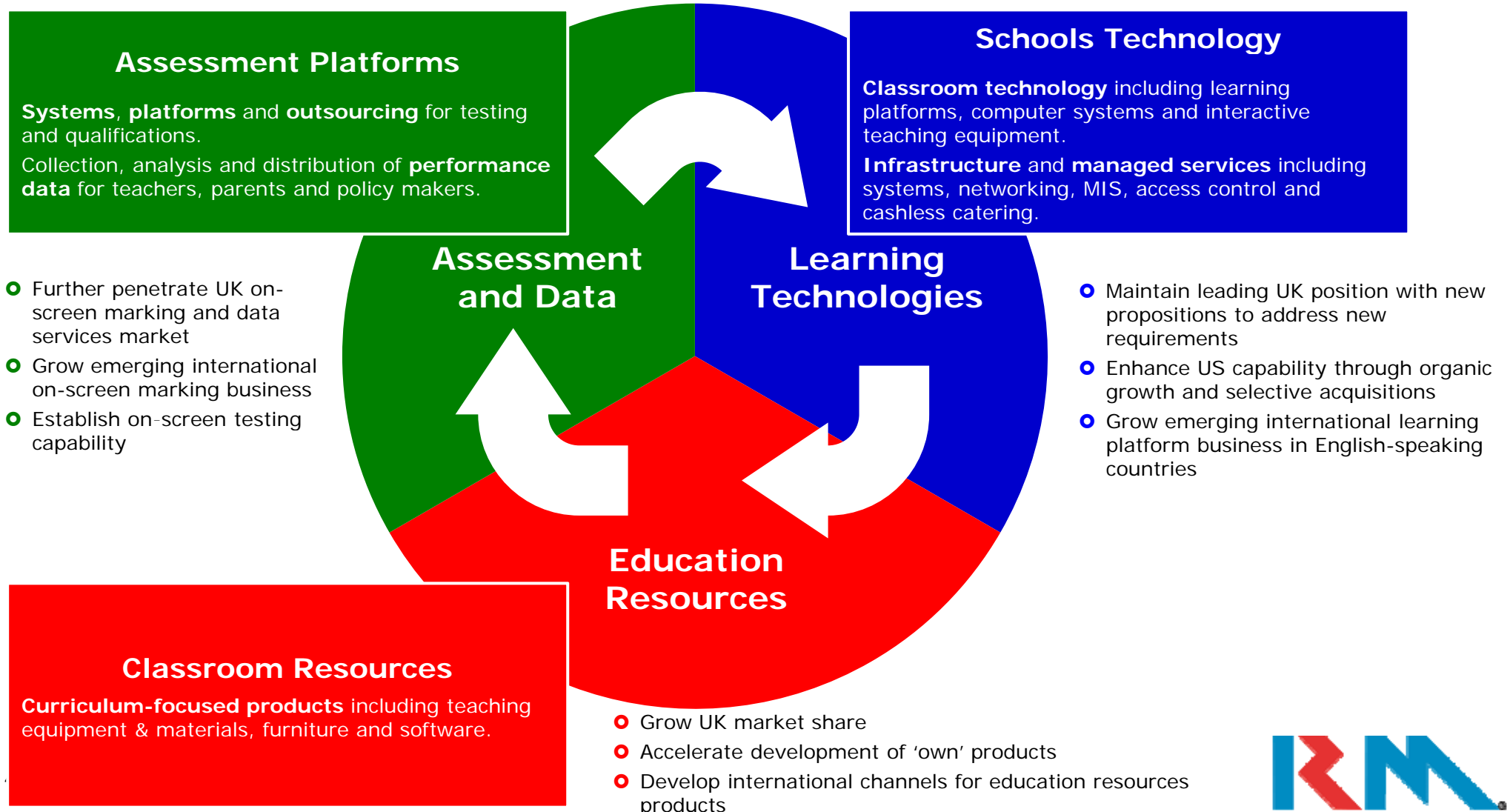




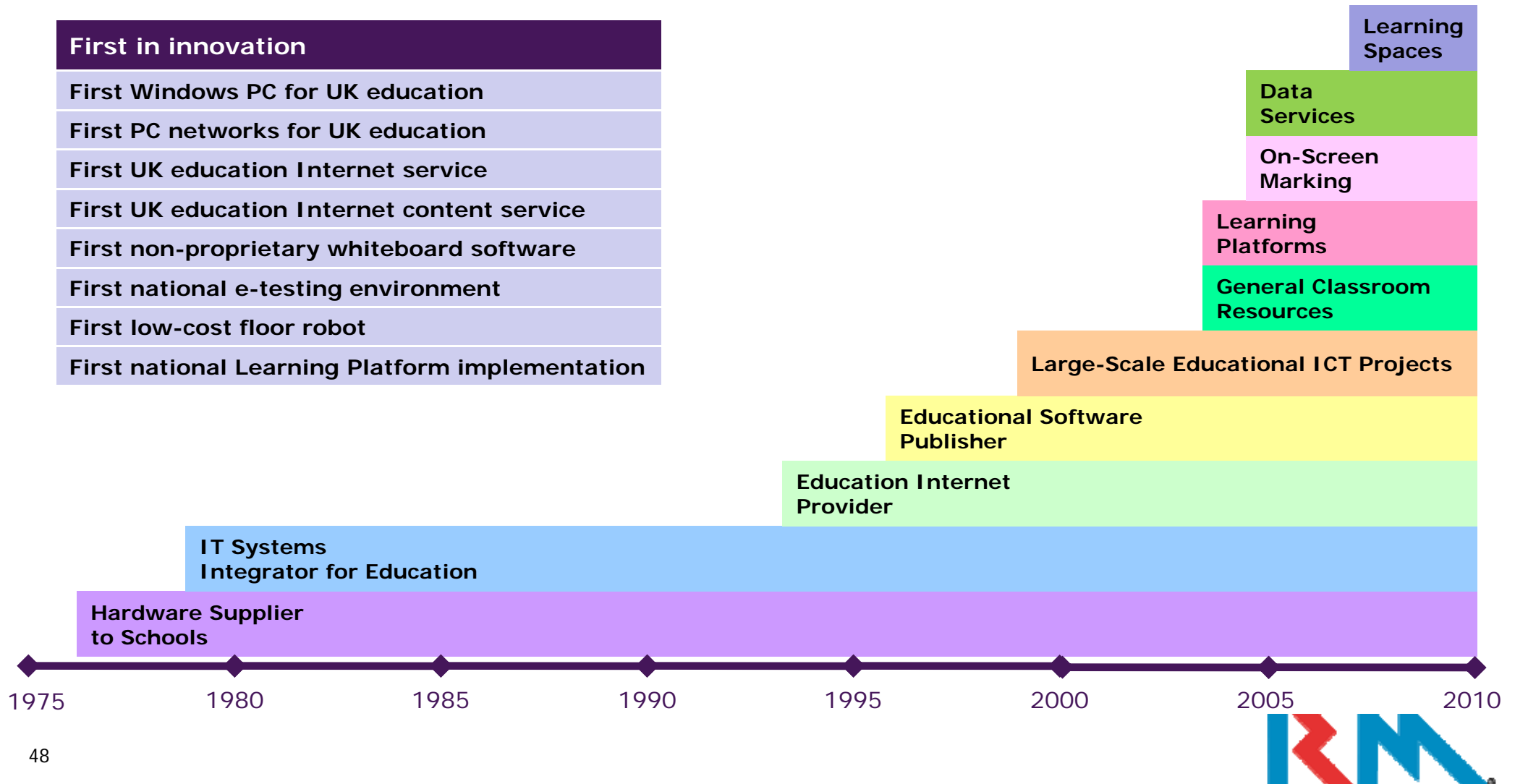
# Appendices

# RM

A resilient business with a diverse product range serving the international education market



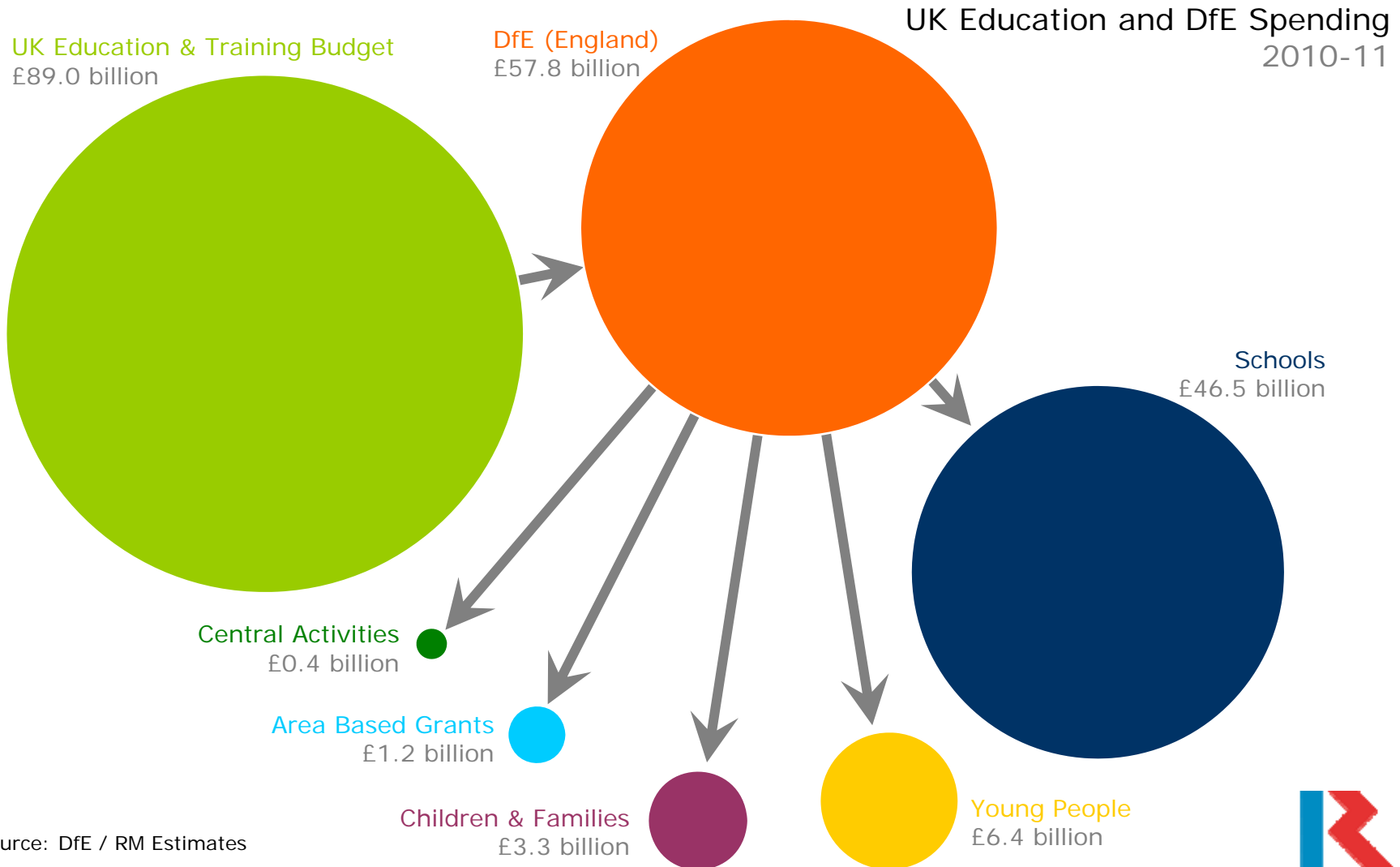
# 35 years of superior solutions





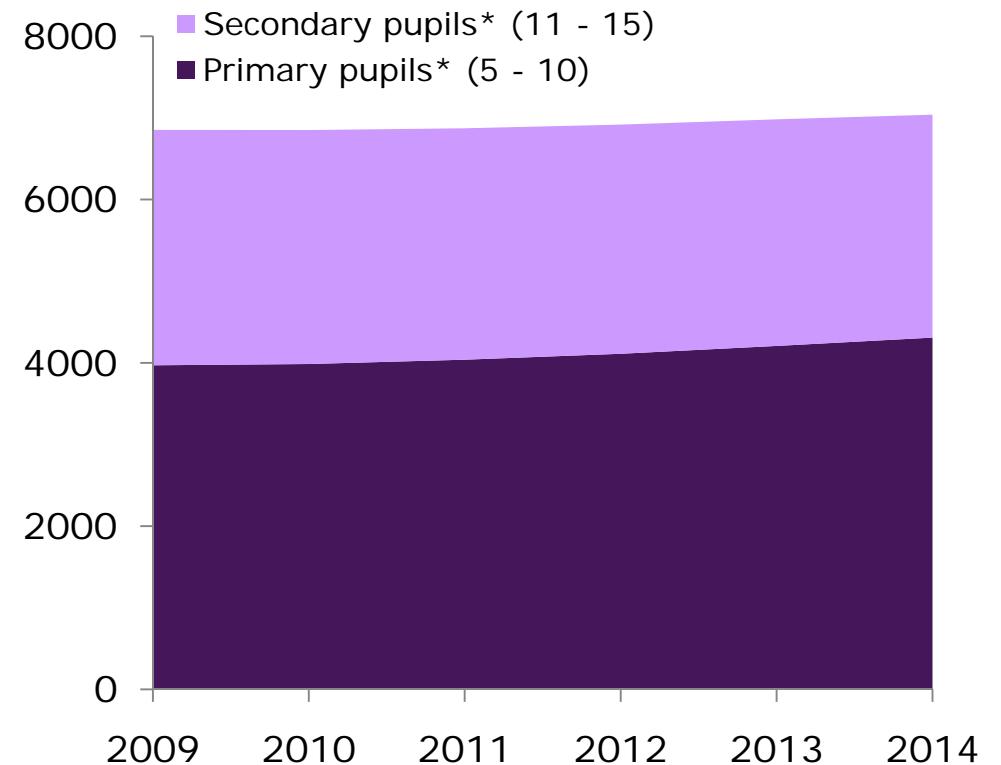
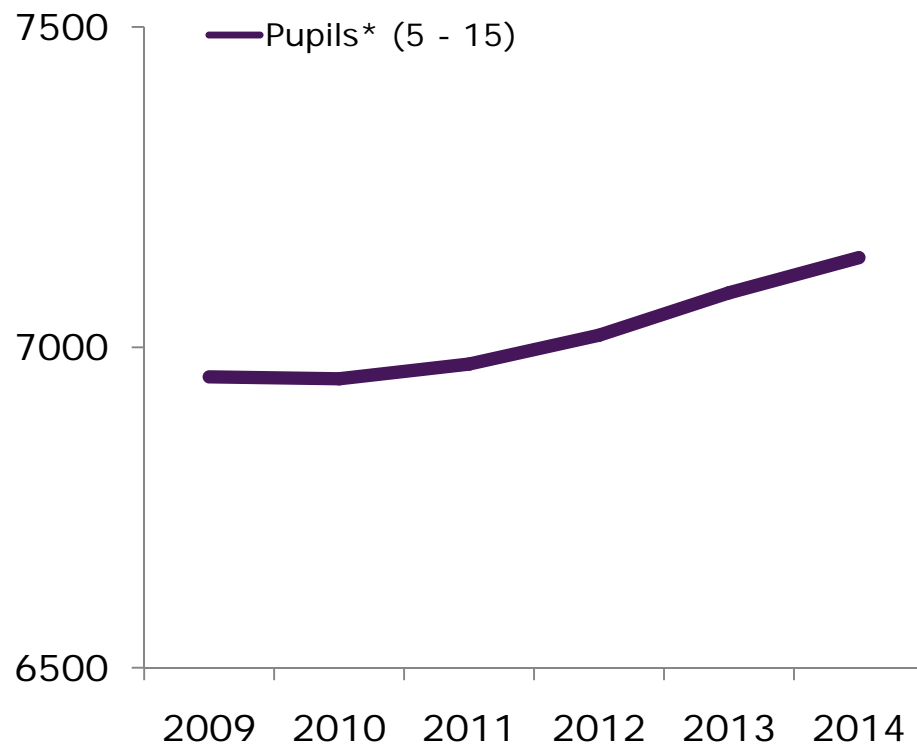
# Market context UK

UK Education and DfE (England) spending



# Market context UK

Positive demographic changes – pupil numbers in England increase from 2011



**School leaving age rises to 17 in 2013 and 18 in 2015**

English maintained schools  
\*source: DfE / ONS



# A UK secondary school

## Education delivered through ICT

- ...across all curriculum subjects
- Interactive classroom technology
- High computer:pupil ratio
- Learning platforms
- Home access and parental reporting

### Dimensions

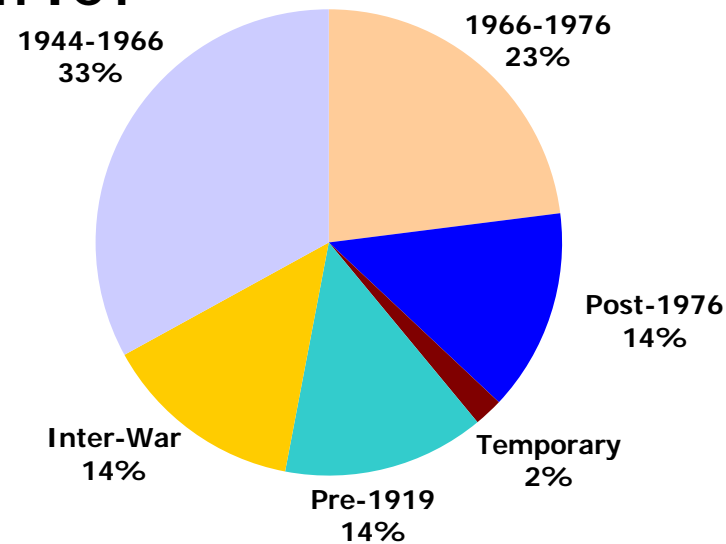
Annual budget: £5.2m
1,000 pupils
165 staff (100 teachers)
3 ICT staff
800 computers
200 applications
60 whiteboards

Source: Becta / RM



## School operations depend on ICT

- Extensive fixed and mobile network
- Management information systems
- Attendance management
- Access control and security
- Cashless catering



Age of English Secondary Schools



# BSF

	Authority	Schools open end FY-2010	Schools open FY-2011 and beyond	Total
<b>Financial Close</b>	Essex	-	4	4
	Hackney	3	-	3
	Haringey	11	1	12
	Hull	1	8	9
	Islington	4	-	4
	Knowsley	7	-	7
	Lambeth	11	-	11
	Leeds	14	6	20
	Middlesbrough	3	5	8
	Newham*	4	12	16
	Salford	15	-	15
	Solihull	5	-	5
	Somerset	-	3	3
	Southwark	1	5	6
	Stoke-on-Trent	-	16	16
Sunderland	8	-	8	
<b>Total</b>		<b>87</b>	<b>60</b>	<b>147</b>

<b>Preferred Bidder</b>	Barking and Dagenham	-	2	2
	Bradford	-	-	-
	Camden	-	3	3
	Derby City	-	3	3
	Ealing	-	2	2
	Hertfordshire	-	3	3
	<b>Total</b>	-	<b>13</b>	<b>13</b>

## DfE BSF Review

'Financial close' projects continue

'Preferred bidder' projects scaled back

In bid projects stopped

## Impact on RM

Expected BSF revenue reduced

FY-2010: unaffected

FY-2011: c.80% of previously expected

FY-2012: c.40% of previously expected

£1.5m exceptional cost in FY-2010

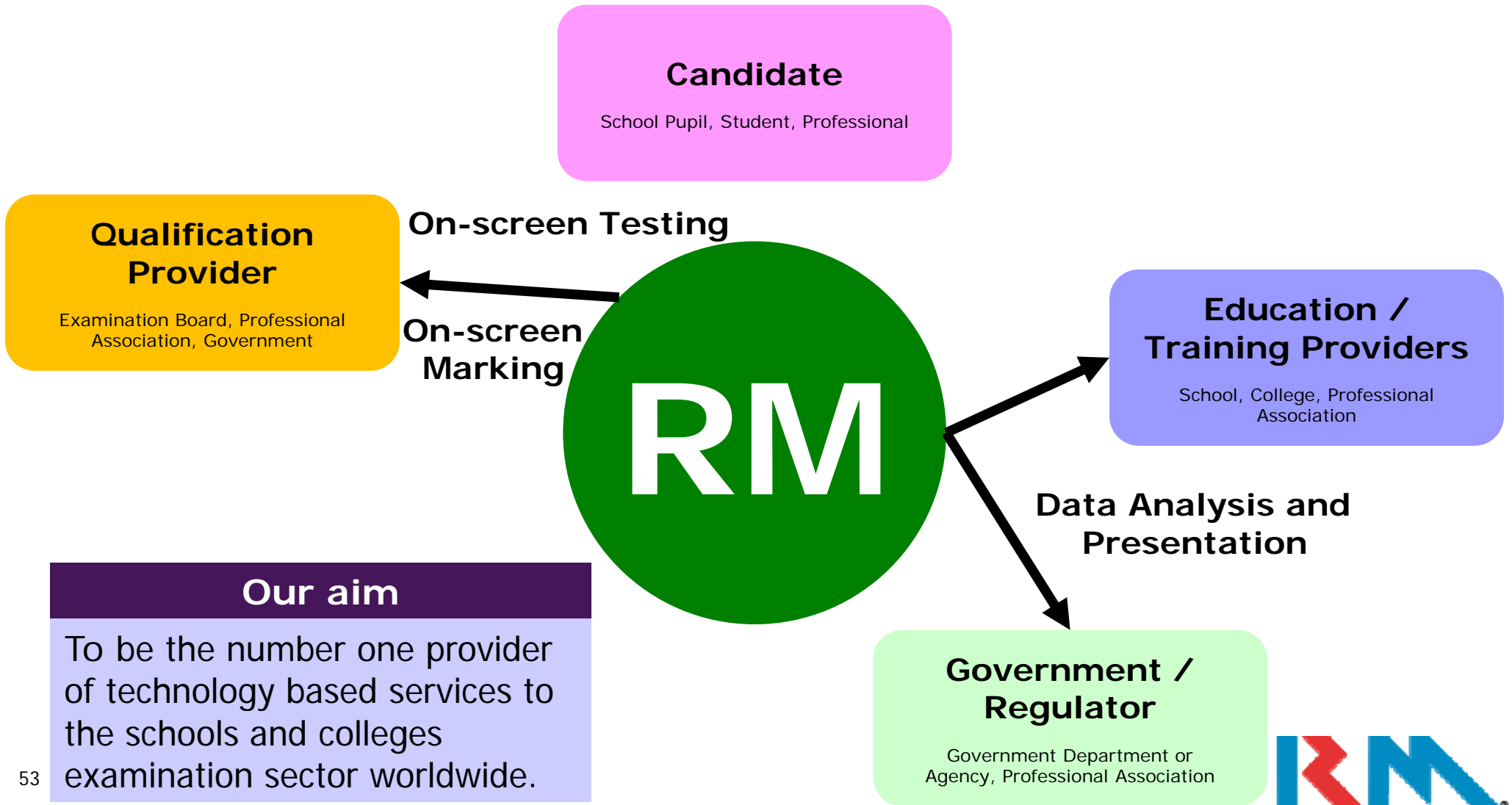
BSF £m	2009	2010
Revenue*	38.8	<b>53.6</b>
Operating profit from projects in delivery	1.3	<b>2.3</b>
<i>Operating margin</i>	3.3%	<b>4.3%</b>
Bid costs expensed	(3.9)	<b>(2.0)</b>
BSF net profit	(2.6)	<b>0.3</b>

\*2009 restated to reflect the allocation of BSF elements within PFI projects



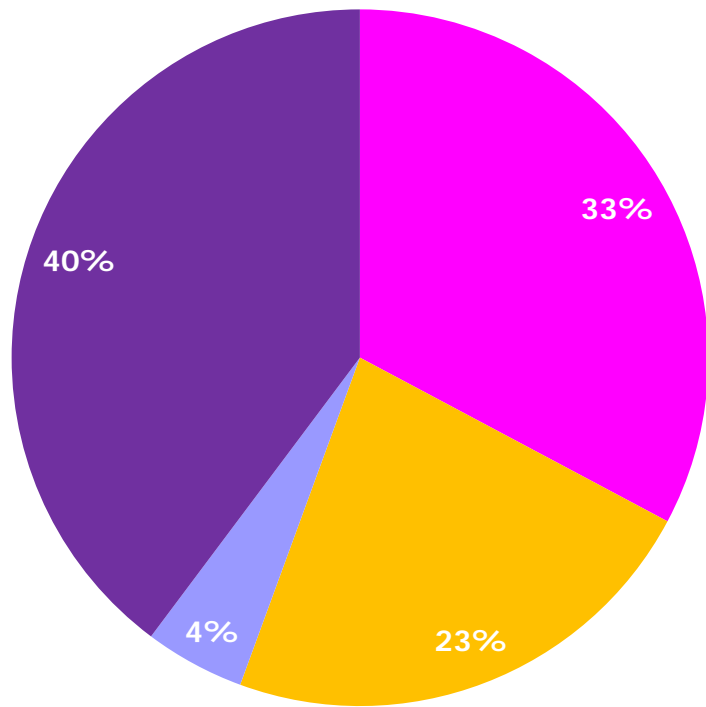
# Assessment and Data

Strong technology and operational capabilities at the heart of the education process

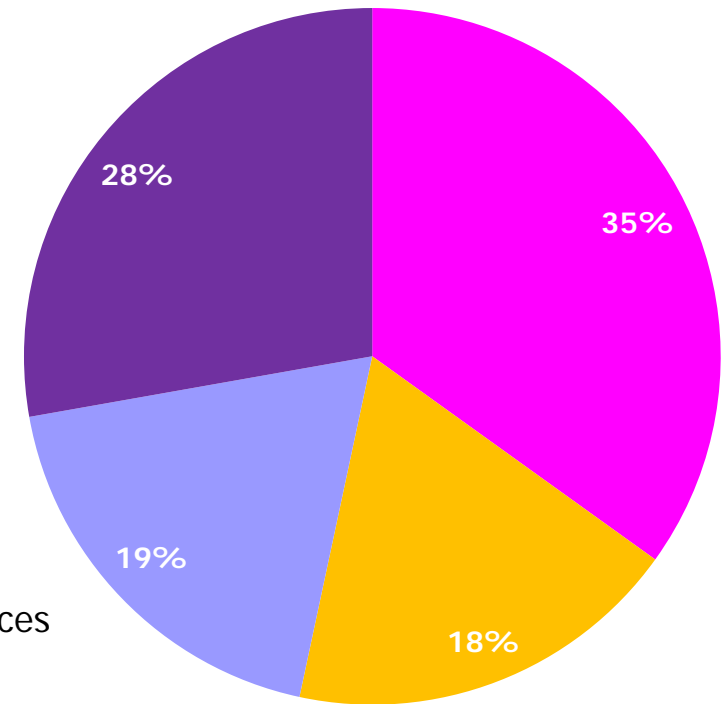


# Revenue by activity

Reducing reliance on UK transactional hardware revenue



**FY-2006**  
£262m



**FY-2010**  
£380m

- Managed services
- Software and services
- Physical classroom resources
- Hardware

**Managed services:** Long-term contract project delivery (inc. software, services and hardware)

**Software and services:** RM & 3<sup>rd</sup> party software products (inc. SaaS), professional and support services

**Physical classroom resources:** Classroom and curriculum products

**Hardware:** RM & 3<sup>rd</sup> party PCs, peripherals, interactive whiteboards



# Awards



## Learning Impact Awards 2009

Glow



## Education Resources Awards 2010

TTS Activity Tree



## BETT Awards 2010

Inclusive Technology – ICT Company of the Year



## Tech & Learning Awards 2010

RM ePad  
RM Learning Platform



## UK's Top Employers 2010

Top IT employer



## Nursery World Awards 2010

TTS – Mirror Trays, Willow Teepees, Easi-Torch, Stone Wall



## ICT Excellence Awards 2009

Support for Schools

## Practical Pre-School Awards 2010

## Practical Preschool Awards 2010

DACTA – LEGO Vehicles  
TTS – Easi-Torch, Willow Teepees



## National Customer Service Awards 2010

Finalist



## Big Chip Awards 2010

MP for a Week



# Acquisitions

Business	Activities	Date	Net cost
3T Productions	Interactive design and development	Mar 2000	£5.5m
Softease	Educational software	Oct 2001	£4.8m
Helicon	Educational content	Feb 2002	£0.7m
Forvus	Data analysis	Jul 2003	£4.0m
peakschoolhaus	Education inspection services	Oct 2003	£1.6m
Sentinel	Network management software	Feb 2004	£6.1m
TTS	Education resources	Sep 2004	£12.0m
Caz Software	Education management software (Australia)	Jun 2006	£1.6m
MES	Education resources	Aug 2006	£1.0m
DACTA	Education resources (Europe)	May 2007	£4.2m
SERAP	Data analysis	Aug 2007	£0.7m
SpaceKraft	Education resources (SEN)	Oct 2007	£4.6m
Inclusive (25%)	Education resources (SEN)	Apr 2008	£1.0m
EasyTrace	Identity management	July 2008	£2.8m
Computrac	Learning technologies (USA)	Nov 2008	£5.0m
Pisces	Education resources	Apr 2009	£0.4m
ISIS Concepts	Education resources	May 2009	£2.6m
First Hand Technology	Education resources	Oct 2009	-

