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JIGSAW24

ANNUAL REPORT

Welcome to our Annual Report

Jigsaw24's success is built on two key facets, which we remind ourselves of constantly through the mantras “delight the customer” and “working together”. This Annual Report celebrates the fantastic customer experiences we have delivered and how we delivered them.

The report is targeted at all our stakeholders, including our customers, our partners and our current and future employees. We aim to provide a unique insight into our company, showcasing our performance, our portfolio and, most importantly, what makes us tick. It covers more than just the last year, giving an outline of our long history and telling the story of Jigsaw24.

And it's a great story to tell. When Roger and John established the company in 1992, they could never have envisaged how it would develop. One of the initial proponents of Apple products, we're now one of the most valued partners Apple has in the UK. We started life as a product fulfilment house, but we now deliver integrated solutions with a range of partners including Adobe, Avid, Jamf, Cisco, Microsoft and HP. Founded with a handful of employees in Nottingham, today we're a national presence with nearly 300 employees, many of whom are the leading industry experts in their field.

Our customers come from a range of sectors – predominantly in business, creative industries and education, but increasingly in the public sector, too. We work with both start-up organisations and established blue-chip businesses, with the uniting factor being that all our customers are seeing quality solutions to their issues. They come to Jigsaw24 because they recognise and value our knowledge and expertise.

We hope you enjoy our Annual Report. If you want to know more about us, then please go to Jigsaw24.com for plenty more insight into our company and our portfolio.



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An overview of Jigsaw24



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Our customers



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Jigsaw24 and Apple



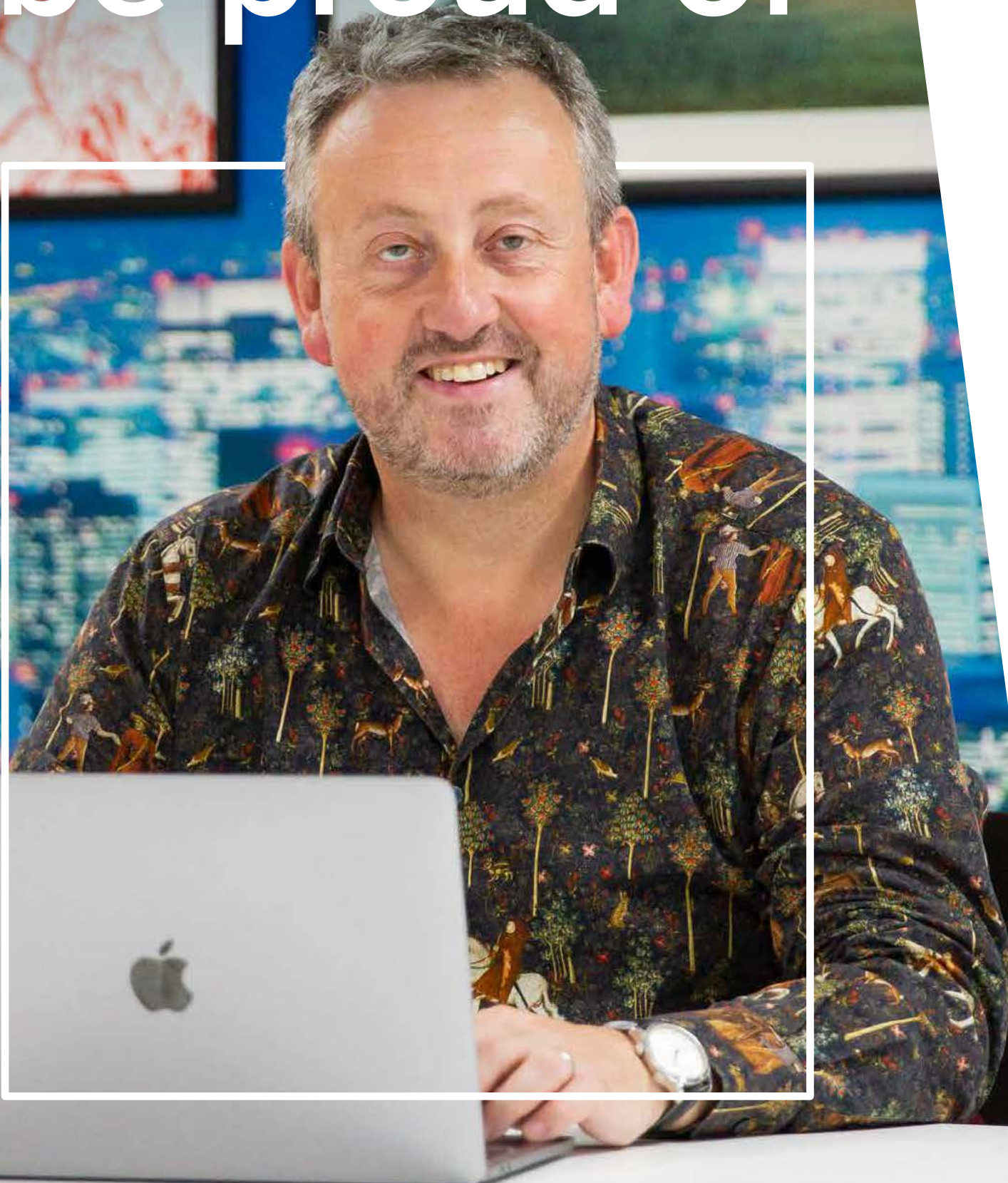
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The way we work

	FY 2018	FY 2019	FY 2020	% Growth
73	119,293	118,410	131,183	
9	8,397	921	1,545	
34	110,896	117,489	129,638	10%
8	103,829	109,266	120,741	11%
6	93.6%	93.0%	93.1%	
6	7,067	8,223	8,897	8%
	6.4%	7.0%	6.9%	
2	18,066	19,875	21,034	6%

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Our financials



# A year to be proud of



## A message from our founders

Welcome to our FY 2020 Annual Report. During the year we made great progress in consolidating our position as the industry-leading Apple specialist cross-platform solutions and services provider. We continued to enjoy strong relationships with longstanding customers while developing new ones with organisations right across the UK.

The final quarter of our financial year (March-May) was a challenging time for every business as COVID-19 caused us all to live and work differently. Jigsaw24's first priority was safeguarding the health of our employees and customers. I am extremely pleased with the decisive action we took as a business – our team's approach certainly came to the fore to deal with an unprecedented situation.

A key priority was supporting our customers. We launched a range of remote working and learning solutions that not only allowed our customers to keep moving, but also enabled many of them to dramatically re-engineer their operating models. Some of our solutions have been truly transformational and will help customers be even more efficient in the future.

A great source of pride was Jigsaw24's role in accelerating the development of COVID-19 test centres, providing iPhones, Jamf services and support. It was fantastic to deliver a critical solution to the country when many of us were looking for ways to help. The project was one of our first public sector contracts won through the Crown Commercial Services TePAS framework, an area of business we will develop in the future.

Against this backdrop, it is easy to lose focus on the excellent trading year we enjoyed. Despite an inevitable downturn in the last quarter, we generated record core revenue of £130m for a 10% increase from FY 2019, and delivered an excellent EBITDA of £5.3m – meaning our EBITDA increased for a fifth successive year. This is a performance that everyone at Jigsaw24 should take great credit for.

*“We are hugely proud of our team and how we have all responded to a challenging year.”*

Our relationship with Apple continues to be the bedrock of our business, and we are immensely proud of our status as an Apple Authorised Enterprise Reseller. We achieved further accreditations as an Apple Authorised Education Specialist and an Apple Premium Service Provider in recognition of the excellent service and support our teams give to our customers, making us the only UK organisation to hold all three accreditations. We also attained Microsoft Gold Cloud Productivity Competency, bolstering our cross-platform, Microsoft 365 and cloud-based propositions.

Looking forward to FY 2021, we see plenty of opportunities. We will embrace the positives that have come from dealing with COVID-19, whether in how our business operates, the solutions that support our customers or the greater empowerment we have given our employees. Our aim is to continue to provide the highest quality of service and customer experience as we grow our position in the business, creative, education and public sector markets with an integrated services and solutions-based portfolio – all while ensuring we are an inclusive, caring company.

Any organisation is only as strong as the people that work with it. We are very fortunate to work with some incredibly talented people, be they our colleagues, our partners or our customers. A big thank you to all of you for supporting Jigsaw24 in difficult times as we all look forward to a bright future together.

**Roger Whittle, CEO**  
**John Hughes, COO**

### Our strategic priorities

**Customer relationships** – Create deeper customer relationships by continuing to deliver excellent customer service, working closely to understand evolving business requirements and living up to our mantra of “delighting the customer”.

**Services and solutions** – Provide customers with long term value by continually evolving our services and solutions portfolio, underpinned by technical expertise that is second to none.

**Solution partners** – Partner with leading organisations to ensure that our customers have access to the latest technical and business solutions to help develop and evolve their businesses.

**Sales channels** – Make it easy for customers to engage with us by developing our direct sales teams, our network of partners and improving access to our services through framework agreements.

**Our employees** – Attract and retain the best talent in the industry by building a company that embraces inclusivity and diversity while placing employee wellbeing at our core.





# 28 years of success

Three decades and counting. Much has changed in that time, especially the fashion and hairstyles on show in our offices. More importantly, Jigsaw24 has thrived, grown and evolved to keep delivering the best customer service. Here's the story of how it happened.

## The 1990s

- Early successes as a product reseller.
- Operating mostly from our Nottingham base.
- Early growth to 50 employees.
- Ending 1999 with £17m revenue.

Let's go all the way back to 1992, when the likes of Right Said Fred and Jimmy Nail enjoyed UK number ones. It was a simpler time. It was also when our business began, with Roger Whittle founding Jigsaw Systems Limited, creative IT providers operating from an 18,000 sq ft premises in Nottingham. This whirlwind decade saw us named an Authorised Reseller by Apple, launch our catalogue, become a top five Apple reseller in the UK, move to High Church Street in Nottingham (where we're still based today), and launch our very own website. Plenty to celebrate – away from the charts, at least.

## The 2000s

- Moving to become a product and services provider.
- Increasing our reach across the UK.
- Continued expansion to 100 employees.
- Reaching £40m revenue by 2010.

As the world breathed a sigh of relief that the Y2K bug hadn't unleashed Armageddon, we ushered in the new millennium by embracing ecommerce, enabling online ordering for the first time. In the decade that followed, we became the UK's largest reseller for both Apple and Adobe, moved into a purpose-built warehouse that doubled our logistical capacity, and called time on our printed catalogue as we concentrated our efforts on Jigsaw24.com and digital marketing. Maybe this whole internet malarkey will catch on.

## The 2010s

- Shifting our focus to be a leading solutions provider.
- UK-wide coverage with customers across the country.
- Closing out the decade with 285 employees.
- £130m revenue by 2020.

The 2010s witnessed true creativity and innovation (no, we aren't talking about the selfie stick craze, Pokémon Go and fidget spinners). Apple kicked it all off by unveiling the iPad in 2010, introducing the world to an entirely new kind of must-have device – and another staple in our product range. The years that followed saw us rebrand ourselves as Jigsaw24, acquire Square B2B and root6, open our Apple Experience Centre in Soho, expand into Glasgow and Cardiff, and continually invest in our services infrastructure and expertise. Not bad for a decade without a nickname.



## Business highlights from FY 2020

- Delivered a fifth successive year of increase in EBITDA despite the severe impact of COVID-19.
- Sales increased by 10% to just under £130 million, with improved contributions from all business areas.
- Continued improvement to the balance sheet with solid cash generation.
- Earned new accreditations/awards from Apple (we became the only UK firm with Apple's top accreditations in enterprise, education and repairs), Microsoft, Jamf, Cisco, Adobe, Quantum and Avid.
- Named as a supplier on the Crown Commercial Service's Technology Projects and Associated Services (TePAS) framework for purchasing or leasing IT products and services.
- Delivered successful enterprise deployments in the financial, engineering, marketing and communications and broadcast sectors.
- Supported our business, creative and education customers through the challenge of COVID-19 by developing a range of remote working and learning solutions.
- Continued talent recruitment in enterprise sales, services, public sector and partners sales teams.
- Launched a comprehensive people plan covering our culture, values and behaviours, with a focus on the key principles of inclusivity, diversity, wellbeing and management development.
- Delivered a large-scale public sector contract to assist with COVID-19 testing.
- Worked closely with Apple on business and proposition development including Apple at Work and AppleCare for Enterprise, and product launches for 16" MacBook Pro and Mac Pro.
- Made significant progress with a range of in-house business systems, such as Salesforce, forecasting, reporting and our internal communication tool (IRIS).
- Launched a range of environmental and sustainability initiatives, including a commitment to ISO 50001 and moving to renewable electricity for our properties.
- Consolidated our London operations into our expanded and refurbished four-storey Golden Square Soho complex, including an enhanced Customer Experience Centre.



# What makes Jigsaw24 different

**We've changed a lot since 1992, but one thing's never changed: we do things differently to your everyday IT provider.**

Providing end point technology has helped us create a loyal customer base, but delivering solutions is where we add most value to our customers. We work closely with all of our partners to deliver integrated and bespoke solutions that are tailor made to the needs of specific sectors and customers. We have extensive experience of integrating Apple products into existing Apple estates, and we believe we know better than anybody how to successfully

introduce Apple alongside legacy Microsoft systems.

We have over 100 technical experts in the business, not to mention the highest number of manufacturer technical certifications in the UK. Many have sector-specific experience which helps ensure that our customers receive excellent service in the design, delivery and support of solutions.

Our founders have guided us throughout our entire history in business. They continue to develop an outstanding team that cares for our customers, shares our passion and makes us who we are.

We put people first in a culture that's reflected throughout our whole business. By respecting each person as an individual, we create an inclusive, supportive atmosphere that feels like a family and inspires everyone to follow their own path. All while delivering great customer service, celebrating our diversity and doing more to minimise our impact on the environment.



**We put people first in a culture that's reflected throughout our whole business.**

## We are a market leader...

We are proud that we are a market leader in all areas of our business:

- UK-wide business of scale (we're a top 30 B2B IT value-added reseller within the UK) with core revenue of £130m.
- A leading UK provider of Apple, Adobe and Avid.
- Leading B2B IT solutions provider to the UK creative industry.
- Apple Authorised Enterprise Reseller, increasingly acknowledged by businesses as their partner of choice for Apple solutions and services.
- Leading solutions provider to the education sector, accredited as an Apple Authorised Education Specialist.

## We love our customers...

Our business is built on providing the highest levels of service to our customers. We know the business, creative and education sectors intimately and provide great industry insight, developing services and solutions that are specific to each of their needs:

- We work with and are trusted by some of the best organisations in their class.
- Our loyal customer base has done business with us for nearly 30 years.
- Customers include enterprise organisations in the financial, engineering, marketing and communications and broadcast sectors.
- Strong customer relationships built on trust, respect and knowledge.
- Customers are increasingly deepening their relationship with us through using our range of value-added services and solutions.

## We continually evolve...

Each year, we invest in our business so we can continue to ensure that our customers have the solutions to keep them ahead of their competition:

- We work with the most prestigious vendors in the creative IT industry and our product teams ensure we have access to the latest technology.
- We have built a range of industry-leading Apple services and solutions.

- We bring in sector experts to help us support new markets – in the public sector, we are now a preferred service provider on the Crown Commercial Service TePAS framework.
- Investment in scalable services infrastructure, plus continuous investment to keep our London, Nottingham, Glasgow and Cardiff premises enjoyable to be in and work from.
- Enterprise-level systems to manage the business, including providing a 360-degree view of our customers.

## We are passionate people...

We like to think of ourselves as people-centric – we want everyone who comes into contact with Jigsaw24 to have a great personal experience. The Jigsaw24 team always aims to be responsive and provide the highest levels of customer service:

- Working closely with partners to develop industry-leading solutions.
- Focused on developing and growing our employees.
- Committed to an inclusive working environment.
- A management team that blends knowledge and experience of the Jigsaw24 operations and culture with some of the best expertise in our industry.

## We are committed to compliance


Quality and compliance are hugely important to us. Our ISO certifications ensure that our products and our services are safe and reliable, and that we're doing our best to work in ways that are cost-effective and respectful to both the environment and the wider community.

- **ISO 9001** The world's leading quality management standard.
- **ISO 14001** Energy management systems to improve efficiency and conserve resources.
- **ISO 20000** Effective management of IT services.
- **ISO 27001** Keeping information and data confidential.
- **ISO 50001** Energy management to reduce environmental impact.
- **Cyber Essentials** Certified for protection against most common cyber attacks.


## We work closely with our key partners...

**Apple**  Authorised Enterprise Reseller


The products and services at the heart of our business. We're an Apple Authorised Enterprise Reseller, an Apple Authorised Education Specialist and an Apple Premium Service Provider.

**Adobe** 


Adobe is a household name in design and videography. We're one of their top three creative partners in Europe.

**Avid** 


We're the number one Avid Elite Reseller for storage, video and audio – one of only two resellers in the UK with all three stripes.

**Cisco** 


We work with Cisco to provide the best networking products and accessories that keep our customers connected.

**Microsoft** 


We help our customers take advantage of Microsoft's leading software and services, with Microsoft Gold Cloud Productivity Competency.

**HP** 

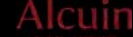
Holding multiple HP Gold Accreditations, including Services Specialist, Personal Systems Partner and Workstation Business Specialist, we provide customers with high-performance HP systems for any environment.

**Jamf**  Gold RESELLER

We are the number one UK Jamf partner. Working closely alongside Jamf gives our customers access to the best Apple device management solutions.

**TechData** 

With revenues of \$37bn, TechData are the world's top IT distributor. As one of their largest and longest standing partners, we can offer customers the best product availability and next-day delivery.

**Alcuin** 

Our investors, who bring their industry experience and business knowhow to support our growth plans.



# A national network of locations...

Part of what makes us different is our commitment to working right across the UK. Our customers deserve local connections, so we make sure they're never too far from one of our locations. We have offices in Nottingham, London, Glasgow and Cardiff, while our logistics operation provides a next day delivery service for our products throughout the country. It means we're always within easy reach of our customers, and in touch with what matters to them.



## Right beside the Clyde: Our Glasgow operational centre

**Location:** Govan Road, Glasgow – just by BBC Scotland at Pacific Quay.

**In a nutshell:** Our Glasgow-based operational centre is located in the heart of Scotland's media community, and just over the bridge from the city centre's bustling nightlife and cultural scene.

**Highlights:** Expertise on everything from creation, ingest, editing and finishing to tiered storage, archiving and delivery, all perfectly placed for Scotland's thriving media industry.

**Services:** Our Glasgow operational centre offers media solutions, expert demos and workflow seminars, pre-sales and technical support, and repairs delivered by a small army of highly qualified engineers.



## Here be dragons: Our Cardiff office

**Location:** Southpoint Industrial Estate at Cardiff Docks, a short hop from Wales Millennium Centre.

**In a nutshell:** Our Cardiff office provides a full range of services and sales to the film, TV and media industries in Wales and the west of England.

**Highlights:** Endless experience around Avid (we founded the Avid User Group Cymru), making us the go-to name for all things broadcast, video and audio.

**Services:** Workflow design, installation and configuration, product sales, consultancy on everything to do with IT, Avid training, technical support, system management and more.



## A goose, countless ducks and a bunch of outlaws: Our Nottingham base

**Location:** Basford, north Nottingham.

**In a nutshell:** Known for its minted mushy pea festival Goose Fair, the traditional local greeting "ey up, duck" and (of course) Robin Hood, Nottingham has been our neck of the woods for nearly 30 years. It's home to almost all our logistics, account management, marketing, accounts and tech support teams. Just don't tell the Sheriff.

**Highlights:** A central location that holds an 11,000 square foot warehouse and is home to some of the UK's leading IT solutions experts and business technology specialists. Oh, and we also maintain a mini Apple museum in one of our meeting rooms, as well as our very own TARDIS.

**Services:** Nottingham houses in-house consultancy, account management, logistics, accredited repairs, kit replacement, portfolio development and management, app development, training sessions and an eclectic range of themed meeting rooms.



## Top tech on show in iconic Soho: Our four-storey London customer experience centre

**Location:** Golden Square, Soho, just three minutes' walk from Piccadilly Circus tube station.

**In a nutshell:** Smack bang in the middle of things and just a stone's throw from some of the world's biggest creative companies, our Golden Square premises offer customers access to all of our services and solutions – not to mention the chance to get hands-on with the very latest equipment and software.

**Highlights:** A full studio setup in Steampunk, our Apple Experience Centre for demos of industry-leading enterprise technology, meeting rooms and event spaces for hire, and all the coffee you could ever dream of.

**Services:** Golden Square offers live demonstrations of the latest technology for businesses, education institutions and creatives alike, showcasing innovative solutions across our entire portfolio.



# Jigsaw24 and Apple



## Apple: Still at the core of our business

**We've worked closely with Apple UK throughout our nearly 30-year history. That's in no small part because we understand the difference Apple devices can make to organisations big and small, from improving productivity to reducing support costs. We're positively passionate about Apple technology, but we're even more driven by how it can transform and revitalise our customers' businesses.**

In recent years, we've focused on developing our comprehensive range of Apple services and solutions to provide everything under one roof for our customers. This shift, as well as a strategic alignment by Apple that has enabled us to sell SIM-free iPhones and offer mobile device management solutions, led to Jigsaw24 becoming the first UK firm to hold Apple's top accreditations in enterprise, education and repairs in FY 2020.

### When a setup needs no setup

In addition to our expert knowledge of Apple products, we also have years of experience of integrating them into both existing Apple estates and Microsoft environments. Our comprehensive service and support portfolio provides customers and their end users with the ease and simplicity they expect from their Apple technology while also securing, managing and maintaining all devices and data.

Jigsaw24 is the systems integrator of choice because we know better than anybody how to successfully introduce Apple alongside legacy Microsoft systems.

### Countless applications, endless possibilities

The popularity of Apple technology has increased hugely in recent years, with Mac, iPad and iPhone capturing people's imaginations in a way no other technology has been able to.

Today's modern, mobile workforce demands Apple devices because they are powerful and secure, yet easy to use. With productivity features and apps available

to employees (and a secure Apple ecosystem available to IT), performance levels and organisational output have never been greater.

And with leaders and employees increasingly from the 'Apple generation' that expects to have access to the benefits of Apple devices in their working lives as well as their personal lives, Apple's brand continues to go from strength to strength, as more and more people centre their IT plans around Apple technology.

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**Today's modern, mobile workforce demands Apple tech.**

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### Powering the creative industry

The creative industry was an early adopter of Apple technology and has continued to be a major user, being at the forefront of technological developments. The industry is a significant part of the UK economy and one of its key growth areas, spanning all of the sectors in which we work, and will remain a focus for our business.

### Great work begins with the tools people love

All organisations with mobile workforces see opportunities from the productivity enhancements of mobile devices. Apple products like iPad and iPhone in particular offer digital transformation potential that is leading many businesses to deploy them ahead of other competing technologies.

### Compatibility and convenience

Macs are no longer seen as just being for creatives. They're now ubiquitous in business life, and perfect for employees across every department, including those formerly dominated by legacy Microsoft systems. It's easy to run PCs and Macs on the same network, share files and collaborate on projects, while the range of

business software for Macs has expanded enormously. And because Macs rank consistently highly for build quality and reliability and provide an incredible user experience, they're only going to get even more popular in corporate settings.

### Why we believe in Apple's unique ecosystem

Apple has evolved to create beautifully designed hardware that underpins a growing ecosystem in which hardware, software, content and services are all provided in a fully integrated way. Nevertheless, Apple devices collaborate well and play nicely with other platforms. Combine that with the eight different form factors of Apple products – watch, phone, tablet, laptop, desktop, TV set-top box, car and home hub – and it's easy to see why Apple remains a huge part of what Jigsaw24 is all about.

Behind all that beautiful hardware are subtle, intertwined layers that fit seamlessly together and delight the customer, increasing loyalty and customer satisfaction. Apple's ecosystem incorporates operating systems, apps, digital and retail stores, Apple Music, TV shows and movies, Apple Pay, iTunes, iCloud, Apple Maps, Siri and so much more.

This ecosystem has led to Apple's success over the decades in the creative professional sector, and in turn contributed to Jigsaw24's success. Fortunately, and tantalisingly, there is still considerable opportunity for growth in education, business and the public sector. Leveraging these opportunities with a strong services overlay will continue to be our objective for the next five or more years.

There are also very few IT providers that can help with the challenge of deploying Apple technology into an organisation and maximising the return on investment it offers. Not only do we provide comprehensive Apple support, but we provide it from a base of understanding our customers and with experience like no other technology partner.





# Apple: Key to attracting Gen Z talent

Effective recruitment underpins successful businesses. Not only must you find the right people, you also need to convince them your organisation is right for them. Research continues to show that technology – and Apple devices in particular – are more persuasive than ever.

There's a lot of talk about millennials, who will make up 75% of the global workforce by 2025.<sup>1</sup> But what about the generation after them?

Gen Z have grown up in a 'digital first' world, meaning they value it highly in pretty much every aspect of their lives. They expect to use the tools of their choice at work, as well as at home.

And with numerous studies, including our own research, finding that choice to be macOS and iOS devices, helping businesses deploy Apple technology that aids recruitment will remain a strategic focus for Jigsaw24.

## A pull – and a priority

Unsurprisingly, location (40%) was the most common key factor when millennials chose a job – but working with up-to-date tech was considered even more important by nearly a third (28%).<sup>2</sup>

With Gen Z, it's no different. We conducted our own research with students and found that offering the preferred brand of technology can give you a big advantage in the recruitment race, with 69% of those we surveyed saying it either "would definitely" or "may" sway their decision to accept or decline a job offer.<sup>3</sup>

Clearly, offering employee choice is therefore important to attract those in both the millennial and Gen Z age ranges.

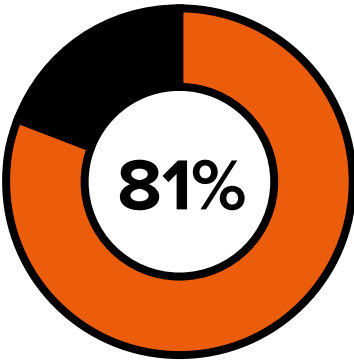
## Mac, by popular demand

When given the choice, Apple is the clear favourite. Research by Jamf found that a massive 72% of millennials pick Mac over PC, while even more (75%) choose iPhone or iPad over Android mobile or tablet devices.<sup>4</sup>

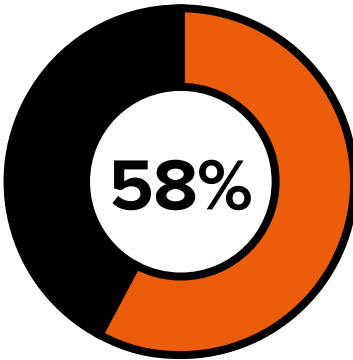
That's backed up by our own student survey, in which 81% preferred iPad to other tablets, 58% preferred iPhone to other smartphones, and 59% preferred Apple notebooks – suggesting Gen Z share the desire to use Apple devices over equipment from other manufacturers.<sup>5</sup>

Clearly, offering employee choice is therefore important to attract those in both the millennial and Gen Z age ranges. We'll continue to work with our customers to help them provide the best IT experience for new and existing employees.

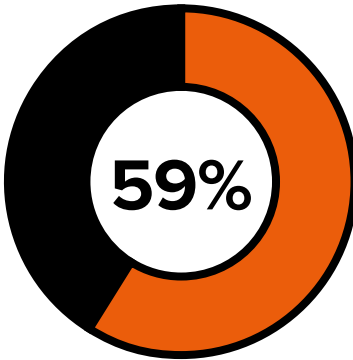
*When given the choice, Apple is the clear favourite.*



Prefer iPad to other major tablets



Prefer iPhone to other major smartphones



Prefer Apple notebooks to other major laptops

1. The (Millennial) Workplace of the Future Is Almost Here, Inc.com, 15th January 2019: <https://www.inc.com/peter-economy/the-millennial-workplace-of-future-is-almost-here-these-3-things-are-about-to-change-big-time.html>  
2. Jamf Nation User Conference 2018: <https://www.jamf.com/events/jamf-nation-user-conference/2018/choice-stories>  
3. Independent research carried out with university students around their workplace expectations, January 2019  
4. What businesses lose when they don't offer choice, Jamf, 2018: <https://resources.jamf.com/documents/infographics/what-businesses-lose-when-they-dont-offer-choice.pdf>  
5. Independent research carried out with university students around their workplace expectations, January 2019



# Three of the best: Our Apple credentials

When you put your trust in an authorised Apple reseller or service provider, you can rely on a tried and tested partner with a proven track record. That's why we're proud to be the first UK company to hold Apple's top accreditations across enterprise, education and repairs. FY 2020 saw us ensure we are fully up to date with the latest Apple standards and still leading our industry.

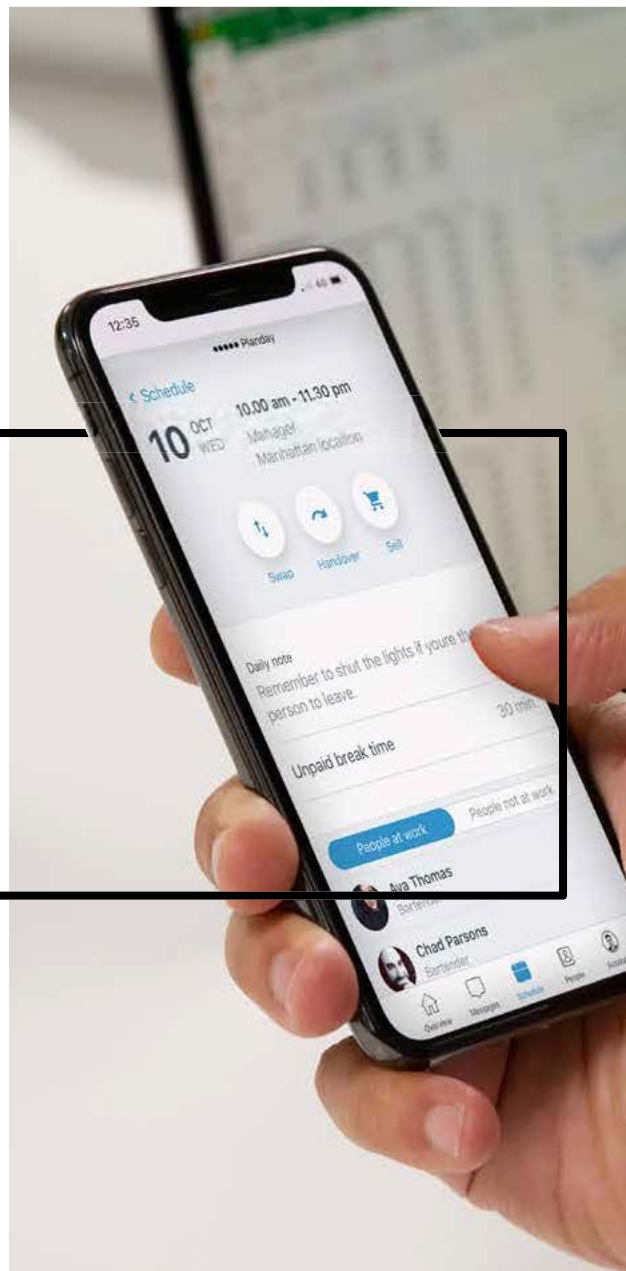
These accreditations demonstrate our commitment to ensuring our customers enjoy the very best Apple experience. By choosing Jigsaw24, they benefit from industry-leading expertise and the widest range of Apple services available anywhere.

## Authorised Enterprise Reseller

We were selected as the UK's first Apple Authorised Enterprise Reseller in recognition of our combination of unique capabilities that make us a perfect Apple support partner for businesses. We have a nearly 30-year heritage of deploying Apple technology to a range of organisations using an established Apple adoption methodology, and we provide everything from device lifecycle management services to app development and Device as a Service solutions.

Our large team of Apple experts are highly experienced in deploying Apple into all kinds of organisations and helping them switch platform, integrate with existing Microsoft systems, incorporate the latest technology or embark on digital transformation projects. In fact, we have more Apple-accredited employees than anyone else in the UK.

Unlike your everyday IT provider, we're true Apple specialists with a long track record of delivering the best possible results for our customers with Apple devices. No-one else can come close to our level of expertise, our range of services and our real-world experience.

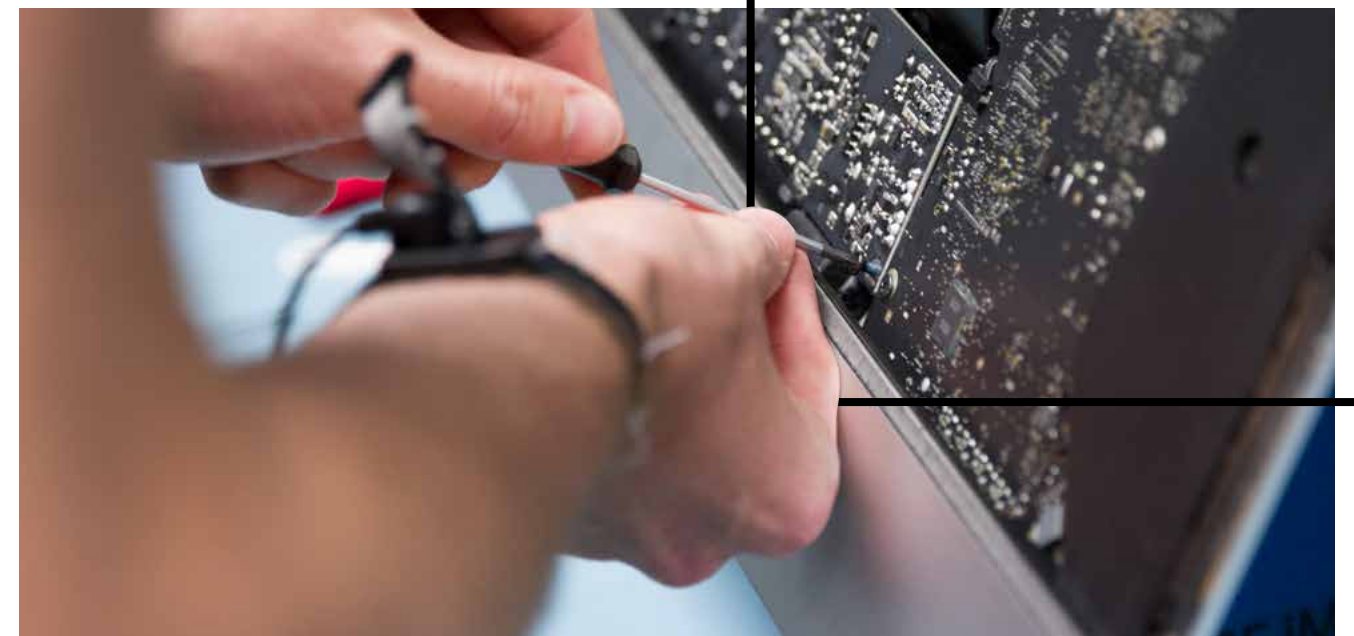


## Authorised Education Specialist

In early 2020, we earned the exclusive Apple Authorised Education Specialist accreditation following a review of our services and capabilities by Apple. We've worked with schools, colleges and universities to deliver classroom technology and improve teachers' digital skills for almost 30 years, helping them to deliver 1:1 iPad deployments to revitalise the curriculum and adopt the latest Apple technology through sustainable leasing packages.

## Premium Service Provider 2020

Our two dedicated engineering teams repair and upgrade Apple equipment at our Nottingham and London locations, working to such a high standard that we are recognised as an Apple Premium Service Provider. Customers can turn to us for repairs under AppleCare or our own Jigsaw24 warranties, or pay an affordable fee for us to resolve their technology issues outside of warranty. This accreditation reflects the quality of our technical expertise and our extensive experience with Apple devices and hardware.





# Our Apple Experience Centre

Located at our Golden Square premises in Soho, our best in class Apple Experience Centre gives customers the chance to get hands-on with the latest Apple technology.

We can demonstrate the entire range of Apple products and guide visitors through the real-world experience of using and managing devices and solutions. By working closely with selected partners, we're able to deliver unique demonstrations of bespoke solutions for specific organisations or sectors, offering exclusive opportunities to "try before you buy".

There's no substitute for having a device in your hands and enjoying the unrivalled experience of Apple solutions for yourself – so that's exactly what you can expect at our Apple Experience Centre. We give users their own log-in identity for the duration of their visit and show them how leveraging readily available tools

can both improve employees' production and reduce the pressure on IT teams.

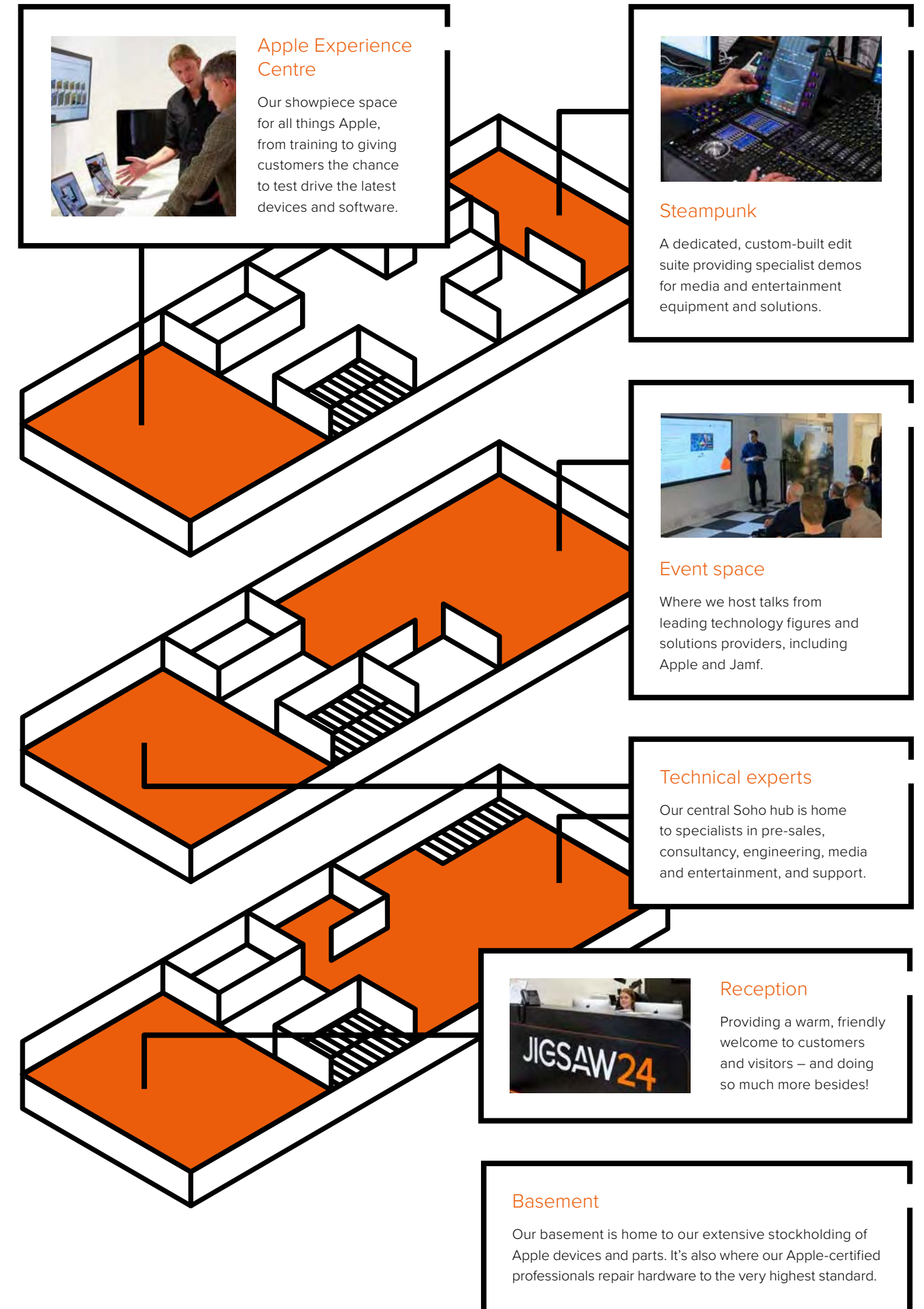
Whether you're a business considering switching to macOS (maybe alongside Microsoft), a school interested in iPad but not sure how it would work for you, or a creative media company wanting to test out a Mac Pro, our Apple Experience Centre is where you can test it all out.

It's also where many of our education customers choose to access our training programmes for staff, improving their teaching and digital skills to enable them to deliver amazing lessons with Apple technology.

“There's no substitute for having a device in your hands!”

## Subjects our workshops cover include:

- Vertical sector ideation, taking customers through several innovative solutions based on mobile and proximity technologies.
- iOS lifecycle user experience, demonstrating the iOS device rollout user experience and the repurposing of a mid-life iPhone or iPad to a new user profile.
- Apple adoption blueprint, guiding the customer's team through the technical parameters that need to be implemented for a smooth deployment.







# Our customers

## Our customers will always come first

The people and organisations we work with matter hugely to us. They're the reason we're here and our motivation to keep growing. To offer solutions that are the perfect fit for all our customers, we've developed propositions across four core areas: corporate, SME, education and public sector.



Our **corporate** market includes enterprise and IT & comms. We work with many larger companies who are seeking an IT partner, often primarily for Apple products and services or in-house creative solutions. In recent years, we have worked with a range of customers in financial and professional services, particularly to deliver mobile device management solutions and integrate Apple into existing infrastructure – covered in more detail on pages 26 to 31.



**SMEs** make up the overwhelming majority of UK business units, spanning medium-sized companies (50-249 employees), small firms (10-49 employees) and micro-businesses (0-9 employees). The fact that there are around six million SMEs in the country<sup>1</sup> – 99% of all its businesses – highlights how critical a role they play in the UK economy. We can support all types of SME, whatever their sector or industry – covered in more detail on pages 32 to 35.



The **education** market is split into five sub-segments: primary schools, secondary schools, further education, higher education and other educational establishments (eg training in industry organisations). We serve this market with a full range of creative technology and Apple products and services – covered in more detail on pages 36 to 41.



The **public sector** market revolves around access to framework agreements. We are named as a supplier on the Crown Commercial Service Technology Products and Associated Services (TePAS) framework for purchasing or leasing IT products and services, meaning public sector organisations are able to work with us easily and cost-effectively. In FY 2020, this led to us playing a role in accelerating the development of COVID-19 test centres, providing iPhones, Jamf services and support – covered in more detail on pages 42 to 45.

1. <https://www.fsb.org.uk/uk-small-business-statistics.html>





# Helping our customers: Remote working and learning solutions

Remote working is a growing trend across the UK, with more and more people working from home on a regular basis. And when it became even more widespread during the COVID-19 lockdown, Jigsaw24 was there to help customers stay productive and profitable.

Enabling mobile working can give employees greater flexibility and a better work-life balance, but it can be beneficial to employers, too. With the right technology, collaborating and communicating with colleagues is easy even if they're in another continent. Changing an organisation's business model or working practices quickly and successfully

can be challenging, though – so when coronavirus hit the UK, we supported our customers every step of the way.

**Our remote working solutions include:**

**Workflow advice**

Our consultants, drawn from a wide range of industries and sectors, can help customers design mobile working solutions that suit their requirements and meet their objectives.

**Specialist media support**

As experts in media and entertainment, we're uniquely placed to help creative

organisations in TV, film and audio. We can provide remote support for workstations, hardware and software – or help your organisation harness the power of virtual workstations to deliver amazing work from anywhere in the world.

**Finance packages**

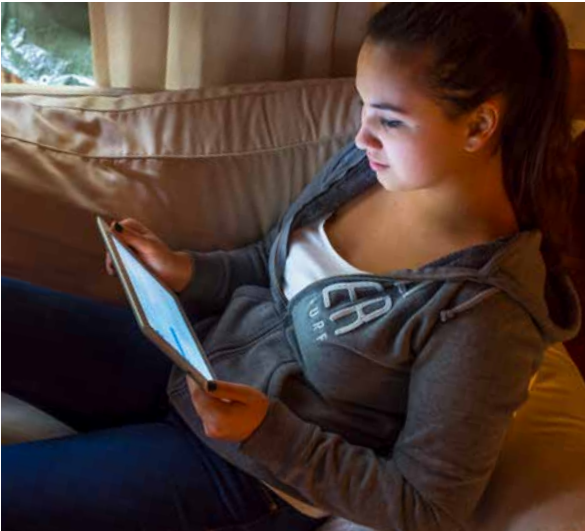
Adopting home working technology, especially at scale and speed, can be tough on your budget – but it doesn't have to be. We work with leasing partners to find affordable deals for businesses, educational institutions, public sector organisations and more, making it easier to deploy notebooks, tablets and mobile devices.

**Overcoming COVID-19 together: Projects in the pandemic**



**Empowering remote broadcasts**

Away from the frontline, we also did our part to keep the British public entertained, designing and deploying an innovative AWS-based cloud production solution to help the BBC series Springwatch process footage from cameras in the wild while editors were working from home. We partnered with Gallery to create a cutting-edge workflow using their Sienna ND system that enabled the show's team to overcome the challenge posed by not having access to traditional outside broadcast trucks, with the resulting footage aired mostly on social media and iPlayer. This innovative solution can help broadcasters cut long-term costs and energy usage.



**Enabling great teaching and learning**

The education sector had to adapt quickly to maintain high teaching standards and ensure every student could access the curriculum. In a project with the prestigious Lady Barn House School, we responded to the changing COVID-19 situation by delivering the perfect 1:1 iPad deployment in significantly truncated timescales. By pre-configuring devices so they arrived ready for staff to use, providing remote management and ongoing support for every iPad, and running tailored training programs to senior leadership and teachers via Zoom, we helped the school deliver brilliant lessons to students in class and at home.



# Our creative heritage

A proud history – and an exciting future

**Our M&E Sales Director Rupert Watson works with customers in the creative sector to provide technology solutions that help them deliver brilliant work within tight deadlines. He knows the media and entertainment industry like the back of his hand.**

“Staying relevant to our creative customers has always been one of Jigsaw24’s biggest strengths. We understand their priorities, and their drive to produce the best possible content, and we have continually adapted our approach to help them achieve incredible results. Our focus on innovation has helped us thrive in the wake of COVID-19.

We know what creative companies need and want because we talk to them constantly. In recent years, we have identified the potential for remote working to transform how our customers work and strengthen their businesses. From a commercial perspective, the ability for TV and film companies to work on projects from any location can mean significant cost savings, reducing the need to rent expensive premises that house edit suites and post-production machines.

Recognising this, we have shifted the creative side of our operations away from primarily selling and installing physical equipment, instead concentrating more on providing futureproof solutions that enable editors to use their best tools from anywhere on virtual machines over the cloud. Our demo centre in Soho has been showcasing this kind of technology for around five years, allowing us to demystify the shift to cloud technology in a hands-on environment.

Of course, FY 2020 saw demand for remote production, post-production, storage and collaboration skyrocket. The early stages of the coronavirus pandemic did not affect our pipeline straight away – while filming on new projects was put on hold, our customers had plenty of existing contracts to finish working on – but it definitely led to a flurry of new opportunities to help them work in lockdown-appropriate ways.



Our advanced planning to provide remote working solutions to the sector meant Jigsaw24 was ready for action immediately and a step ahead of our competitors.

Unlike them, our previous work in this arena meant customers could benefit from our team’s vast experience and all the lessons we had learned already.

We have enjoyed delivering some truly fascinating projects with our media and entertainment customers, many of whom were amazed at just how revolutionary remote working was to their business right from the off. Whether deploying Amulet Hotkey KVM solutions to IMG or helping a major sports broadcaster deliver live commentary streams in three different languages, it has been an exciting time to work in the industry.

Moving forward, we expect the commercial reasons for our customers to adopt remote working will come to the forefront even more. Jigsaw24 will always be there to innovate and deliver the best solutions built on our expertise and experience.”

**Rupert Watson,  
M&E Sales Director**

 *Jigsaw24 was ready for action immediately and a step ahead of our competitors.* 

## Working with our creative customers



## Moving drp to a mobile workforce

Designers at full-service creative experience agency drp had always used Mac, but it was time to move away from workstations to more portable hardware that would enable mobile working. We helped the company to invest in high-spec MacBook Pro and iPad Pro devices that ensured creatives could access key files and applications while on the move, so colleagues could collaborate effectively from anywhere. We delivered a seamless integration and a straightforward rollout through a device management solution, working with the agency to look at migrating more of their core IT services to the cloud.

## Enabling effective remote working at Gorilla

We worked with Gorilla, the largest post-production company in Wales, to develop their remote working capabilities ahead of a coronavirus-enforced building closure. By scaling up Gorilla’s Amulet Hotkey PCoIP cards, which they were already using within their facility, we helped the company to use one of the latest remote editing solutions more comprehensively. As a result, their creatives enjoy complete control of their workstations or virtual workstations remotely, with impressive performance, sound quality and security.



# Corporate

## At the forefront of British business

Tim Bodill is our Sales Director, with responsibility for developing our approach to the corporate sector. His 30 years of experience delivering truly transformational outcomes for major organisations makes him a highly respected figure in the IT industry.

"It goes without saying that this has been an interesting and challenging year for large businesses, just as it has for everyone. The COVID-19 pandemic is unlike anything we or our customers have seen before, demanding quick responses and creating an imperative need to adopt remote working at scale.

But mobility, flexible working and the value of digital solutions that make effective collaboration simple are all things we have been championing – not to mention rolling out in the real world – for several years now. Our strategic focus on providing services and support that enable innovative remote working methods has put us in an enviable position in the marketplace.

As we look beyond lockdown, demand for the latest technological solutions from the UK's larger companies will only increase. By continuing to work with our customers to understand their wider needs and objectives, we can carry on helping them to improve their experiences with technology through

end-to-end services that increase productivity, enhance security and empower employees to work anywhere.

Apple remain a cornerstone of this corporate offer, and for good reason. The popularity of their products means that staff are already familiar with the easy to use interfaces and operating systems, while instant interoperability between Mac, iPhone and iPad makes working on a project across devices truly seamless and efficient – as more and more of our customers have discovered in recent months.

Privacy, security and longevity are other priorities we hear time and again from our customers. Apple are unrivalled here, in large part because the fact they make both hardware and software allows them to deliver industry leading data encryption, biometric security features and operating system updates as standard.

Our almost 30-year track record of deploying Apple, together with our passion for transforming user experiences in large organisations, will put us ahead of the pack in the coming year. We are primed and ready to help even more corporate customers take advantage of the right technology at what will be a critical time in the country's recovery. I can't wait."

Tim Bodill, Sales Director

**Our strategic focus on services and support has put us in an enviable position in the marketplace.**

smoke&mirrors

The Guardian  
News UK  
IBM

ASCENTIAL  
Atos

accenture  
ARUP

williamsleatag

dyson  
tcs  
TATA CONSULTANCY SERVICES

The Telegraph

OLIVER  
FUJITSU

amazon  
sky

IRIS  
haymarket

Specsavers  
RE:SOURCES

PROBRAND  
BAUER  
MEDIA GROUP

THE FARM GROUP  
tag.  
itg



# The new world of business IT

**The role of IT in corporate environments has changed drastically over the last few years – an evolution that accelerated in FY 2020 as businesses updated their operational practices at pace.**

Whereas technology has historically been viewed as an enabler, it is increasingly seen as adding greater direct value to resolving a range of business challenges.

The importance of providing employees with a brilliant user experience, which can boost productivity, reduce inefficiency and even make recruiting and retaining top talent easier, is understood now more than ever.

We're a step ahead of our competitors in this area because of our ability to take a cross-platform approach to meet customers' IT needs with the best solutions from a full range of partners.



## Flexibility with Device as a Service

Choice also covers how businesses bring new technology into their business on a practical level. Our Device as a Service offering enables companies to pay for hardware and accompanying technical services and support under a single subscription package. This can provide numerous benefits, such as freeing up working capital or lowering the total cost of ownership, and gives our customers attractive flexibility in uncertain economic times.

Meanwhile, thanks to our partnerships with leading technology brands like Microsoft, Cisco, Jamf, Okta and of course Apple, we are uniquely able to offer the perfect experience that covers equipment, cloud productivity software, networking solutions, device management and support in this way – setting us apart from the market and explaining why so many of the UK's biggest businesses are turning to Jigsaw24.

## Today, choice is king

For starters, our status as an Apple Authorised Enterprise Reseller ensures we are the perfect choice for businesses wanting to adopt an employee choice model. As mentioned on page 14, the millennial generation that represents a large proportion of the modern workforce highly values working with the technology of their choice – a choice that tends to be Mac, iPhone and iPad over PC, Android and other devices.

Our accreditations with both Apple and Microsoft will open doors for us to help organisations looking to deploy macOS and iOS devices in a Windows environment, or equip employees with Windows-based hardware manufactured by one of our many partners. Gone are the days of the corporate IT manager ruling with an iron fist on what devices can and cannot be used within their organisation.





# Apple for business: The privacy priority

**Data security and privacy are top concerns for businesses – especially larger organisations with more complex IT infrastructures and frequent employee turnover.**

In fact, Apple put privacy and security at the heart of everything they do, from device manufacturing to software development. A quick glance at their privacy policies will show how much more comprehensive they are than those of their rivals – because Apple take the subject so seriously.

A key advantage Apple hold over their rivals is that they make both hardware and software, allowing them to deliver leading data encryption, biometric security features and operating system updates as standard without compatibility headaches. They enjoy full oversight of the security features on Mac, iPhone, iPad and other “designed in California” products, including everything from Face ID and Apple’s proprietary T2 Security Chip to simple software updates deployed en masse via mobile device management tools.

For corporate organisations, this makes Apple technology the most secure

choice to safeguard your confidential information. Users work with up-to-date systems protected by state-of-the-art data encryption and safe from vulnerabilities – tellingly, statistics from the App Store show that 92% of all devices introduced to the market since 2016 are running iOS 13, the latest version available.<sup>1</sup>

Whereas in the past, inexperienced IT teams may have considered Apple technology “too difficult” to administer in their company, an increasing number are now insisting on its adoption for cybersecurity reasons. We’ve even heard of one well-known banking institution that only allows employees to use mobiles on its network if they are using an iPhone, such is the high regard in which Apple devices are held.

With news of data breaches and high-profile hacks never far from the headlines, Apple’s strength in this arena is an ace up our sleeve as Jigsaw24 works with businesses to deploy the safest, most secure technology available.

1. <https://developer.apple.com/support/app-store/>

*“Like many of you, we at Apple reject the idea that our customers should have to make trade-offs between privacy and security. We can, and we must, provide both in equal measure. We believe that people have a fundamental right to privacy. People demand it, our constitution demands it, morality demands it.”*

**Tim Cook, Apple CEO**

Learn more about Apple’s unique approach to privacy at: [www.apple.com/uk/privacy](http://www.apple.com/uk/privacy)



## Apple’s strategic partnerships

Apple invest heavily in their macOS and iOS platforms to create the best ecosystem for business. By developing strategic partnerships with some of the biggest names in technology, Apple have ensured that their products are world leading in terms of security, interoperability and management.

### Cisco



Integration of macOS, iOS and the latest Cisco technology allows businesses to seamlessly connect to their networks, optimise app performance and collaborate with voice and video.

### SAP



The SAP Cloud Platform SDK for iOS, the Fiori for iOS design language and the SAP Academy for iOS help SAP’s 2.5 million developers rapidly build native apps that provide core business processes.

### IBM



The IBM MobileFirst for iOS suite of apps and solutions helps organisations to run their processes more effectively, and is powered by business data and advanced analytics. Meanwhile, IBM Mobile at Scale enables app scaling for business transformation.

### Deloitte



EnterpriseNext from Deloitte sees the company’s consultants help organisations define their digital transformation strategy and maximise the power of the iOS platform.

### Accenture



By creating a dedicated iOS practice, Accenture can develop solutions to transform how businesses work with the power, simplicity and security of iOS.

### GE



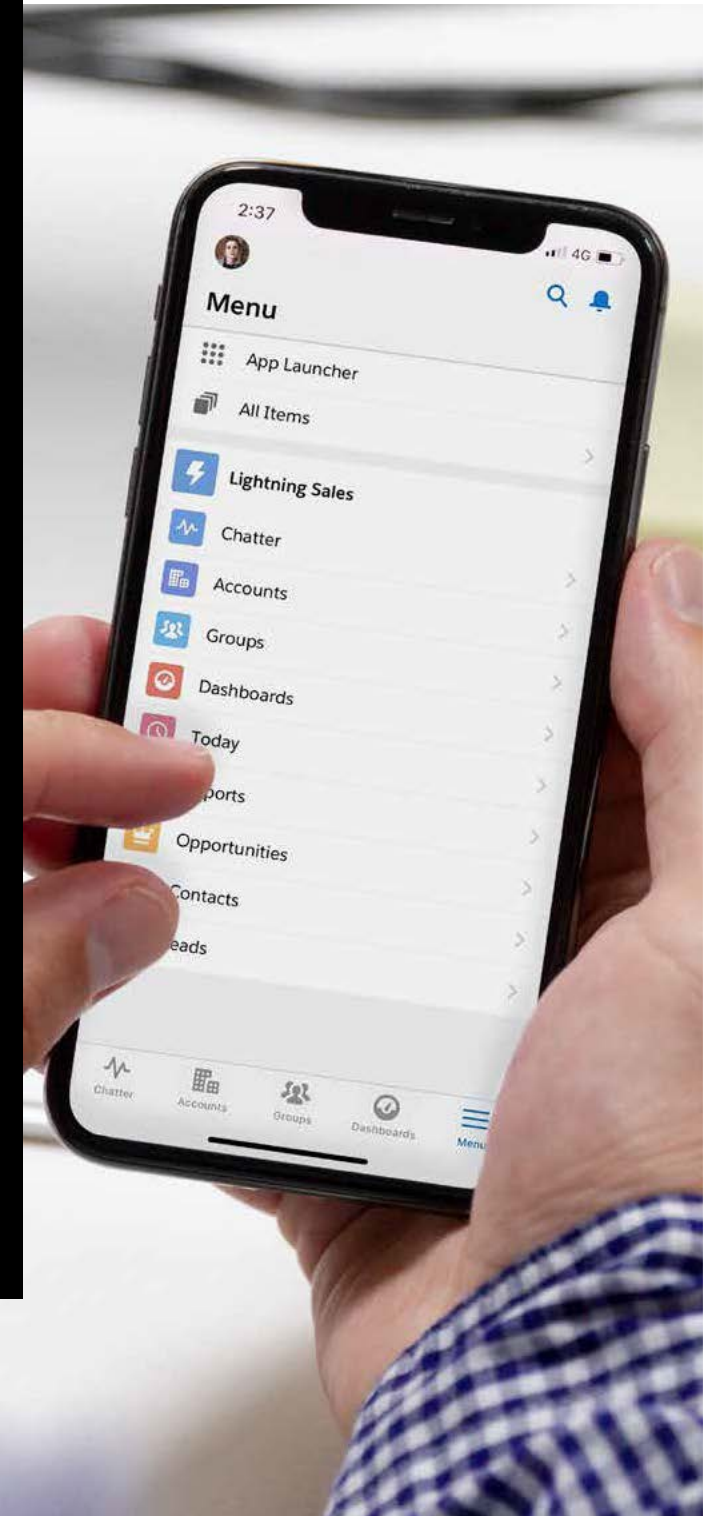
Apple and GE work together to increase efficiency and optimise workflows across industries like energy, transport, manufacturing and healthcare using GE’s Predix SDK and iOS.

### Salesforce

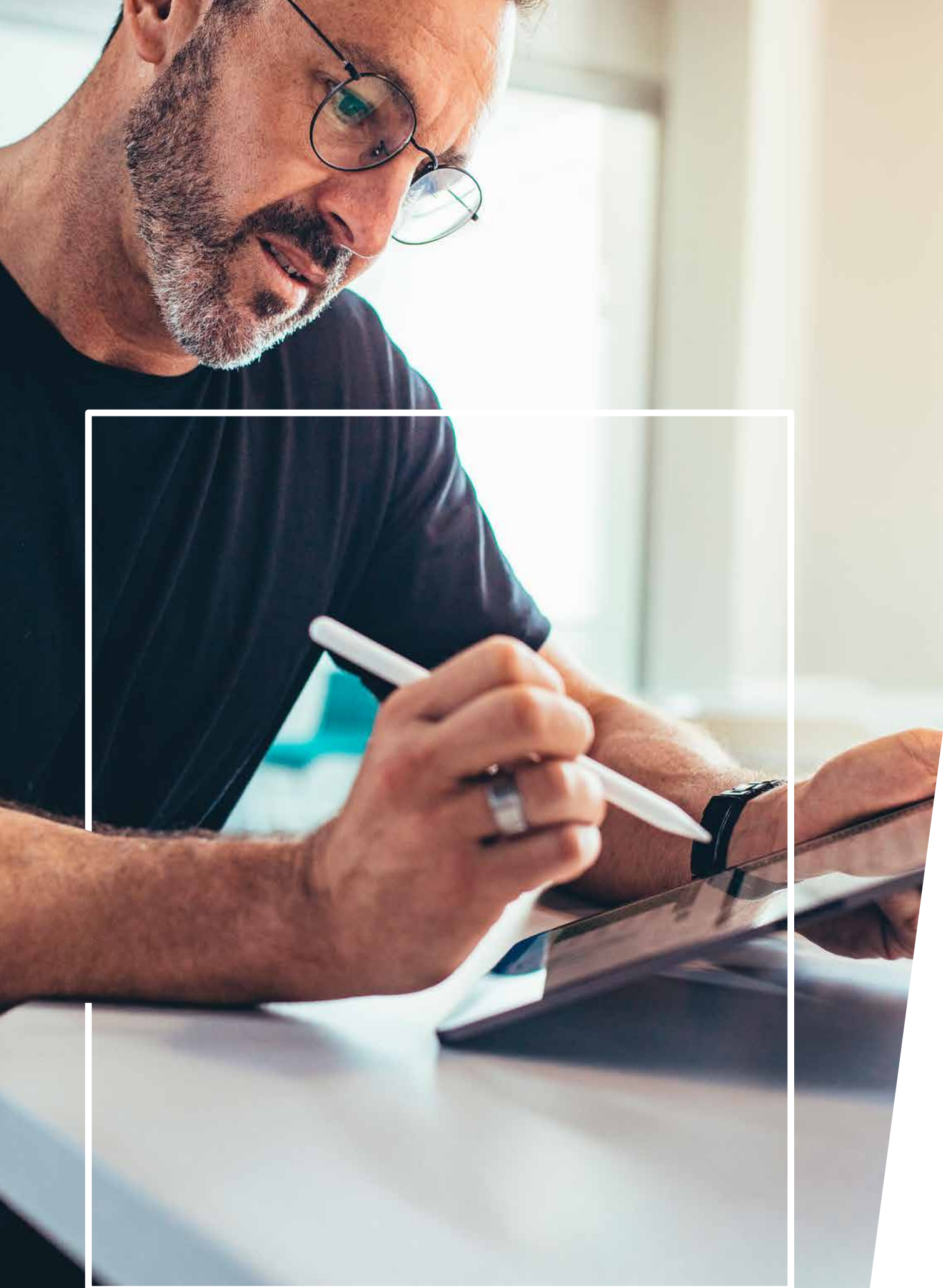


The number one CRM system combines with iOS to add exciting new features to the Salesforce app, leveraging new resources for developers.

**Apple put privacy and security at the heart of everything they do.**







# SME

## Big solutions for every UK company

The six million SMEs in the UK make up 99% of British business units. These medium-sized companies (50-249 employees), small firms (10-49 employees) and micro-businesses (0-9 employees) play a critical role in the economy.

Traditional barriers to adopting the right technology in an SME have been removed in recent years. For many firms, equipping every employee with a new notebook, smartphone and tablet device was previously no more than a pie-in-the-sky idea that would have sent cost-conscious managing directors into a cold sweat.



But now, acquiring high-performance equipment, industry-leading software and expert external support services is more affordable than ever thanks to a proliferation of excellent business technology and a highly competitive marketplace.

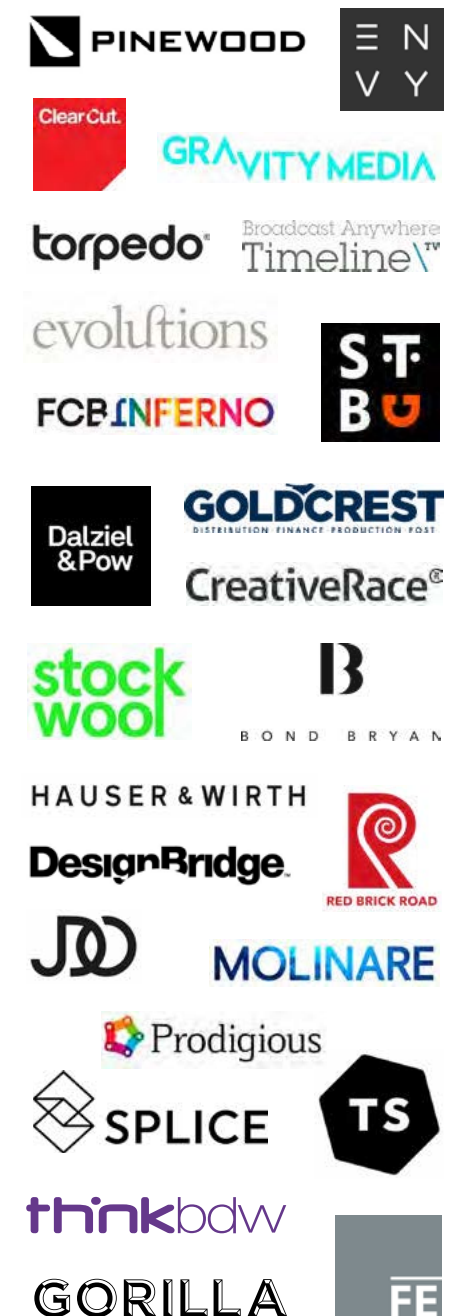
We can work with companies of all sizes, on even the tightest of budgets, to find cost-effective solutions. In part, that's because we are able to bundle devices, managed services and support into one package on a utility build basis, which opens up new financing methods and means that getting the right technology is accessible to pretty much every small business.

SMEs can therefore source their IT requirements at a per user, per month rate – so their costs only increase at the same speed as their revenues and employee count grow.

And our close work with Apple and our finance partners adds another string to our bow, allowing us to offer customers leasing contracts on terms that suit their needs that they would struggle to find elsewhere.

It all adds up to make IT for SMEs far less intimidating – and a whole lot more exciting.

 ***We can work with companies of all sizes, on even the tightest of budgets, to find cost-effective solutions.*** 





# Size doesn't matter

## The new world of IT

The days of brilliant IT being only the preserve of blue chip companies are over. Today, it is easier, quicker and more straightforward to upgrade systems or equip employees with better tools to do their best work – and the old challenges facing SMEs are long gone.

There is now no need to compromise on security; Apple's built-in security features and a plethora of third-party solutions for all devices make protecting your data extremely cost-effective. Manageability is easier than ever, with no need to maintain multiple platforms for different users and mobile device management solutions affordable for every size of company. Productivity need not suffer either, because all core business tools work well on every system, opening up true employee choice. And as for cost and flexibility? Device as a Service is making waves among SMEs who crave the ability to add to and remove from their deployments or fine tune their device requirements at short notice. The game has changed.



**“Customers love how Apple devices ‘just work’.”**



### On an equal footing

This year, many of our business customers realised just how simply they could improve their IT during the COVID-19 lockdown. With remote working becoming the necessary norm, we helped SMEs deploy the apps, admin programs and collaboration tools they needed to enable effective home working without delay. It was not a huge undertaking.

Just like our bigger corporate customers, they were able to use cross-platform solutions that ensure perfect compatibility for employees working together on different devices in entirely different locations. They rolled out VPNs that delivered secure remote access to company data and protected networks from home WiFi vulnerabilities. They began to use mobile device management software to keep track of and control all the devices now out of the office and in the wild.

### The right tech from the right partner

Several years ago, making major IT changes or enabling remote working might all have been painstakingly complex for a smaller business to deliver. But as we look ahead, more and more SMEs will follow suit in updating their practices to make them fit for modern working – and because we can provide everything they need under one roof, this will create plenty of opportunities for us to support our customers.

Our Apple offer is particularly relevant here. Customers and their users love how Apple devices ‘just work’ because they ship with business tools included by default, are compatible with all the major productivity apps, and play nicely not only with other macOS and iOS devices but also with Windows-based hardware and software.

For SMEs looking to improve and simplify their IT setups at a time when their operational models are changing, Apple technology is hugely attractive. We must continue to identify those companies that can reap the benefits of Apple and all we can offer alongside it.





# Education

## Our best-in-class approach

**As Head of Education at Jigsaw24, former teacher Paul Ford is passionate about using technology to improve learning opportunities for students.**

"Mobile technology continues to have a huge impact in the education sector, with more than 20,000 UK institutions having some form of iOS device in the classroom. Successfully adopting technology is proven to improve learning outcomes and provide teachers with incredibly powerful tools – but the challenges posed by COVID-19 have confirmed just how important technology can be in giving every student access to the curriculum.

Jigsaw24 has nearly 30 years' experience of providing solutions to all five sub-segments of education – primary schools, secondary schools, further education, higher education and other educational establishments (eg training in industry organisations). We understand the challenges facing education and the need to raise standards for students while dealing with significant budget challenges, with some institutions having to make difficult choices to meet teaching and learning needs while staying up to date with classroom technology.

Our approach is to work with institutions to understand their vision and develop a

professional learning strategy that makes the most of their investment. From this, we can provide the right solutions to support their goals and allow achievement of excellent results. We can also offer financially sustainable solutions that not only support outstanding teaching and learning, but also help improve the total cost of ownership of technology. With increased workload pressures, our solutions can help reduce admin and give teachers more time to support students with learning, both in class and through remote learning.

In this section of our Annual Report, I have highlighted three key propositions that help leaders address current issues in education. These propositions build on our bedrock solutions, which are showcased on page 40.

We believe in the lifetime value of our education customers, and always aim to become a valued partner rather than just another IT provider. We strive to become a critical friend to any organisation we work with, bringing like-minded institutions and teaching professionals together across the sector. For the Jigsaw24 education team, it's about the complete journey."

**Paul Ford, Head of Education**

***We aim to become a valued partner, rather than just another IT provider.***





# Our education approach: Three key propositions

## Leading Innovation Programme – Teaching and learning transformed

### The challenge

While education technology has so much potential, implementing it into the curriculum isn't simple. It requires careful consideration to overcome issues like poor infrastructure, a lack of ICT skills among teachers and inadequate student access.

### Our proposition

Embedding technology into the curriculum is far more than just buying devices. Jigsaw24's Leading Innovation Programme will take a client through a four-step approach to maximise the chance of success:

- **Explore and discover** – Engaging with the wider school community to understand the current use of technology, agree the outcomes that stakeholders want to achieve and develop a vision of where technology can be implemented to deliver the greatest impact.

- **Design and experience** – Developing the strategy to implement the vision, agreeing how a customer wants to use technology in lessons and as part of the wider curriculum. From this, we can agree the appropriate hardware, design the right infrastructure and assess options to finance the full cost of the deployment. Part of the design is to assign clear responsibility for delivering the solution at different levels across the institution.

- **Deploy and scale** – Ensuring a customer's key resources can support the solution. The customer's IT team and systems need to be prepared for the new devices, including deployment of appropriate tools to make managing the Apple estate. The teaching team need the support of a professional learning plan so that they are upskilled to use technology across the curriculum.
- **Sustain and innovate** – After implementation, assessing how far the original vision has been achieved and agreeing next steps to further embed technology. We work with clients to review the challenges and successes of the deployment, to assess new possibilities to improve teaching and learning further, and to analyse the impact on the capacity of the IT team and infrastructure.



## Our education credentials

- Specialist education team of 12, including CPD trainers who are ex-teachers, supported by over 100 Jigsaw24 sales, support and technical services experts.
- Over 6000 institutions in our customer base – approximately 20% of the UK market.
- Led the industry in providing Apple products to education through our iPad Pilot Programme.
- Partners to regional multi-academy trusts.
- A bespoke procurement portal for iPad deployment schemes to schools, colleges and parents.
- Sole supplier of government HE purchasing framework with the University of Nottingham.
- Supplier of Technology Products 3 and NWUPC Broadcast and Media Framework.
- Partners with the UK Government Education Reform and the Association of School and College Leaders.
- Experienced in delivering a complete end-to-end 'turnkey' solution for institutions.
- Integrated solutions, including technology, service/support wrap and leasing/insurance solution.

## Multi-academy trust – Teaching excellence at scale in a multi-site environment

### The challenge

As of September 2019, the Ofsted framework focuses less on results and more on how results are achieved. By embedding technology, like iPad, into learning, trusts can demonstrate delivery against the framework – the student's classroom experience can benefit from a dynamic curriculum and teachers can benefit from a less pressurised environment.

### Our proposition

Jigsaw24's approach to supporting schools meets the Ofsted framework and focuses on four key areas:

- **Leadership support** – Ofsted wants leaders to have a clear and ambitious vision for providing high quality, inclusive education and training to all, supported by professional development for their staff. Successful implementation of a technology programme can help deliver the vision, underpinned by training and support to ensure that teachers are confident delivering lessons in a technology-rich environment.
- **Curriculum support** – Learners are expected to develop detailed knowledge and skills across the curriculum, while exploring their own interests and approaches in a creative way. An ambitious technology strategy can make learning accessible to a wide audience and also adjust approach to reflect the needs and passions of students. This approach requires

thoughtful planning – there's no one right technology, and different apps, devices and tools meet different needs.

- **Futureproofing learning** – A school's curriculum is expected to provide skills for future learning and employment. Today's workplace is technology-rich, with everyday workflows closely connected to devices like Apple notebooks and tablets – our education solutions provide excellent exposure to that experience. Futureproofing learning requires learning access for all students – we help build solutions for everyone, including those who are SEND, EAL or come from disadvantaged backgrounds.
- **Teacher wellbeing** – The government cites workload as the main reason for teachers leaving the profession. Thoughtful implementation of technology supports teachers, reducing workload and stress by giving access to online teaching communities to share approaches to lessons, tools to use during lessons and apps to support giving feedback (eg Apple Classroom, Showbie, Explain Everything, and Notability).

## Higher education – Preparing students for the evolving workplace

### The challenge

For higher education to fully equip students to transition to work, institutions must combine giving students access to the right technology solutions while ensuring their skills are flexible and adaptable to meet ever-evolving requirements. Students expect relevant courses with

content that provides value for money and are willing to vote with their feet – 2016/17 data from the Higher Education Statistics Agency showed that 6.3% of young full-time students dropped out during their first year.

### Our proposition

We understand the latest technologies, working with customers to implement leading-edge workflows and processes specific to their industry. We aim to bring that expertise to higher education, building facilities to showcase and emulate modern working environments. Not only will these solutions attract potential students to a course, but they will help retain them throughout the course's duration.

We will work with institutions to provide educational experiences that:

- Ensure students are exposed to current technology and processes.
- Equip students with appropriate skills for the workplace.
- Provide consistent access to curriculums for all students.
- Facilitate remote learning.

Jigsaw24 can work with a customer's team to design and implement a solution for a target industry that reflects the latest cutting-edge technology. We can also help ensure that the solution is cost effective and future proofed. As an example, we have deep expertise in the creative market that enables us to provide production and post-production solutions into FE and HE, combining appropriate products with a full service wrap to create recording and film studios.



# Our bedrock education solutions...

## Strategic engagement

### Vision, strategy, planning and deployment

Creating a clear vision is key to the success of every technology-rich learning environment. The vision needs to be underpinned by a clear strategy to define, develop and sustain innovation in the teaching and learning environment, implemented through a series of interconnected plans covering technology, support services, deployment and training.

#### Our support can include:

- Defining the vision.
- Creating a learning strategy with specific goals, targets and challenges.
- Selecting the most appropriate learning technology solutions.
- Preparing an integrated plan for a sustainable 1:1 deployment.
- Developing staff training.
- Delivering iPad courses iPad for productivity, evidence and assessment strategy.
- Supporting staff in iPad lesson planning and development.
- Building a managed support plan with the institution's IT team.

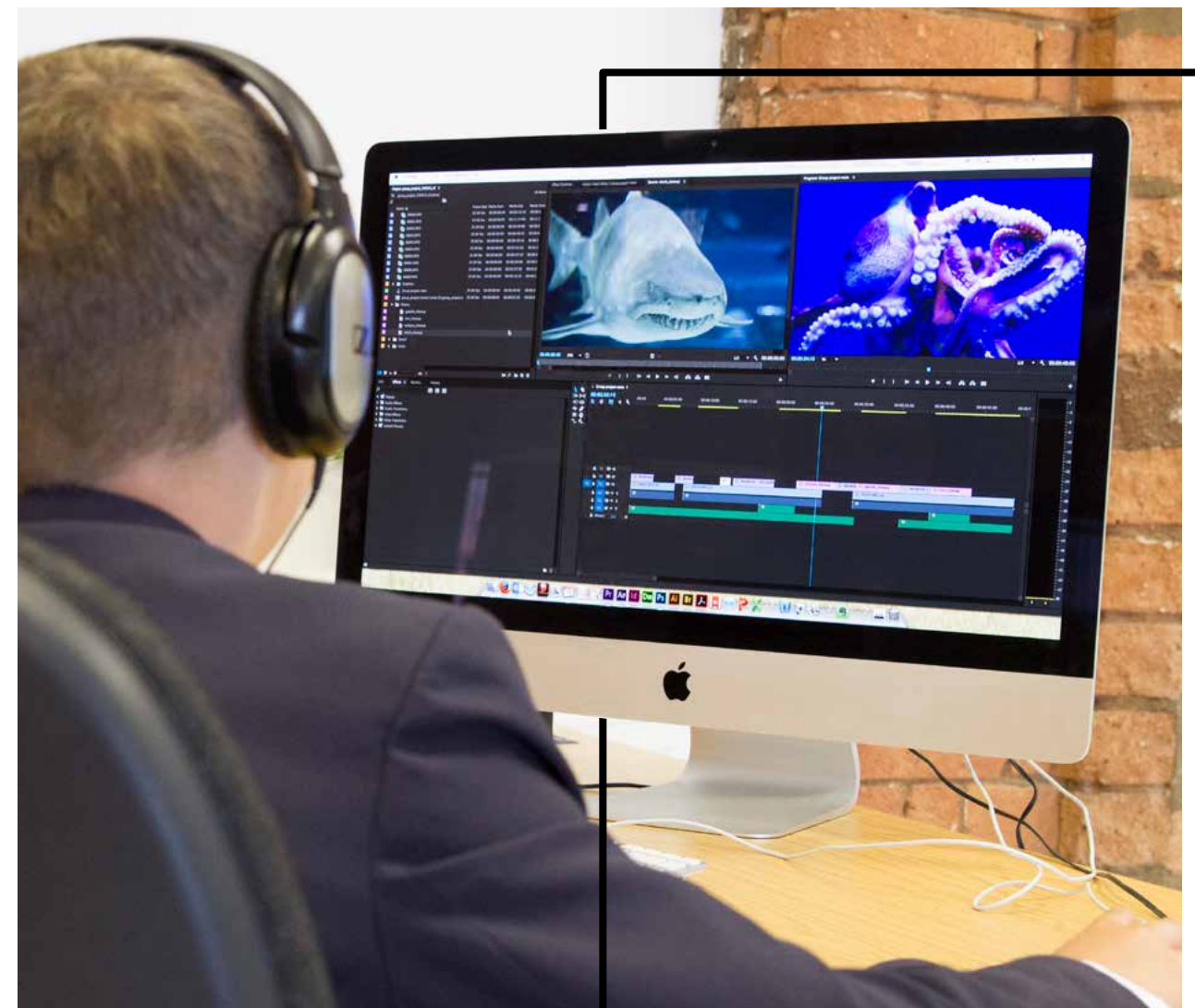
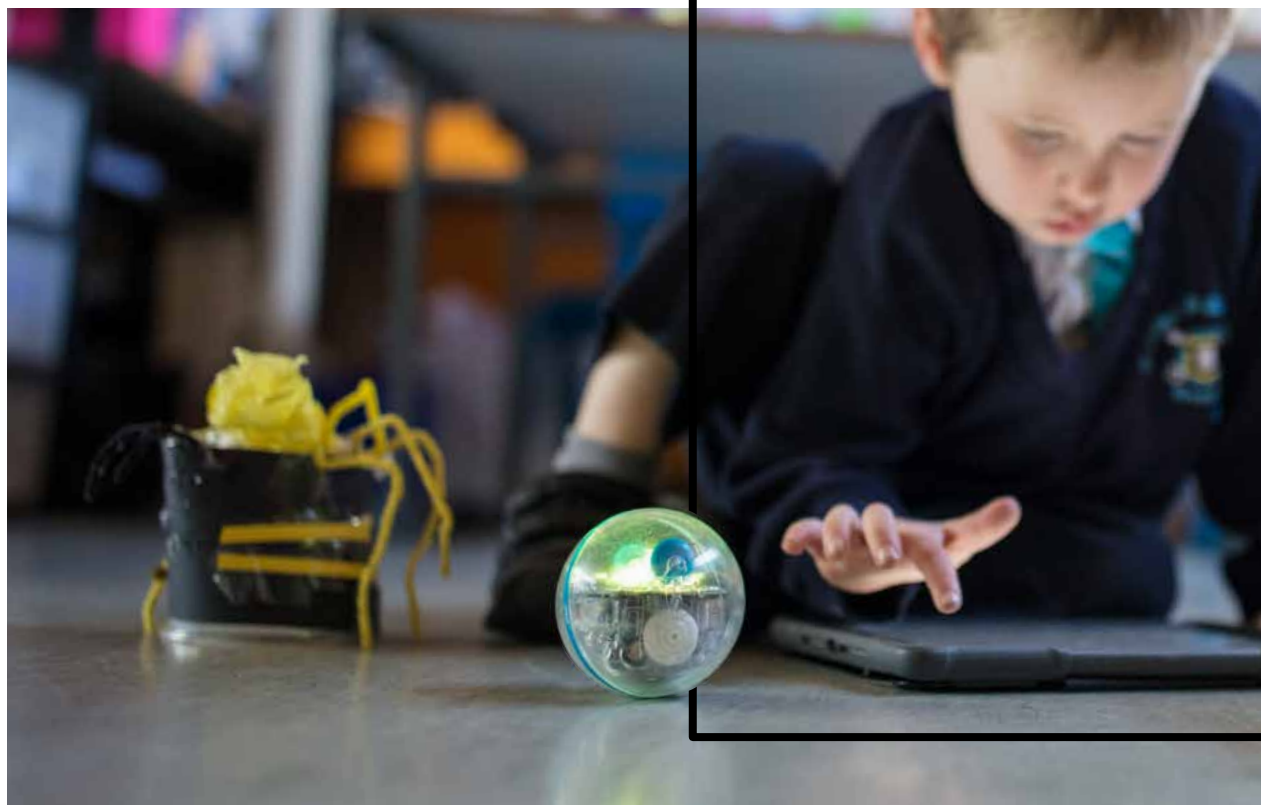
## Learning technologies

### Apple hardware, software, AV and more

Technology is a key part of any implementation vision, helping drive professional development and support modern teaching techniques. New technologies also help institutions keep up with the latest teaching and learning practices and allow them to better deliver the current curriculum to students in engaging, thought-provoking ways.

#### Our support can include:

- Mac and iPad solutions for the classroom.
- Approach to coding on Mac and iPad.
- Making use of interactive touchscreen technology.
- How Adobe Creative Cloud can fit into the classroom.
- Getting great results and saving time using software such as Showbie.



## Safeguarding and compliance

### MDM, WiFi, networking and filters

Addressing safeguarding and compliance issues is critical, and an area that Ofsted will focus on. These issues need to form part of the vision and strategy for deploying technology so that the solutions form an integral part of an agile learning environment.

#### Our support can include:

- Ensuring all devices are uniformly configured to allow maximum security both in and out of school.
- Tracking and managing devices.
- Protecting data from virus or malware corruption.
- Backup of administration data to our Backup24 service for peace of mind and quick recovery.
- Protecting administration data against unauthorised copies and transfers.
- An independent assessment of the health, resilience and scalability of IT infrastructure.
- Migrating to Microsoft 365 for improved security and convenience, with minimal disruption.

## Financial sustainability

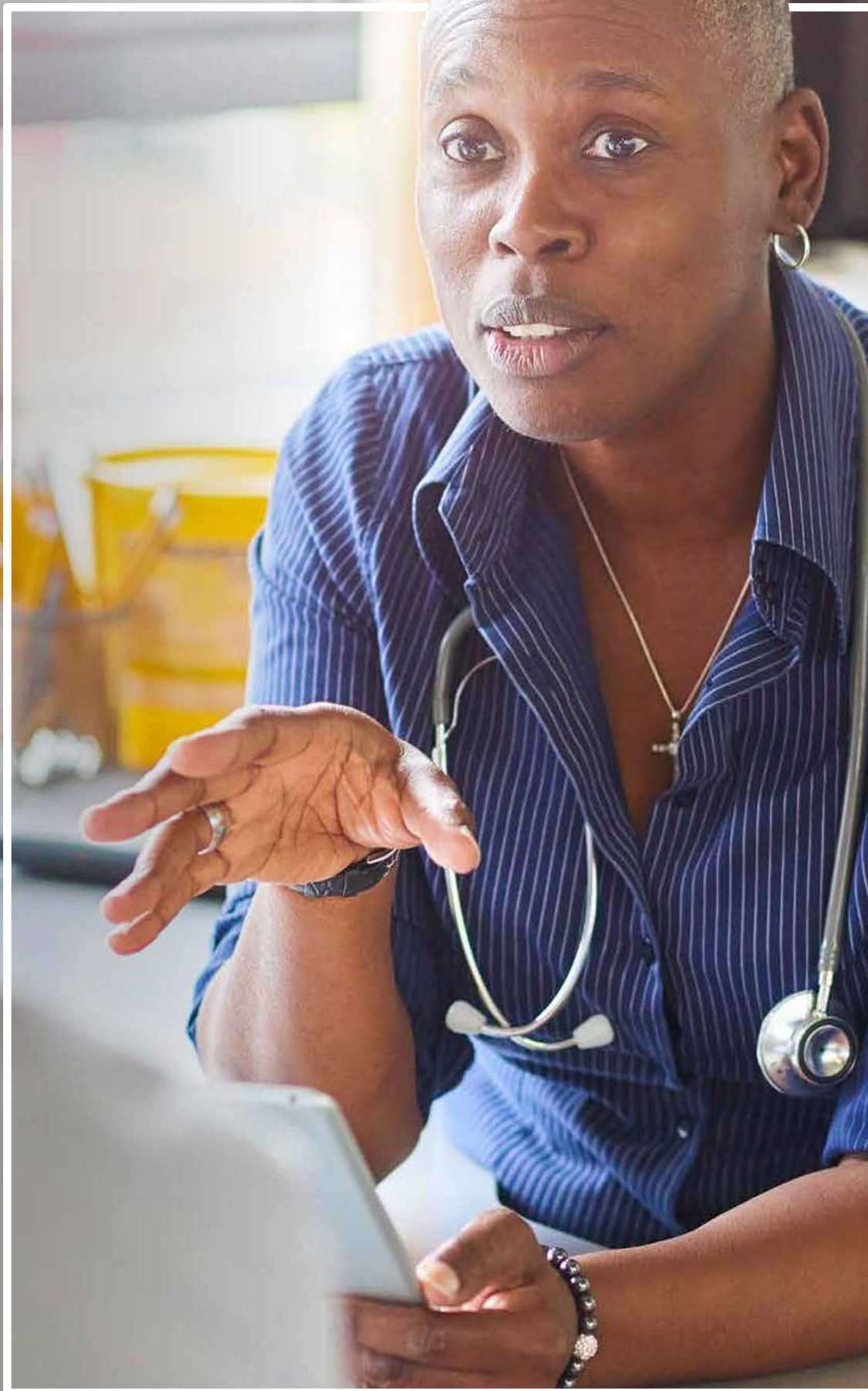
### Options to help you manage your budget

With challenging budgets, it's not always easy for institutions to commit the resources required to extend and update their technology solutions and meet the increasing pressure from the government and Ofsted to succeed. Through leasing and subscription, institutions can make a bigger immediate technology impact by spreading costs over multiple annual budgets.

#### Our support can include:

- Providing flexible finance solutions to replace capital purchase.
- Developing budget models to enable increased procurement of essential technology.
- Facilitating upgrade of equipment for newer models at the end of each finance term – typically every two to three years – with no disposal costs and no repair or maintenance bills.
- Deploying parental/student contribution schemes and procurement portals.





# Public Sector

## Delivering exceptional quality and value

FY 2020 saw us work on more public sector commissions than ever before. Our dedicated public sector team was kept busy with projects spanning government bodies, local authorities, NHS organisations and more, as Jigsaw24's unequalled combination of specialist Apple expertise and experience of deploying IT solutions at scale put our services in high demand. Increasingly, we are viewed as a rare Apple-specialist solutions provider for public sector organisations wanting to maximise their use of macOS or iOS technology.

We understand the IT challenges facing the public sector, many of which are similar to those in the private sector. Cybersecurity is a key concern, with 263 million cyber attacks on local authorities<sup>1</sup> – the equivalent of 800 every hour – in the first half of 2019 alone. Environmental commitments, such as meeting the UK's net zero emissions by 2050 pledge, and ever-present budget cuts and financial pressures are other factors public sector organisations must consider when it comes to their IT equipment and systems.

The solutions we offer to the public sector have been tailored to overcome these and more unique challenges by providing the very best technology in the most cost-effective ways. Our

close relationship with Apple and our experience as an Apple Authorised Enterprise Reseller mean we enjoy full knowledge of their latest solutions for the public sector and how to deliver them seamlessly.

This financial year, we deployed and managed thousands of iPhone devices to increase COVID-19 testing capacities across the UK, while we also developed an app to enable secure, anonymous sessions on iPads at Central Bedfordshire Council's newest library facility. Elsewhere, our work in the public sector can enable more flexible working through the adoption of cloud computing, provide easy-to-support devices with built-in security features, or deliver digital transformation projects that reduce administrative costs.

Our reputation as a tried-and-tested partner for all things digital has earned us places on several public sector frameworks, making it easy for more customers to procure the devices and IT services they need. This reputation is only set to grow further as we take on exciting new contracts and work hard to gain positions on even more frameworks and approved supplier lists in the year ahead.

FY 2020 saw us develop our place in the public sector market. FY 2021 looks set to be even bigger for Jigsaw24.

1. <https://www.localgov.co.uk/Councils-hit-by-800-cyber-attacks-an-hour/48268>

**Increasingly, we are viewed as a rare Apple-specialist solutions provider for public sector organisations.**





# Tried and trusted: Jigsaw24 on public sector frameworks

More than ever, it's vital for the public sector to source quality services that provide strong value for taxpayers' money. As part of our drive to develop new relationships in the public sector, we've secured places on prestigious frameworks that make it easy for government departments, local authorities, NHS trusts and other organisations to procure the best IT equipment and services quickly, easily and with confidence.

These frameworks feature only selected suppliers that have met strict criteria or quality benchmarks – so by earning our presence on them, we've demonstrated our ability to deliver the highest standard of IT services. Over the years ahead, we will continue to work towards earning positions on other frameworks that will allow us to grow our business and work with even more customers in the public sector.

 *We've secured  
places on frameworks  
that make it easy  
to procure the  
best IT equipment  
and services.* 

Crown  
Commercial  
Service  
Supplier

Technology Products & Associated  
Services (TePAS)

This framework covers everything public sector organisations need in terms of purchasing or leasing IT products and services. We're proud to be a supplier in three lots within this framework, meaning customers can commission us whatever their requirements:

- Lot 1: Hardware, Software and Associated Services.
- Lot 2: Hardware and Associated Services.
- Lot 3: Software and Associated Services.

**Framework details:**

- Number: RM6068.
- Owning body: Crown Commercial Services.
- Valid Dates: January 2020 – January 2023.



HM Government  
G-Cloud  
Supplier

G-Cloud

Public sector organisations can commission us to deliver cloud computing services and support on a pay-as-you-go basis through this framework. We're in two lots, meaning we can provide cloud software services like Jamf Cloud and Veeam Cloud Connect as well as support to help maintain software or hosting.

- Lot 2: Supply – Cloud software.
- Lot 3: Supply – Cloud support.

**Framework details:**

- Number: RM1557.
- Owning body: Crown Commercial Services.

PAGABO

Pagabo National ICT Framework  
for Education

This framework is mainly for schools and colleges, but is actually open to all our public sector clients, too. It covers all levels of ICT, and means we guarantee onboarding and support throughout the life of any products and services we supply as part of a contract. We're an approved supplier in no fewer than five lots:

- Lot 1: 1:1 Learning Solutions – Apple.
- Lot 4: Parental Contribution Software.
- Lot 5: Mobile Device Management (MDM) Software.
- Lot 6: Device Charging Units.
- Lot 10: Complete 1:1 Learning Solutions – Apple.

**Framework details:**

- Owning body: Pagabo and Red Kite Learning Trust.
- Valid Dates: January 2020 – January 2023.



Broadcast Equipment and  
Integration Services

We're proud to supply broadcast equipment to universities and colleges right across the UK, who can purchase their kit via this framework agreement. It's open to members of purchasing consortia in several regions and we're listed on three lots:

- Lot 1: Supply – Audio Equipment.
- Lot 2: Supply – Vision Equipment.
- Lot 3: Supply – Lighting Equipment.

**Framework details:**

- Owning body: North Western Universities Purchasing Consortium.
- Valid Dates: July 2019 – January 2023.



## Our team: Go to market

At Jigsaw24, we want to make it easy for our customers to do business with us. We have two main sales routes – our go to market team and our channel partners.

Our team are available online, by phone and face to face so customers can talk with us in whichever way works best for them. Within the team, we have specialists across all of our core sectors and coverage across the UK in London, Nottingham, Glasgow and Cardiff.

Our channel partners include leading systems integrators, value-added resellers (VARs), consultants, managed service providers (MSPs), manufacturers and distributors. We select these partners carefully and work with them closely.



**Tim Bodill, Sales**  
37 years' industry experience



**Rupert Watson, M&E**  
31 years' industry experience



**Paul Ford, Education**  
20 years' industry experience



**Ade Leader, Marketing & Creative**  
11 years' industry experience



**James Pickering, Sales**  
23 years' industry experience



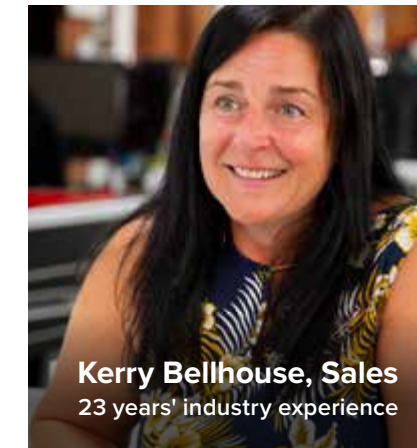
**Hannah Hally, Sales**  
17 years' industry experience



**Guy Sellar, Partners**  
30 years' industry experience



**Andrew Denton, Pre-sales**  
21 years' industry experience



**Kerry Bellhouse, Sales**  
23 years' industry experience



**Lucy Randall, Business Management**  
11 years' industry experience



**Wendy Broughton, Sales**  
31 years' industry experience



**David Skeggs, Business Management**  
20 years' industry experience



**Laura-Jane Turner, Sales Operations**  
26 years' industry experience



**Tim Strand, Business Management**  
30 years' industry experience

## The Jigsaw24 team

Our team consists of several departments, each specialising in a key area of our business. Together, they keep Jigsaw24 thriving as our customers' first choice and an industry leading IT provider.

Our **marketing** team works with the wider business to develop campaigns that speak to our different customer sectors, using a wide range of channels to spread the message about Jigsaw24.

Meanwhile, our **business management** team oversees our key relationships with leading technology manufacturers and distributors like Apple, Avid, Adobe, Cisco, HP and Microsoft. They know all the latest products and solutions on the market – and which our customers are likely to need.

Our colleagues in **pre-sales** design bespoke solutions for our customers. As well as being technical experts, the team are experienced in different sectors and are commercially focused, meaning that the solutions they design truly add value for our customers.

**Sales** consists of specialists right at the core of our company. Delivering solutions to our customers, they are organised into teams supporting our key customer sectors – business, creative, education and public sector – so they can co-ordinate the perfect blend of product, solution and service.



# A unique portfolio

## Adding value with innovative solutions

**David Dudman is our Director of Commercial and Services, responsible for defining and refining our portfolio and the services we offer our customers.**

"Our tried-and-tested portfolio of customer-focused solutions separates Jigsaw24 from the crowd. The established range of products and services we offer has earned us an enviable reputation, not to mention the trust of our longstanding customers.

Whereas other IT service providers seemingly prioritise "shift left", "service level agreement adherence", "monitoring systems" and other such buzzwords, we have always stayed away from the jargon to focus on what will always matter most: our customers' experiences.

The Jigsaw24 approach is built on the Apple experience of enjoyable day-to-day computing, seamlessly interconnected devices and easy-to-use operating systems that has been ingrained in our culture for almost 30 years now. To us, end user experiences should come first every time – and our service delivery to the organisations we work with keeps this front of mind.

Our strong portfolio and our popular set of services ensure we are providing solutions that add value to our customers and transform their technology experiences wherever and however possible.

From expert services that enable zero-touch deployment (allowing every device in an organisation to be updated or controlled remotely) to self-service portals that empower employees to manage their own software installations and reduce pressure on support teams, the solutions in our portfolio all aim to help our customers enjoy meaningful results – not just reactive support or a minimum level of technical assistance.

While the core parts of our portfolio have delivered results to customers for years, we never rest on our laurels. Continually evolving our portfolio is vital, so it has adapted to incorporate the latest products on the market, whether from our longstanding partners Apple

or as a result of extended relationships with manufacturers of the very latest technology across all platforms.

The solutions we offer have been refined in FY 2020, too. Device as a Service, a popular choice for organisations that want the best technology with the right services and support on flexible terms, and services that facilitate the rise of remote working were incorporated into our already excellent portfolio.

I am both proud of our successes over the last few years and incredibly excited about the future of our service and solutions offer – truly a unique portfolio."

**David Dudman, Director of Commercial and Services**

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***To us, end user experiences should come first every time.***

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# Workplace

## Better technology, better work

The way organisations and their end users work continues to evolve at an incredible pace. We stay ahead of all this change by providing the right equipment, software and services so our customers can improve the technology they provide to their employees.

### Enhancing the End User Compute experience

End user computing is at the heart of our service portfolio – and our business. We believe that choice is paramount, as people do their best work with the tools they love using, so we work with customers to enable employee choice across their organisations.

Apple remains our preferred deployment, with Mac, iPhone and iPad typically proving incredibly popular among employees when given their pick of devices and platforms. But we are determined to open the door to end-user computing advantages across platforms and help our customers improve their hybrid estates. To



expand our Windows capability, we are working with HP and other OEMs to bring high-performance devices, apps and solutions to our customers, and we will continue to onboard new vendors in FY 2021 and beyond.

Of course, the right tools are only half of the story. Proper management and support are vital to maximise any technology investment, so our

managed and support services (explored on page 65) and solutions delivered with our partners can take care of every aspect of device deployment, administration, troubleshooting and retirement. Our Device as a Service offering is increasingly key here, as it ensures our customers need never suffer from obsolescence while they enjoy device refreshes, services and support all under one flexible contract.

### Tools that transform User Productivity

With so much software on the market these days, it can be hard to be sure where to start. Our experts have the knowhow to help businesses choose and deploy the right tools to their teams, whether they want to speed up everyday tasks, digitise paper-based processes or harness new ways of working to reduce inefficiency.

The productivity-boosting software we provide includes tools from the likes of Microsoft and Adobe that make everything from sharing documents and scheduling conference calls to reviewing work and electronically signing paperwork easier. What sets us apart from other IT providers, though, is our ability to deploy user productivity tools as part of a complete solution alongside the devices or backend hardware that runs them best.







### On the move in **Enterprise Mobility**

Remote working has been a growing trend for years, even before the COVID-19 pandemic accelerated its widespread adoption. We recognised its benefits to businesses early, and have comprehensive experience helping customers deliver the best mobility setups, so our solutions have evolved to make the out of office experience as seamless as work on the premises.

We offer leading device management and identity software solutions, integrating products like Jamf and Okta to work together seamlessly, and we proactively manage estates to provide a cohesive solution for our customers. Meanwhile, our service desk support can deliver remote technical support for a company's Apple devices, allowing its internal IT team to focus on more productive priorities elsewhere in the business.

### Workstations for pure performance

Powerful devices are essential for all kinds of roles. From creatives, media professionals and desk-based teams who need quicker processors and larger memory capacities, to those working with big data in research, medicine, life sciences and higher education, more users than ever require workstations that help them multitask.

In addition to selling high-performance machines from Apple, HP and Dell, we can tie in the software and services that get the most out of them with cost-effective solutions that are tailored to each customer. We also offer bespoke workstation support packages, providing consistent support with fast turnaround times from specialist engineers.



### Flexible **Finance** solutions

We work closely with a range of finance partners to make it easy and affordable for every organisation to adopt the right devices. Whether they buy, lease or trade in their old equipment for a saving on its replacement, our customers can always avoid obsolescence and stay up to date.

Our Device as a Service offer allows customers to enjoy the latest technology while also benefiting from deployment, management and support under a single contract. By paying on a per device, per month basis and opening up the possibility of freeing up working capital, they can enjoy a lower total cost of ownership and maximise their return on investment. This offers much needed flexibility for the agile workforce, too.

**“Proper management and support is vital to maximise any technology investment.”**

### Digital Workplaces and Collaboration Spaces

Our specialist audio visual team creates AV setups that combine technology with good design, a unique approach that provides office spaces with robust functionality and a simple front end experience. Whether our user-friendly solutions take the form of smart offices or meeting room technology, they always impress visitors and inspire employees.

We can combine our hardware, software, networking and cross-platform computing expertise to help any organisation improve their facilities for more effective remote and hybrid working.







# Infrastructure

Keeping the modern enterprise ahead of the curve

Having an optimised infrastructure serves as the foundation for a business – not only to maintain uptime, but also to grow and thrive. Thanks to our team's technical expertise and our close partnerships with market-leading manufacturers, we can help customers do exactly that.

## Business Computing for any requirement

The enterprises of today depend on backend infrastructure to keep things running 24/7. Businesses rely on Jigsaw24 to ensure that their infrastructure achieves its full potential.

Using a modular approach that focuses on the customer's needs, budget and objectives, we build and configure

enterprise computing and storage infrastructure solutions that can support the most demanding IT requirements. We are a Dell Gold Partner, meaning we can create the perfect server and storage setups for large companies or growing SMEs, whether they're prioritising value or meeting high intensity requirements.



**Businesses rely on Jigsaw24 to ensure that infrastructure achieves its full potential.**





### Networking and Security: Connected and protected

Networking is central to every IT organisation, so it's crucial for businesses to get it right. Jigsaw24's customers benefit from our nearly 30 years' experience in network design and installation, as well as our ability to meet their workflow demands with Fibre, IP networks or KVM solutions as needed.

Our approach is always to deliver a futureproof networking solution that allows room for business and facility growth while also guarding against vendor lock-in or an overreliance on standards that may become obsolete. We work closely with Cisco to provide their pioneering solutions to our customers, keeping them connected and preventing disruptive downtime. Combined with our own services, like NMM24: Network Monitoring and Management, which proactively monitors networks and notifies of any threats, this ensures our customers systems are safe and secure.



### Bringing **Virtualisation** to life

Virtualising desktop machines and corporate apps need not be a complex, intensive task for IT teams to manage. We have strengthened our partnership with Nutanix, the leaders in virtualisation, to provide virtual desktop infrastructure (VDI) solutions that allow end users to access their machines, software and files without the need for legacy Tier 3 datacentres.

Our customers can take advantage of Nutanix's VDI solutions to cut the time it takes to deploy virtual desktops by as much as 61%, and even reduce their capital expenditure on virtualisation by up to 40%.<sup>1</sup>

1. <https://www.nutanix.com/uk/solutions/vdi>

### Hyperconvergence without the headache

Hyperconverged infrastructure (HCI) is the most advanced technology available for businesses looking to reduce the management, expansion and hardware costs of an infrastructure that's made up of separate servers, storage networks and arrays.

Our partnership with the HCI experts Nutanix – whose approach combines common datacentre hardware using locally attached storage resources with intelligent software – means customers can benefit from a lower total cost of ownership and increased performance, while IT teams who are freed up to be more productive elsewhere in their organisation.



### Data Management and Protection made simple

Data loss can be a costly nightmare for businesses. We work with customers to provide the most reliable high-performance storage solutions and services, and our specialist team can develop a complete data lifecycle solution that includes backup, archiving and collaboration.

CDS24, our cloud and hosted services, deliver all the benefits of the latest storage solutions. Affordable backups, a reduced footprint and management provided by the experienced Jigsaw24 team means our customers can relax in the knowledge that their data is being stored securely and cost-effectively. Meanwhile, SBU24, our server backup and service replication, can protect them from major losses with routine out-of-hours backups of servers and virtual environments.





# Cloud

## Solutions for today and tomorrow

Our broad spectrum of cloud solutions helps customers use the most innovative products and services to reap the rewards of cloud computing, storage and file transfers. Thanks to partnerships with the best cloud technology providers, we can offer it all.

### The power of Cloud Computing

Our cloud solutions improve productivity, efficiency, collaboration and remote working. Via24, our suite of services for media and broadcast companies, allows editors to harness the power of high-performance workstations or virtual machines from any device.

Avid I Edit on Demand provides virtual instances of Media Composer and cloud-based storage on an as-needed basis, while LucidLink lets users stream data on demand from the cloud, and EditShare enables easy project collaboration.

Elsewhere, we help organisations take advantage of solutions like Microsoft 365 and Microsoft Azure, that provide the best software and tools for end users and IT professionals. Our Microsoft Gold Cloud Productivity competency holder status reflects our expertise in this area. Our deployment of Amazon Web Services-based solutions also continues to open up new cloud possibilities for our customers.

### Secure Storage in the cloud

Our cloud storage solutions, including CDS24, our cloud and hosted services, help customers keep their data safe and sound with affordable backups, easy retrieval and reduced overheads. We also work with partners like Wasabi, whose cloud storage as a service solutions provide predictability and performance.

### Going faster with File Transfer Acceleration

We're answering the challenge of moving media and data quickly with IBM Aspera's next-generation cloud technology. Customers can move hundreds of terabytes of data in one session, saving money, time and frustration with the fastest way to move large files. As an authorised IBM Business Partner, Jigsaw24's Aspera-accredited staff can design and implement the perfect workflow.





# Media & Broadcast

New solutions for the best creative work

Our media and broadcast portfolio spans a broad spectrum of services, specialisms and sectors. From OTT to broadcast and audio, and from design agencies to audio editors and post-production facilities, our customers look to us for expert help with hardware, software, consultancy and support to power their media workflows.

**Jigsaw24 was built on design and creativity.**



## The partner for Design and Creativity

Jigsaw24 was built on design and creativity, having worked with designers and publishers for nearly 30 years. To this day, we continue to ensure creatives have the best technology at their disposal so they can produce brilliant work no matter what.

It begins with hardware and software. We futureproof studios, agencies and publishing houses with Apple and Windows devices and workstations that power their creative applications, with all the certified storage and accessories the modern

designer needs to stay productive. And as an Adobe Platinum Reseller, we provide our customers with industry leading software and licences for Creative Cloud, Adobe Stock, Adobe Document Cloud and more.

To round out the perfect working environment, we are also experts in creative essentials like Wacom tablets and high-spec displays, and provide solutions for asset, font and shared storage management that allow creatives to spend their time doing what they do best – being creative.







### Helping great **Production** happen

As part of our work with world-class broadcasters, corporate video departments and the live sports sector, we provide solutions that enable quality production. Our experts advise on studio builds, chroma setups, cameras and mic systems, DIT systems, live recording and streaming setups, and monitoring equipment – everything customers need at every part of their production pipeline.

Thanks to our technical knowledge and our partnerships with industry leading vendors, we can recommend technology solutions to help capture the best content, improve the transition from on-set to post, or even help with social media integration for live broadcast events.

### Post-Production pipeline performance

When it comes to video editing, no-one pips us to the post. We work with the very best in post-production to design workflows, build custom workstations, integrate edit suites into shared storage and provide end-to-end supply and support across the whole pipeline. Our customers include the likes of Gorilla, Splice, Clear Cut Pictures, Envy, The Farm Group, and Core Post.

Not only can we supply and calibrate monitors, integrate control panels, and supply and support certified workstations, we can also design the perfect colocation, virtualised and remote workflows. Being Avid's largest Elite Reseller for video, their sole UK Cloud Partner and an Elite Reseller for audio – as well as an Adobe Systems Integration Partner – we are perfectly placed to assist you with all aspects of your workflow.

We offer a wide variety of solutions to suit our customers' differing needs, from Adobe-based workflows up to management software for large raw video files.

We offer carefully selected solutions aligned to all our customers' needs, from ingest to archive, and incorporating leading media, production and digital asset management systems. We are a leading EditShare partner, fully certified to deploy EditShare File System-based shared storage and Flow media asset management, while our IPV Curator deployments allow for easy ingest and frame-accurate proxy workflows. Our recent partnership with Telestream further underlines our commitment to align with leading vendors.

We have partnered with media and broadcast companies for the best part of 30 years, providing services, support and best of breed technologies for video and audio production, post-production, OTT, broadcast and corporate video. Because the industry never stands still, neither do we. We work intimately with our customers, providing insights that help them understand what to adopt both now and in the future so they can meet the highest delivery standards demanded by their clients.



### In the mix: **Audio solutions**

Our audio solutions make it easier for sound professionals to achieve the perfect edit, no matter what area of audio they work in. Our engineers have all worked in leading studios and post facilities, giving them a solid grounding in the day-to-day challenges our customers face. Their extensive experience means we know the solutions that deliver results in the real world.

We work with music production, sound for picture and gaming audio companies on facility designs that are futureproof and flexible, able to react to their changing requirements and support all key hardware and software. We advise on the best kit for capturing sound, solutions for mixing and playback, and networking setups that provide clean signals and reliable backends.

**Customers look to Jigsaw24 for expert help with their hardware, software and their entire workflows.**

### Ready for **Remote Media Workflows**

Remote working was becoming a big trend in the media and broadcast industry even before the COVID-19 pandemic – not surprising when you consider how it can help reduce costs while increasing business agility and mobility. We are the UK leaders when it comes to remote media workflows, having delivered such solutions to many of our customers for years. We've developed strong relationships with industry partners whose products are integral to remote workflows.

Thanks to our extensive experience and capabilities, we can showcase live demos and proof of concept tests with customers' own footage to ensure their solutions will be appropriate. Jigsaw24 is accredited by key players, including Amulet Hotkey and Avid, and we are proud to be Avid's only certified UK Cloud Partner.

Via24, our suite of cloud services for remote production, post-production, collaboration and storage, has helped our customers deliver brilliant, creative projects with flexibility and convenience throughout FY 2020. Via24 includes remote production services, virtual editing services, media cloud storage, and cloud control and management – all of which combine to make it effective and easy to enable editing from anywhere.







# Services

## Where expertise meets experience

We're passionate about helping our customers get the most out of their IT and maximise their investment through our comprehensive range of services. Spanning all aspects of technology, our services are delivered by specialist teams with decades of experience.

## Managed and Support Services

The breadth and quality of our managed and support services is one area where Jigsaw24 enjoys a significant advantage. We can help improve the IT experience of every kind of organisation by handling device management and providing technical support, taking the pressure off our customers' internal teams and ensuring end users can focus on doing their best work.

### The complete package: Managed Mac Notebook

Popular among our wide range of Apple services is Managed Mac Notebook, which oversees the whole process of bringing MacBook devices into an organisation and maintaining them throughout their lifecycle. As an Apple Authorised Enterprise Reseller, we are able to plan and deliver a solution that suits the customer's exact requirements, based on our tried-and-tested real world experience.

The service includes a proof of concept in a production-ready environment before the deployment and management of an estate of macOS devices for 12 months. We can also design and configure the mobile device management environment onsite, provide the necessary licences for Jamf Pro and enable Self Service so end users can install approved apps without the need for IT support tickets.

Crucially, our Apple specialists are on hand to respond to any support requests from end users or the customer's

in-house IT team around the Mac notebooks themselves, macOS, or integration of the devices into their existing estate. It's the complete package for everything Mac notebook.

### Device Management Services

DMS24, our Device Management Services, handles administration and configuration for Apple devices across whole organisations, simplifying the process of deploying, updating and reporting on macOS and iOS estates with leading mobile device management tools.

From auto-enrolment with help from Apple Business Manager to customising profiles, policies, scripts and self-service options, DMS24 puts the customer in the driving seat, making it easy for organisations to manage devices at scale and retain a 360-degree view of every Apple device in their estate.

### iOS Advanced Replacement

Device failure should never lead to expensive, unproductive downtime. With IAR24, our iOS Advanced Replacement service, customers can relax in the knowledge that their failed iOS devices will be replaced the next working day with like-for-like equivalents that arrive ready to use right out of the box.

The service also includes device collection, pre-flight configuration, service desk support for incidents and requests, and an inventory and assessment service to track devices. Jigsaw24's Apple-certified engineers repair the faulty

devices while the customers end users keep on working with their replacement.

### Collaborative Environment Support

Our managed services cover more than just Apple products. With Collaborative Environment Support, media and broadcast companies can bring their entire shared storage system under one easy-to-manage contract – an attractive alternative to juggling different manufacturers' support contracts.

Our media and entertainment industry specialists help with unlimited phone, remote and email support as well as optional onsite visits to fix issues, while loan hardware and emergency replacements can also be made available, too.

### Pay-as-you-go Apple repairs

In addition to ongoing support packages that include hardware maintenance, customers can also benefit from our Apple repairs service on a contract-free basis. Our engineering teams in Soho and Nottingham can fix or upgrade macOS and iOS devices quickly and cost-effectively, regardless of whether the customer is covered under AppleCare or a Jigsaw24 warranty.

Our status as an Apple Premium Service Provider reflects the quality of our repairs, which are delivered by Apple-accredited experts to customers ranging from freelance creatives to schools, hospitals and large businesses.



## Professional Services

**For the best IT deployment or estate refresh, sometimes there's nothing quite like putting the experts in charge. Our professional services give customers the best possible start with their new equipment or systems, ensuring they provide end users with a brilliant experience right from day one.**

### Pre-Staging and Deployment

Our pre-staging and deployment services help take the headache out of large-scale IT projects. Including asset tagging, serial number and IMEI number tracking, and even design and printing services for branded in-box information, PSD24 is an all-in-one package that results in end users receiving devices that are fully charged and set up for immediate, hassle-free use.

A dedicated team works to prepare devices ahead of shipping so the customer can sit back and relax. Designed to provide an entirely seamless transition, PSD24 also

makes it incredibly simple for end users to return old devices back to Jigsaw24 – there are even VIP deployment services on offer for high profile users and data migration assistance, too.

### Jamf implementation and maintenance

We have worked closely with Jamf, the leaders in mobile device management for Apple, for years, earning our status as a Jamf Gold Reseller and a Certified Jumpstart Integrator. Since 2009, we have helped organisations of all kinds to achieve and maintain the perfect Jamf deployment that keeps them in full control of their whole Apple estate.

Our managed Jamf Pro service helps customers meet their internal security standards and IT objectives, providing comprehensive management for macOS and iOS devices, with a dedicated service desk for incidents and unlimited creation and revision of customer policies.

Our Jamf Pro support packages, meanwhile, allow customers to manage their own deployment while retaining expert support to help them along the way, with different price points and regular 'health checks' available to ensure the Jamf instance continues to perform as intended.

### Media and broadcast professional services

In addition to systems integration, we also offer professional services to media and entertainment customers who need help with everything from installations to long term support.

This wide range of services includes installing new hardware into existing setups, calibrating monitors to the correct colourspace, and supporting creative workstations, DaVinci Resolve systems, and Avid environments.

## Training

**To take full advantage of the best technology, end users and internal IT teams alike need skills and confidence. Our training brings the people within our customers' organisations up to speed quickly, and helps them achieve more in their roles with the help of their devices.**

### Apple Support Training

Delivered in either group or one-to-one sessions on location, at our premises or

remotely, our Apple training courses are tried, tested and tailored to customers' requirements. The training teaches end users best practice in an interactive, 'learn by doing' environment designed to make working with an Apple device fun and easy right from the off.

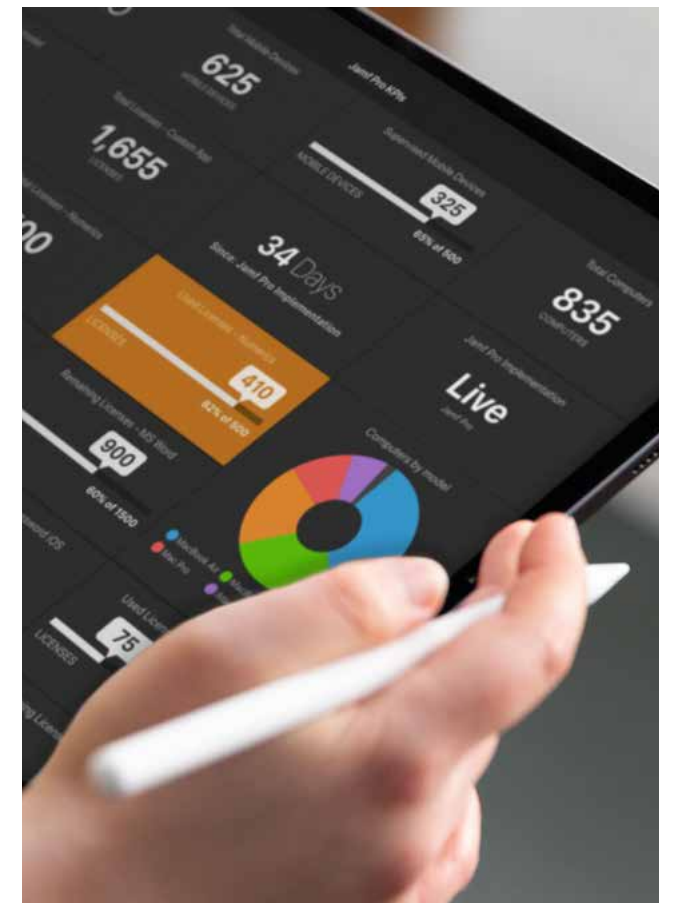
Courses can also broaden technical teams' skillsets and help engineers take Apple's macOS support essentials exam – meaning they can then use their new knowledge to deliver cost-effective support across their organisation.

### Jamf Pro technical training

IT teams more familiar with Windows environments can benefit from our iOS and macOS Core Essentials courses, which provide in-depth mobile device management training through hands-on one-day sessions.

The training is delivered by our Apple and Jamf-certified experts and focuses on all the macOS and iOS functionalities within Jamf Pro – meaning attendees leave with the knowhow they need to oversee their organisation's Apple estate capably and confidently.

**“We can help improve the IT experience of every kind of organisation.”**



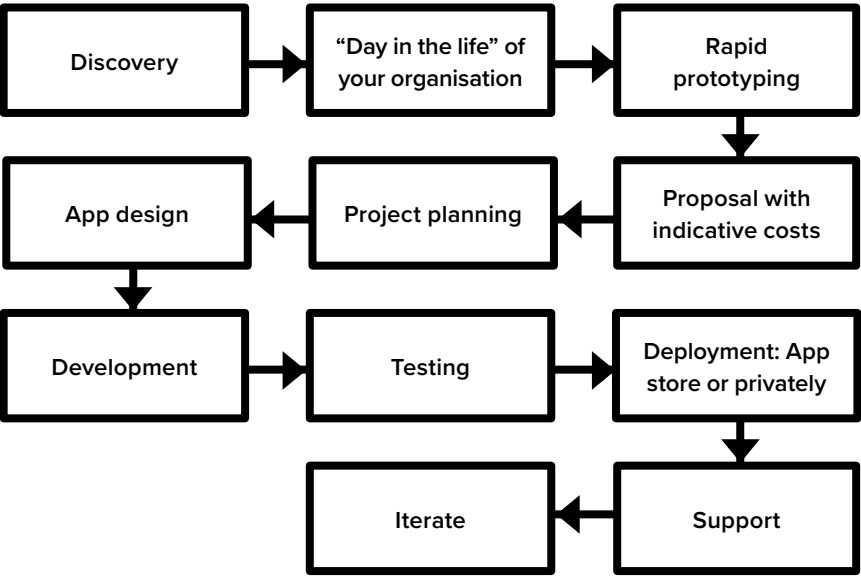
**“Sometimes there's nothing quite like putting the experts in charge.”**



DevOps

The DevOps team, and the practices they deploy, ensure that we can provide the best possible solutions to meet our customers' business needs. We give our customers the opportunity to reimagine their business processes with mobile-optimised tools that can integrate with their back office, CRM systems and much more. Our in-house team provide a full end-to-end service using agile development methodology, building bespoke solutions directly with customers, generic solutions with Apple, and solutions for us to use internally prior to offering to our customers. Whatever your business issue, we can help find a solution.

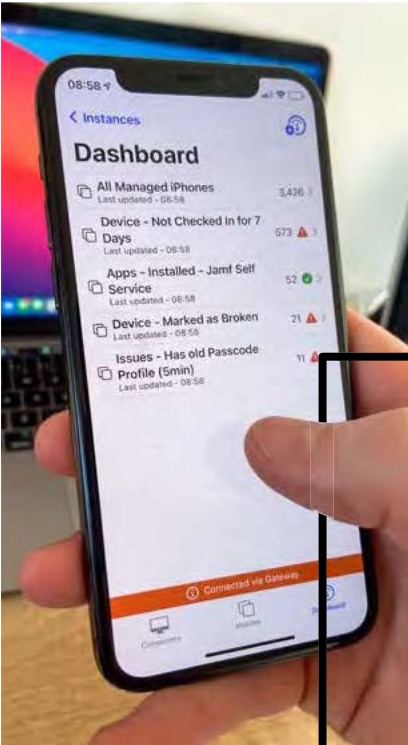
Agile development methodology



Bespoke solutions for customers

Working directly with customers to develop solutions to specific business issues – examples include:

- **Dealer audit solution.** A multilingual system to capture data on the quality of vehicle dealerships in 18 countries across Europe. The system enables digitised data capture and central collation of information with the ability to track progress on actions, improving the efficiency of audits. Since development in 2019, the solution has been used for over 1000 audits.
- **Integrated product information and fulfilment solution.** An extensible API built for Raylo to implement a new business model for the order and fulfilment of smartphones. The system integrates the Raylo customer facing website to Jigsaw24's product fulfilment system. Since launch in 2019, more than 1200 orders have been processed.
- **Remote Jamf Management solution – Command24.** A remote Jamf management app that allows users to remotely access their Jamf instance without having to use the Jamf administration portal – meaning they can make changes quickly and easily wherever they are. Command24 also gives users instant access to vital metrics via its Smart Dashboard, and a recent update introduced a new gateway login feature that gives restricted access to project stakeholders while preventing them from accessing the Jamf instance directly.



Two examples of our agility and our DevOps team's ability to create innovative solutions helped Jigsaw24 to be shortlisted for two 2020 awards. We earned nominations for Best COVID-19 Related Project of the Year from the CRN Channel Awards, and for Best B2B eCommerce Website from the eCommerce Awards.



Generic solutions with Apple

Working with Apple to develop solutions that improve how customers can deploy Apple products:

- **Device Enrolment Programme.** The API facilitates deployment and configuration of Apple devices, saving four hours of manual effort per day and accelerating deployments for customers. Since deployment in 2019, over 14,000 devices have been enrolled.
- **Device deployment at scale – CAT24.** Jigsaw24's Custom Asset Tracker helps

manage and accelerate device rollout at scale and has been used on a range of mass iOS device deployments with enterprise organisations, including KPMG, EDF and Ernst & Young. To date, it has supported the rollout of more than 50,000 devices.

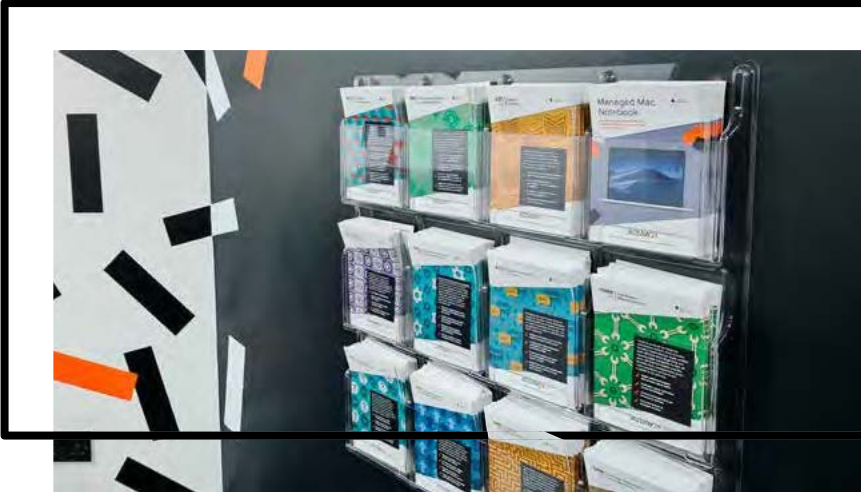
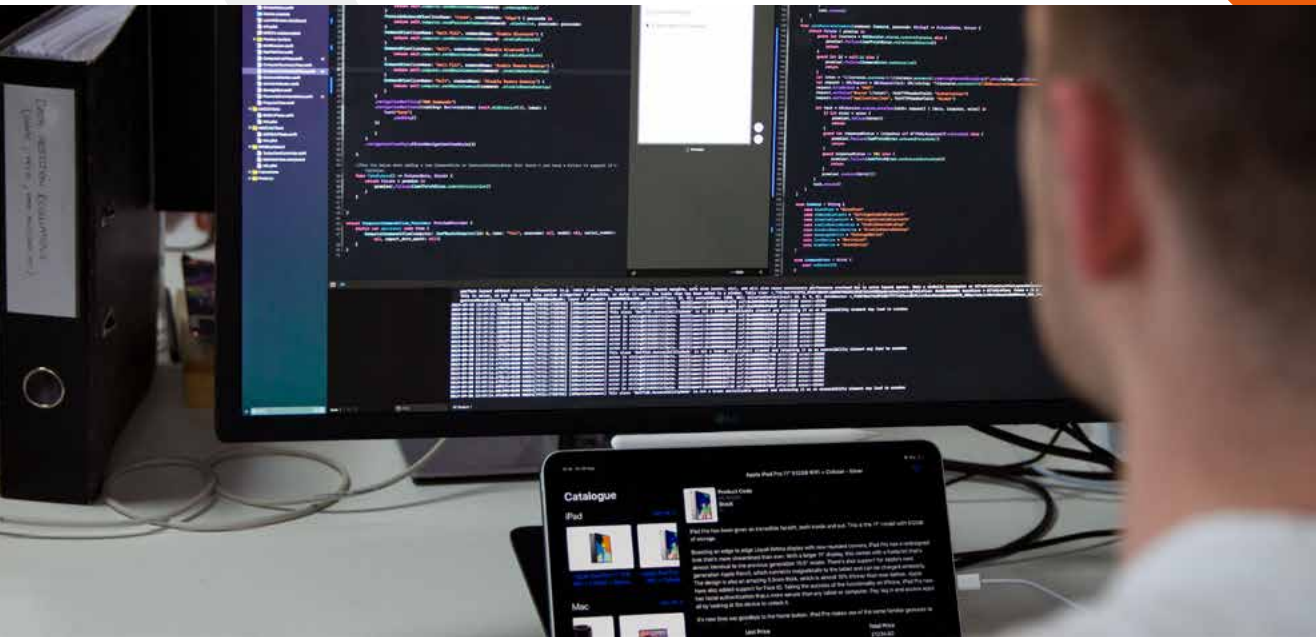
Internal solutions

Building internal solutions for Jigsaw24 prior to making them available to customers:

- **Remote working enablement.** Effective remote working requires the implementation of hardware, the

appropriate IT infrastructure, secure and robust communication systems and the deployment of effective collaboration tools. Jigsaw24 has enabled 88% (over 230) of its team to work remotely.

- **Field sales enablement – Sales24.** The iOS app provides the sales team with access to product catalogues and collateral that enables ordering and integrates to the Jigsaw24 CRM system to provide and record key information. The system ensures that the sales team can provide the very best service to our customers while in the field.



See our full range of services

All this is just the tip of the iceberg. To learn more about the extensive array of solutions we offer, request brochures on our set of services by emailing [solutions@Jigsaw24.com](mailto:solutions@Jigsaw24.com) or calling 03332 409 321.



## Our team: Delivery and service

We deliver our solutions and services through the combined strength of our internal delivery and service team and the very best partners in the industry.

Our internal team has been developed over nearly 30 years. Not only do we have deep technical expertise, but we have experience in delivering a wide range of solutions to business, creative, education and public sector customers. While predominantly working from Nottingham, our team extends across all regions of the UK, with offices in London, Glasgow and Cardiff.

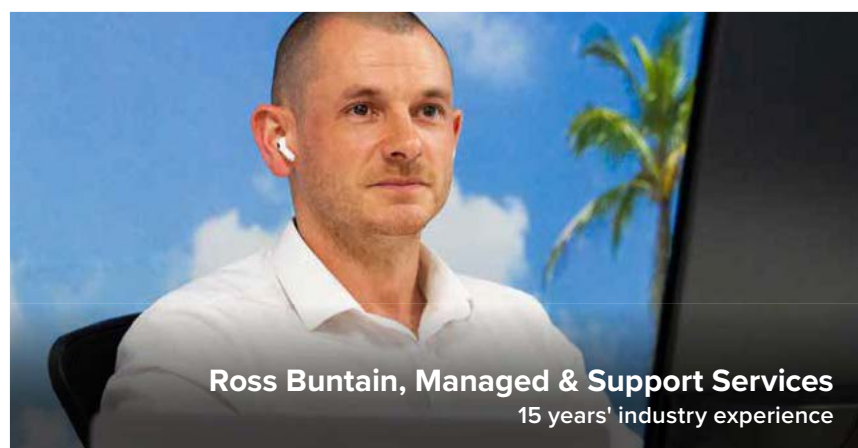
Our partner network is critical to us, and we aim to work with the very best hardware manufacturers and software partners in their chosen fields. Although Apple and Adobe are major long-term partners, we are continually working with new partners as our portfolio expands and new technologies emerge. We always pride ourselves on being the number one company to partner with, ensuring our skillset is second to none and our service remains unrivalled in the industry.



**David Dudman,**  
**Commercial & Services**  
15 years' industry experience



**Martin Yates,**  
**Professional Services**  
30 years' industry experience



**Ross Buntain, Managed & Support Services**  
15 years' industry experience



**Sam Parker, Service Delivery**  
15 years' industry experience



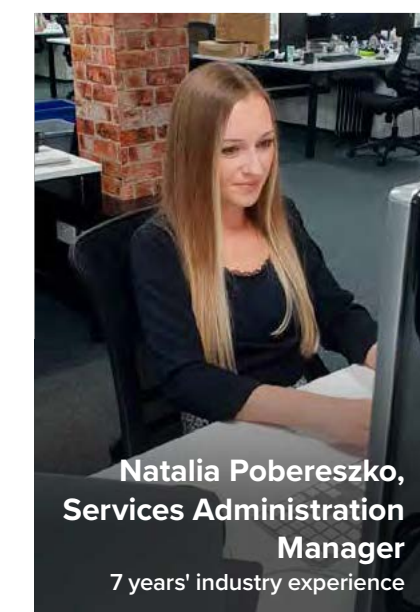
**Donna Frith, Transition**  
20 years' industry experience



**Dave Frith,**  
**Service Delivery**  
23 years' industry experience



**Steven Rayment,**  
**Service Delivery**  
12 years' industry experience



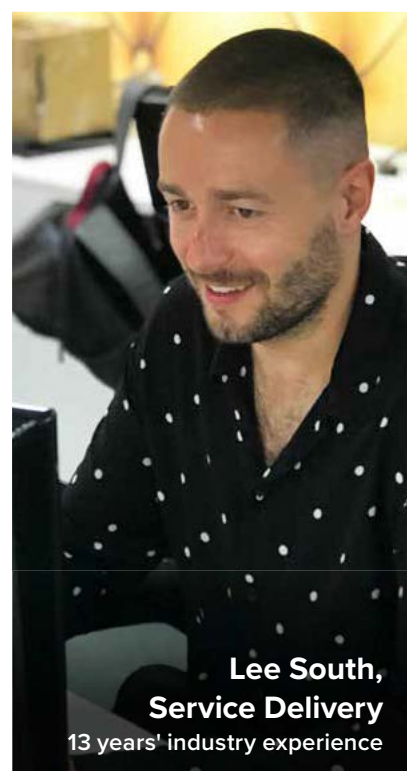
**Natalia Poberezsko,**  
**Services Administration**  
**Manager**  
7 years' industry experience



**Martin Stinchcombe,**  
**UK Engineering**  
28 years' industry experience



**Neil Box,**  
**DevOps, IS&T**  
25 years' industry experience



**Lee South,**  
**Service Delivery**  
13 years' industry experience

## The Jigsaw24 team

Our **technical delivery** team ensures our customer solutions are delivered to the highest standards. Their range of skills allow them to deliver all parts of our services portfolio. **Service delivery** are driven by providing the best possible end user experience, identifying underlying issues to prevent their recurrence and proactively driving and developing our services.

We have more certified Apple Technical Support Engineers than anyone else in the UK – more than 50, in fact. Many of them have in excess of 20 years' experience in troubleshooting and repairing macOS and iOS issues.

We also employ more Jamf Certified Engineers than anyone else in the

UK, many of whom are certified to the highest level. They are networked with Jamf resources around the world to keep us ahead of the curve in delivering first-class services – this constant collaboration and experience means we are able to resolve any Jamf issue our customers encounter.

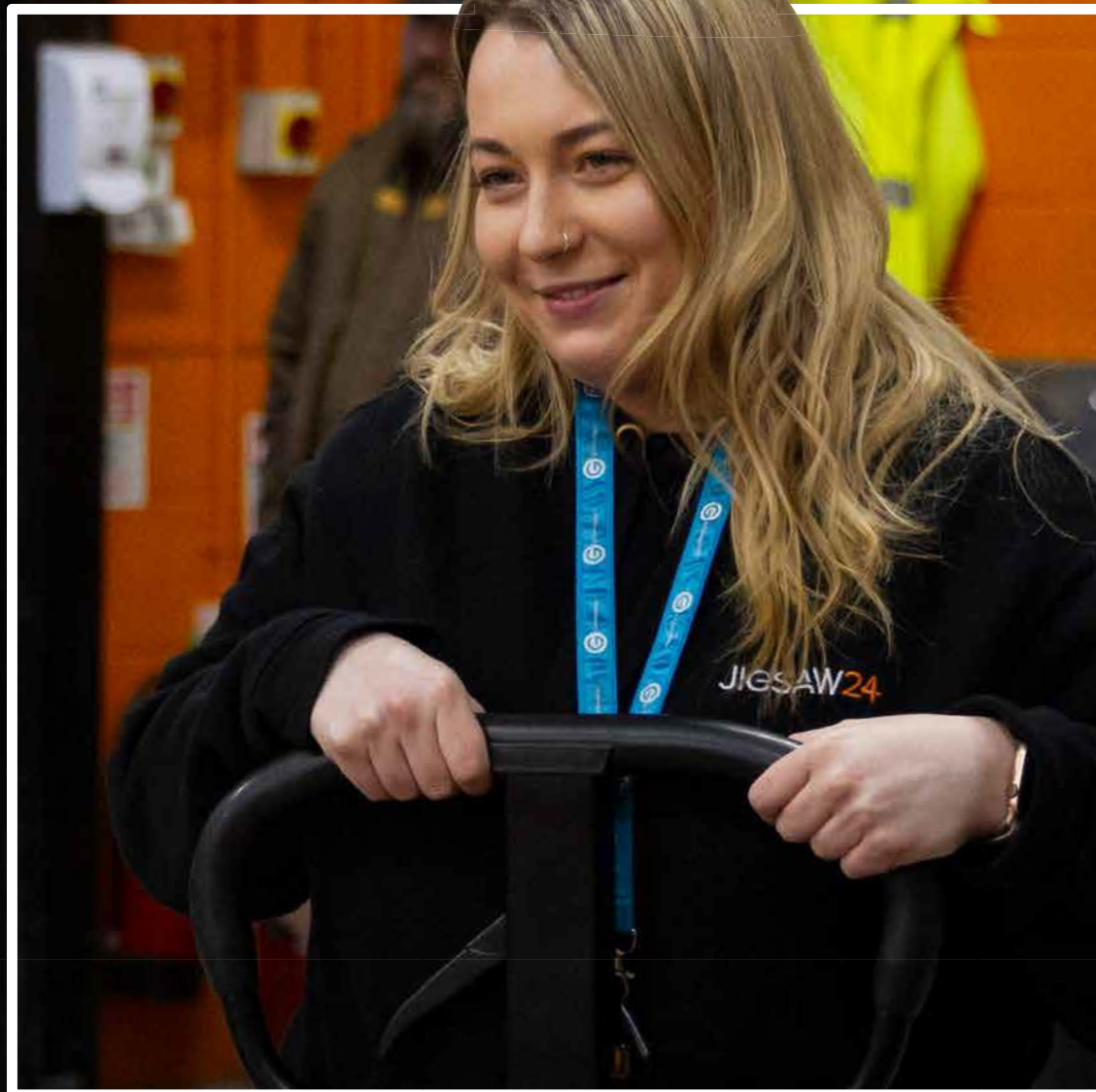
Our Avid Certified Engineers have worked in media and entertainment for many years, so understand the specific challenges in the industry. When customers need problems resolving, they either have direct experience of them or have access to someone who has.

Our team of ITIL Qualified Service Managers operates in line with industry-standard ITIL best practice

guidelines. The service desk, and all management resources, are ITIL certified and have more than 10 years' experience in IT service management. Their colleagues in our team of PRINCE2 Project Managers are all accredited to PRINCE2 and deploy best practice standards to deliver complex customer solutions that require strong project management.

The **DevOps** and **IS&T** team ensures that Jigsaw24's workflows and systems provide the very best service to our customers. The team also work collaboratively with Apple, and directly with customers, to build bespoke solutions that add value to services that Jigsaw24 can deploy.





# The way we work

## Jigsaw24 is so much more than your average IT company.

**We're a passionate, fun, original, challenging, and loyal bunch. Our focus is on excellent service and providing solutions based on technical excellence, but we will sometimes make mistakes (and it breaks our heart when we do!). For us, it's about delivering a great experience every day, to every single person we come into contact with.**

We strive for a culture where everyone is passionate about our business, where we maximise our opportunities, deliver value and enjoy success; a culture where people are recognised and appreciated for their contribution.



Underpinning this culture are the values and principles we cherish. We want to create an environment that cares about the wellbeing of our employees – a workplace that is open and inclusive and where everyone can express themselves, work hard and enjoy what they do. We want people to be challenged and receive support along the way so they feel encouraged to stay with Jigsaw24.

During FY 2020, we have championed two major initiatives that further develop and embed the way we work – 'Inclusivity and Diversity' and 'Wellbeing'. We believe it is philosophically and morally correct to create an environment that provides equal opportunities for everyone, and

where support is provided to individuals from underrepresented demographics to advance their abilities. Inclusivity will always be positively encouraged. Our approach to inclusivity and diversity is covered in more detail on page 76.

At its core, wellbeing is ultimately about personal happiness – feeling good and living safely and healthily. Our work life should not undermine our overall wellbeing, so we're committed to finding ways to support all employees. Our approach to wellbeing is covered in more detail on page 77, with a special focus on our environmental programme on pages 78 and 79.

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** Our values help us deliver great customer service with passion, positivity and personality. **

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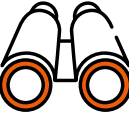



# The Jigsaw24 Way


Our values are embodied in the Jigsaw24 Way – how we live up to our mantras of “delight the customer” and “working together”. By doing this, we create a company that customers want to do business with and where employees want to stay and build a career.


## Our values: Delight the customer


- 

**Customer centric**  
We seek to understand our customers and always consider the impact of our action on them. We put the customer first – always.
- 

**Forward looking**  
We are industry aware and actively seek new technologies and solutions. We ensure we're one step ahead in resource and logistics planning.
- 

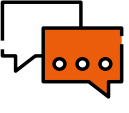
**Trustworthy**  
We never oversell or overpromise. We always do what we say we'll do, offering real value for money.
- 


**Knowledgeable**  
We are technology and solutions experts with a breadth of knowledge and experience – but we're always learning.
- 


**Personal**  
We have a friendly approach and treat everyone fairly, dealing with those we come into contact with as individuals. We take a real interest in our customers and their employees.
- 


**Responsive**  
We are quick to respond, quick to quote and quick to deliver. We always look to improve and we welcome feedback.


## Our values: Working together


- 

**Open**  
We will encourage robust and open dialogue that helps develop the performance of our business and our people.
- 

**Empathetic**  
We take time to understand our colleagues, respect their views and find ways to collaborate effectively.
- 

**Transparent**  
We encourage frequent and relevant communication to ensure everyone has the information they need.
- 

**Inclusive**  
We aim to create an inclusive environment that supports a diverse workforce and best enables innovation, growth and fun.
- 

**Accountable**  
We ensure people take ownership for their actions and are accountable for achieving outcomes.
- 

**Authentic**  
We demonstrate humility and always behave with integrity.



# Inclusivity and diversity

## Work together, succeed together

We believe in promoting equal opportunities within our business. More than that, we want to lead by example in the technology sector by supporting everyone across our teams to realise their potential.

This vision is why we're working hard to improve diversity and equality at every level of our business. Inclusivity is at the heart of our culture, so our approach is authentic. It is something we're all passionate about, and a responsibility we all share every day.

Role models are important for everyone, because we believe that you can't be what you can't see. By embracing diversity, we will ensure our customers, stakeholders and wider society are better represented in the technology sector as well as within our own company. Of course, there are also business advantages, like benefiting from different perspectives and being able to select from the widest talent pools.

But ultimately? We are embracing inclusivity and diversity because it's the right thing to do.

### Breaking down walls one brick at a time

#### Recruitment

We're actively working with recruiters to ensure the pool of applicants for jobs represents as diverse a range of people as possible.

#### Progression

We strive to give all our employees the maximum chance to develop into more senior roles, to ensure fairness for those in underrepresented groups.

#### Women in Leadership

During FY 2020, we've had 14 participants in the Women in Leadership Programme at Nottingham Trent University enhancing their leadership and management skills while networking with people from local businesses.

#### Openness

For FY 2020, we will produce and publish information on our gender pay gap and overall diversity of our workforce, both internally and externally.

### Changing from within

It is important to get feedback from across our business, so we encourage our employees to 'call out' where Jigsaw24 and its managers need to improve, and we urge our management team to take initiative in driving change.

#### Review and improve

We systematically review all aspects of our business to ensure we promote and welcome diversity, and that employees progress according to their talent and ability.

### Focus Group

Jigsaw24 team members have established a focus group to provide some internal structure around identifying, discussing and finding ways to improve both wellbeing and inclusivity and diversity within the company. This vital group is there to recommend and drive changes to the way we work.



# Wellbeing

## Supporting our employees at work and in their personal lives

There are many factors that can positively or negatively influence a person's wellbeing. We've identified a range of interconnected areas that contribute to wellbeing, and that we as a business can positively influence. Some of these areas are easier for us to make an impact on than others, but all are equally important. We're actively building out initiatives for each area, starting with mental health, workplace & environment.

#### Mental Health

According to research from CIPD, the professional body for HR and people development, the number of people suffering from mental health problems including anxiety, stress and depression at work has risen from a quarter to a third over the past five years<sup>1</sup>. To provide support, we are identifying potential causes of stress, creating awareness approaches, and developing internal and external support networks. We also focus on rest and relaxation, ensuring we have a culture that respects and encourages a healthy work/life balance. In FY 2021, we will be reviewing the internal and external support mechanisms available to employees, including training mental health first aiders.

#### Environment

We care passionately about the environment we live in and the social impact of everything we do. We believe in building long-term sustainability both within our own business and in the products and solutions we provide to our customers. During FY 2020, we have implemented a range of environmental initiatives (see pages 78 and 79) and we were delighted to be accredited with ISO 50001.

#### Lifestyle

An employee's lifestyle will contribute to their wellbeing. As a responsible employer, we see our place to help support our employees living in a healthier way. This is why we are looking at the nutritional value of the food and drink we provide at work, as well as ensuring that we provide nutritional information. We also encourage exercise through the Cycle2Work scheme and ideas on how to stay active when working from home. In FY 2021, we will be reviewing our provision of healthcare benefits.

#### Social

Building inclusion through fostering working relationships within the Jigsaw24 team is important. Company-wide and team socials are central to the way we work, and we are always looking at new ways to connect colleagues based on common interests, no matter their location.

#### Workplace

Our offices are designed to provide an environment that is both relaxing and stimulating – we want all our employees to achieve at the highest level. All of our workplaces have a unique design, with spaces to create, to collaborate, to inspire, to connect and to socialise.

#### Community

We believe it is important that a business plays an active role in the local or wider community, investing back into the areas where our employees and customers live. Our main focus is currently on charitable donations, but we aim to expand our engagement in future years.

#### Leadership

Central to wellbeing at work is leadership. In FY 2020, we have worked on a management development programme that will be launched in FY 2021, with the objective of improving leadership and management across our business while also increasing engagement across the entire Jigsaw24 team.

1. <https://www.cipd.co.uk/about/media/press/270716-eo-mental-health>



# Environment and social impact



## Crucially important, critically urgent

Climate change and the environment are the most urgent challenges facing the planet right now, never mind in decades to come. Drastic action by governments, corporations and individuals is entirely necessary if we are to reverse the damage done to our natural world.

It is vital to acknowledge that the way we work has an environmental impact and affects the world around us. The solutions we deliver to our customers play a key role in shaping the environmental impact that they themselves have – and that is why we systematically focus on using less, recycling more and adopting efficient technology. We do all this because we care. We do it because it's absolutely vital.

In 2019/20, we completed our first 50 environmental milestones in the categories of certifications, buildings and energy usage, changing behaviours including reducing waste, recycling and transport. 10 more milestone initiatives are planned over the next year, and we continually review the way we work to minimise our impact on the environment.

"We vehemently believe that the climate crisis needs to be addressed – and fast. That's why we work together to do everything we can to reduce our impact on the environment, leaving no stone unturned."

Roger Whittle, Founder and CEO

## Improving the way our customers work

As a technology partner, we work with our customers to assess and minimise the environmental impact of our solutions and the products we provide, and continually review our portfolio on this basis. Examples of this include:

- **Apple product impact** Apple takes a complete product lifecycle approach to determining its environmental impact (see page 79 and [apple.com/environment](https://apple.com/environment)). Our customers benefit from knowing that rigorous standards have been applied.
- **Education solutions** Deploying iPad and supporting technology into schools and other education organisations helps young people access technology at an early age, improving social engagement and using less paper.
- **Cloud services** Our software is almost exclusively distributed via the cloud. No more packaging, no more delivery vehicles and far less of an impact on the environment!
- **Business applications** Connecting field forces automatically, reducing travel, reducing paper and reducing calls. Our applications help our customers improve their own environmental impact.
- **Datacentre services** Shared datacentre services mean that our customers no longer need to house storage solutions and invest in spare capacity. The improved efficiency helps reduce effects on the environment.

## Improving the way we work



**ISO 50001** – We're committed to reducing our energy use, costs and carbon footprint.



**ISO 14001** – We've been certified to this environmental management standard since 2005.



**WEEE** – Since 2005, we've enthusiastically supported the Waste Electrical and Electronic recycling directive.



**Company cars** – 75% of our fleet is now hybrid, and we've saved 25,000 miles per year through using AV software.



**Sustainably sourced** – We use local suppliers where possible, minimising unnecessary travel and carbon emissions.



**Energy performance** – Our HQ building is in the top 30% of properties in the EPC register, and we only use efficient LED lighting.



**Clearing the air** – We've refurbished our air conditioning systems with eco refrigerant to improve efficiency.



**Powered by renewables** – We've chosen a renewables-only energy supplier, Good Energy PLC, for the electricity at our Nottingham HQ.



**Paper and print** – We have largely eradicated the use of paper, which also reduces our print cartridge consumption. 100% of paper we do use is recycled.



**Digital solutions** – We favour cloud-based infrastructure and energy-saving technology, and the majority of our staff are equipped to work from home – reducing the need for travel.



**Customer collaboration** – We're completing more recycling/trade-in contracts than ever before to drive down waste.



**Facility consolidation** – We unified our London offices from two buildings to one, reducing our overall environmental impact.

## Apple products and their environmental impact

Apple is committed to continually improving the impact its products have on the environment. Here are some highlights:

- **Carbon footprint** – Apple's entire carbon footprint has shrunk by 35% since 2015.
- **Energy efficiency** – Since 2008, the average energy consumed by Apple products has decreased by 70%.
- **Re-use** – A disassembly robot (Daisy) recovers materials traditional recyclers can't, like rare-earth elements, tungsten and Apple-specific aluminium alloys.
- **Safety** – Apple has analysed the composition of tens of thousands of components and more than 75% of the total mass of new iPhone, iPad and Mac devices for harmful chemicals.
- **Responsible packaging** – 100% of the wood fibre in Apple packaging is from recycled or renewable sources.
- **Transparency** – Each Apple device has a published "product report card" that measures its impact on carbon footprint and how environmentally friendly – and safe – its materials are.





# The faces of Jigsaw24

We truly believe that the Jigsaw24 team are the best of the best. Whether it's the warehouse team working tirelessly to ensure our logistics run like clockwork, our accounts team supporting our customers with their payments, or our DevOps and IS&T team creating customer portals, providing support or streamlining processes. Here is just a selection of the people working around the business...

## Ed, Business Analyst and Data Team Leader 10 years at Jigsaw24

"It's fair to say that the whole DevOps IS&T team are passionate about improving the tools we all use on a daily basis, making it easier for people to work and to reach Jigsaw24's strategic goals – both financial and operational."



**Danielle,**  
Dispatch Operative  
7 years at Jigsaw24



## Alan, Regional Education Manager 3 years at Jigsaw24

"My favourite part of our office is the spiral staircase. You watch guests walk up and then see their faces – it's like they have entered the Narnia for IT solutions! It's a game changer; they are both blown away and know we mean business."



## Taylor, Product Manager 4 years at Jigsaw24

### What's your favourite part of working at Jigsaw24?

The "family run" feel and values, combined with an exciting opportunity to go on this journey as we grow at pace in a world-leading industry. The integrity of our owners and the willingness to do the right thing by their staff and their customers is what sets them apart.

### And your favourite part of the building is...?

Our 70s themed meeting room, Betamax, is pretty groovy! It's where all the great ideas happen, with colleagues and vendors alike.

### In a Jigsaw24 game of Top Trumps, would the commercial team come out on top?

Definitely! We have creativity in abundance – we care about what we do and want to bring our customers and partners the best experience possible, accounting for all factors from commercial through to environmental impact and futureproofed technology.



## Ravi, Graphic Designer 3 years at Jigsaw24

### Tell us a little about your role...

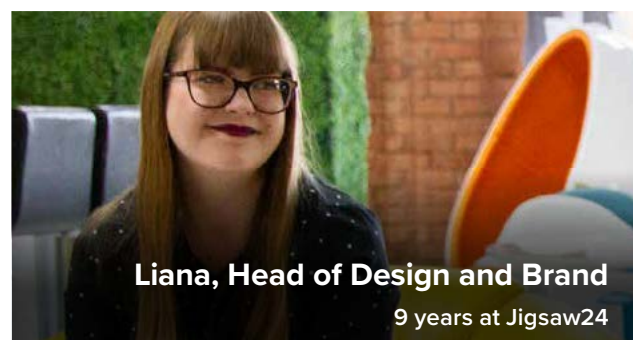
I work as a designer, creating emails, print jobs, social media and more for the business. We work on projects for all of the different vendors that we sell products for, so it's a nice and varied role! A lot of the things we do are really creative, so it's fun to get stuck into them.

### What's it like at Jigsaw24?

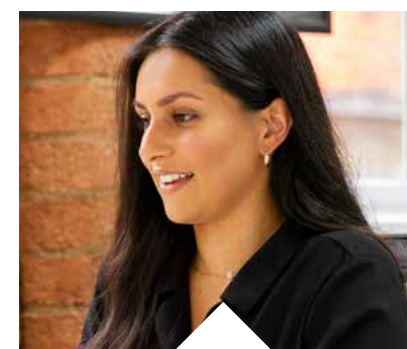
Perfect – I'm very happy. I was born deaf, but from the first interview, no-one at Jigsaw24 saw this as an obstacle. The company even paid for a sign language teacher to come in and teach my colleagues simple sign language and deaf awareness, which helps people understand the different ways they have to communicate with me.

### What's your favourite part of Jigsaw24?

Pool and fussball tables. I can take a ten minute break to relax when I'm stressed. It's also nice being part of a team who want to learn more about sign language and I enjoy teaching them new signs.



**Liana, Head of Design and Brand**  
9 years at Jigsaw24



## Jacob, Technical Support Manager 11 years at Jigsaw24

"Me and my great team are responsible for processing and assisting with any repairs, remote support and escalations that come into the company. There are people at Jigsaw24 that I couldn't imagine not seeing every day."



## Tom, IT Services Manager 8 years at Jigsaw24

"What keeps me here? The people, the people, the people. And the server room – it's my favourite part of the building because nobody thinks about it, but without it everything goes dark."

## Navjot, Product Manager 5 years at Jigsaw24

"The best part of working at Jigsaw24 is the number of talented people I am surrounded by. The last two years in particular have been an opportunity to learn so many new things."





**Naomi, Service Operations Agent**  
2 years at Jigsaw24

“Our service operations room is the best! We have forests, beaches, Jigsaw24 beans and... a blank white wall! There's really something for everyone. I'm not even sure what it's called, because every day it's labelled with a new name.”



**Mike, Copywriter**  
2 years at Jigsaw24

**Julia, HR Operations Officer**  
9 years at Jigsaw24

“The integrity and values of the business are second to none. You feel as though you belong, that it's your business too, and you're invested in making your function successful because of that buy-in.”



**Tim, Client Director**  
14 years at Jigsaw24

Describe what you do in one sentence

I work within the enterprise sales team, dealing on a daily basis with our larger post-production and broadcast-oriented customers.

What makes Jigsaw24 stand out for you?

The willingness to share information across departments and the whole business. I think that has really helped during COVID-19, especially with the deployment of various platforms over the last few years.

What's your favourite part of the office?

The coffee machine. Although I haven't been in the office for a while, that was always a place to take a couple of breaks from a busy day to catch up with people. Given I have two young kids, the caffeine boost always helps, too!

**Abigail, Accounts Payable Supervisor**  
6 years at Jigsaw24

Describe what you do in one sentence!

I keep our suppliers happy by paying their invoices on time and having a good relationship with their accounts departments, along with running our wonderful accounts payable team – expenses, credit card recs, audit reporting, bank recs and many other duties!

What's your favourite part about working at Jigsaw24?

I love my role! Every task it involves is something that I love doing. I have

to be in touch with so many different departments, which means I get to feel involved with more than just accounts. It's that feeling of being united and valued that makes me stay. Jigsaw24 go above and beyond to ensure that everyone feels like they count!

In a Jigsaw24 game of Top Trumps, would the accounts team come out top?

Yes – because of our team mentality! Payables and Credit Control work as a team rather than as individuals, which makes for a better department.

**Jacek, IT Systems Engineer**  
11 years at Jigsaw24

“I'm a systems support engineer, so I make sure everyone else can work without any technical issues, providing support and looking after the Jigsaw24 IT infrastructure. We're a small team and we get along really well. Communication is great, which has been shown in how we've managed to support everyone during COVID-19.”



**David, Configuration Pre-Sales and Project Delivery Coordinator**  
17 years at Jigsaw24



**Victoria, Head of PR and Comms**  
15 years at Jigsaw24

“There are some very wacky parts of the building, but my favourite is the kitchen! Not just because you can go and make coffee, but because it's a good place to chat and get to know other colleagues that you maybe don't work with on a daily basis. It's the hub!”



**Kirsty, Sales Support Team Leader**  
7 years at Jigsaw24

**Angela, HR Development Officer**  
3 years at Jigsaw24

“It's a varied role and I love it. I do all sorts of things, from planning and delivering training to carrying out inductions. I'm involved in learning and apprenticeship schemes, I work with senior managers on upcoming projects, and I'm always meeting new people. No two days are the same!”



**Kelsey, Service Operations Manager**  
9 years at Jigsaw24

“As the Service Operations Manager, I get to be involved with many departments, which means every day is more interesting than the last. Being able to support my team through their lives as well as their careers is a privilege, and managing both the services that we provide and customer relationships is also genuinely enjoyable for me.”



**Alison, Data Analyst**  
3 years at Jigsaw24





## Performance highlights (£000s)

	FY 2017	FY 2018	FY 2019	FY 2020	% Growth
<b>Revenue</b>					
Total Revenue	125,073	119,293	118,410	131,183	
Less: Non-Recurring Reseller Revenue*	24,639	8,397	921	1,545	
<b>Total Core Revenue</b>	<b>100,434</b>	<b>110,896</b>	<b>117,489</b>	<b>129,638</b>	<b>10%</b>
Product Revenue	94,588	103,829	109,266	120,741	11%
Product Revenue % of Core Revenue	94.2%	93.6%	93.0%	93.1%	
Services Revenue	5,846	7,067	8,223	8,897	8%
Services Revenue % of Core Revenue	5.8%	6.4%	7.0%	6.9%	
<b>Gross Margin</b>					
<b>Total Gross Margin</b>	<b>14,202</b>	<b>18,066</b>	<b>19,875</b>	<b>21,034</b>	<b>6%</b>
Total Gross Margin %	14.1%	16.3%	16.9%	16.2%	
<b>Costs</b>					
Marketing, Sales and Logistics Costs	4,336	5,729	6,959	7,638	10%
Overheads	2,529	3,453	3,487	3,903	12%
<b>EBITDA</b>					
<b>EBITDA</b>	<b>4,024</b>	<b>4,751</b>	<b>5,301</b>	<b>5,346</b>	<b>1%</b>
EBITDA % of Core Revenue	4.0%	4.3%	4.5%	4.1%	
<b>Balance Sheet</b>					
Cash	4,794	1,430	2,333	6,583	182%
<b>Team</b>					
Headcount	222	230	261	285	9%

# Financial performance

\*Note: In FY 2017 Jigsaw24 participated in a small number of high value, very low margin deals with resellers which are outside the core business. The value of such deals was lower in FY 2018 and at substantially lower levels in both FY 2019 and FY 2020. Jigsaw Systems Limited is a wholly owned subsidiary of Jigsaw Holdings Limited, of which the ultimate holding company is Insanely Great Company Limited.

## Review of the year

**The financial year ending May 2020 has been a successful year, building on the strong foundations set in previous years. The business continues to execute against its strategy, with sufficient flexibility to adapt to emerging opportunities.**

The business delivered an EBITDA of £5.3m, a marginal improvement on the previous year. Performance in March, April and May 2020 was impacted significantly by COVID-19 – prior to the pandemic, the business had been on course to deliver a full year EBITDA improvement of 10% compared with FY 2019.

Core revenue remained strong at £130m, increasing by 10%, another record year. Particularly pleasing has been our increased penetration of the enterprise market, with a number of significant projects for some of our larger customers. This has helped contribute to the growth in our services business where we now have a comprehensive portfolio of solutions and services to offer to a wide range of customers.

During the year we have continued to invest in our capability to support our customers. Our focus within the sales function has been on investing in specialists who understand the specific challenges that each sector faces – in FY 2020 we have invested in experienced talent with an intimate understanding of the challenges in business, public sector and education. In services we have continued to invest in the technical expertise to deliver complex projects and provide customers with support throughout their lifetime with us.

Working capital has continued to be tightly controlled, despite the difficulties presented by COVID-19. From March, our focus was on maintaining high stock levels, ensuring that our customers had access to the products they required to support changes to their operating models. Our strong relationships with both customers and suppliers enabled us to continue to manage our cash flow effectively. This, together with a range of cost mitigation actions, allowed us to emerge strongly at the end of the financial year.

Jigsaw24 continues to generate strong cash flow from its core operational activities. At the end of FY 2020 the business had a cash balance of £6.6m, a significant increase from FY 2019. This balance, together with strong cash generation, gives the flexibility to take further opportunities to grow and develop the business. We are supported by our private equity partners, Alcuin Capital Partners, who manage a significant fund that can support any opportunities we see for expansion.

Looking ahead there are many opportunities for growth across all sectors – corporate, SMB, public sector and education – working through our own sales force and our channel partners. In particular we see significant opportunities to expand our solutions and services business, bringing real value to our customers and supporting their business aspirations. These are exciting times for Jigsaw24.

***We have invested in experienced talent with an intimate understanding of the challenges in business, public sector and education.***





Thank you from  
**JIGSAW24**

Jigsaw24 is committed to a sustainable future for our business, our customers and our planet. This Annual Report is made from Forest Stewardship Council-certified paper, and 33% fewer copies were printed on paper in 2020 than in 2019. In 2019, digital downloads of Jigsaw24's Annual Report were over 200% higher than in 2018.

