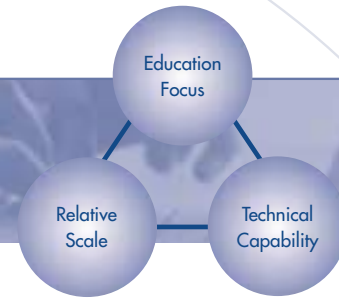


Education Services



Education Services works with other RM subsidiaries to deliver these solutions, in particular Forvus, 3T and Peakschoolhaus.

Forvus

Formed in 1985, Forvus provides central and local government with specialised skills and services in Information Technology, especially in the areas of data management, data dissemination, and statistical and analytical systems.

With an extensive knowledge of database and management systems, and a wide-ranging expertise in application development, statistical analysis and project management, Forvus builds solutions tailor-made to customer requirements, and has a reputation for successfully delivering contracts requiring a high degree of accuracy within very strict timescales.

Forvus has long-term working relationships with the DfES, the TTA, examination boards, schools and colleges, and has a comprehensive understanding of the issues facing educationalists today. Training, web-based information systems and consultancy services also form part of the product portfolio.

Forvus joined the RM Group in July 2003.

3T Productions

3T is one of the UK's leading specialists in the effective use of ICT in education, with over 20 years experience in developing teaching materials for pupils and teachers. With a broad experience in developing bespoke solutions focused on how teachers teach and pupils learn using ICT, 3T has built a high level of specialism in producing interactive teaching and learning software; websites, portals

and content management systems; continuing professional development programmes; and skills assessment software.

3T's experience is extensive, ranging from the creation of highly interactive pupil resources to the development of complex and intelligent back-end management systems. Clients include the DfES, NAACE, QCA, Oxford University Press and the TTA.

3T joined the RM Group in March 2000.

Peakschoolhaus

Peakschoolhaus undertakes inspections for Ofsted, inspecting schools in all phases and of all types and sizes throughout England. High-quality inspections are carried out in compliance with Ofsted's rigorous quality assurance requirements, backed-up by professional administration systems.

A range of training courses for Ofsted-enrolled inspectors is offered, aimed at improving the inspection skills of new and existing registered, team and lay inspectors.

The company also provides support, training and guidance to schools, inspectors and Local Authorities.

Peakschoolhaus joined the RM Group in October 2003.

The summaries in this folder tell the story of some of RM's Education Services' projects, and demonstrate our core strengths of educational focus, relative scale and technical ability.

With the customer at the centre of everything we do, we can work with you to:

- Recognise your opportunities.
- Understand your requirements.
- Build innovative solutions.
- Provide excellent support.
- Create long-term partnerships.

And above all, we can help you raise attainment and achieve your educational objectives.

Contact

Steve Bolingbroke, Education Services Director

Call: 01235 823473

Email: educationservices@rm.com

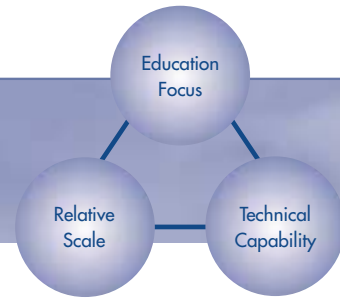
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Education Services



Our values

RM is a leading provider of educational services and products to schools, colleges and universities, local government, and central government education departments and agencies.

As an education company, our core strengths are an exclusive focus on education, the relative scale of our operations, and a technical capability unrivalled in our marketplace.

Our education focus

RM works exclusively in education. This single focus gives us the ability to create and deliver innovative and compelling products and services that deliver genuine educational value.

Our relative scale amongst educational ICT companies

We're big enough to have all the necessary skills and resources, but not so big that we lose sight of our customers. We can project manage complex nationwide initiatives; we have the financial resource to support major multi-disciplinary projects; and we offer the largest support facility in education. All these are directed by, and developed for, our customers; their needs, aims and aspirations drive everything we do.

Our technical capability

Recognised as an award-winning innovator in the educational Information and Communications Technology (ICT) arena, RM works closely with educationalists to use new technology and products to improve educational processes.

These core strengths are underpinned by capabilities that have been developed and honed over the three decades that RM has been designing total solutions for teachers and learners.

Capabilities like:

Project management skills

A combination of qualified professionals and significant project management experience enables RM to manage complex, multi-disciplinary projects successfully and to tight deadlines. The successful delivery of projects in e-Assessment and e-Marking, the South Yorkshire e-Learning Project, and our multi-year, multi-million pound strategic contracts rely on these strong project management capabilities.

- Over 40 qualified Project Managers work in a variety of programmes throughout the business.
- Our Project Managers are qualified professionals, members of the Association for Project Management (APM) or the Project Management Institute (PMI).
- PRINCE2, the government-approved standard used throughout the IT industry, is RM's chosen project management methodology.

A focus on customer satisfaction

RM is committed to ensuring that all our products and services work well for those using them. We regularly measure people's perceptions, encouraging customers to give feedback on every aspect of our products and services so that we can develop propositions with customer feedback in mind.

- *"Customer satisfaction remains RM's most important non-financial performance indicator."*
Tim Pearson CEO.
- Our customer satisfaction is consistently high as a result of determined efforts across the Group, reflecting the importance with which RM views the success of our customers.
- There is an annual company-wide target for customer satisfaction ratings. RM's management team receives reports every month on the ratings,

Education Services

and a significant proportion of performance-related pay for managerial staff is conditional on the Group achieving the customer satisfaction target.

An in-depth understanding of educational policy in the UK

We know what it's really like for teachers and students. By developing a profound appreciation of the objectives, issues and initiatives faced by all educationalists, RM builds solutions that are driven by customer needs.

- We have many partnerships with schools, colleges, Local Authorities and LSCs; we employ over 150 ex-teachers; and many of our staff are school governors; all of which keeps us close to our customers and their objectives.
- RM Group's Education Advisory Council includes Sir Mike Tomlinson, UK Government Education Advisor and former Chief Inspector of Schools, and Professor Tim Brighouse, UK Government Education Advisor and former Chief Education Officer in Birmingham.

Support

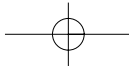
For many education services, first-class support is essential. It enables educationalists to concentrate on what they do best. The right support can save time, and give the peace of mind that comes with knowing that help will be there whenever and wherever it is needed. We are focused on providing a support capability with strong educational, operational and technical elements.

- RM Support Online was recently named by Association of Support Professionals as one of the "Ten Best Web Support Sites" in its annual competition that showcases excellence in online service and support.
- Over 10,000 schools across the UK are supported by RM.
- A third of all support queries are handled and resolved online.
- There are 330 support staff across four offices in England and Scotland, plus 22 specialist staff in India.
- RM has made a significant investment in call logging and handling technology, ensuring timely and efficient support provision.

How it all fits together

Structured growth of the RM Group over the last few years has broadened the skills and resources available to the company. Wholly-owned subsidiaries such as 3T and Forvus, well-known for their innovative education products and services, enable RM to offer a richer set of solutions to our customers.

RM Group	RM	ICT software, systems and services for education customers, and Education Services
	Forvus	Statistical and data analysis services for public sector clients
	3T Productions	Interactive design and development for education sector clients
	Peakschoolhaus	OfSTED inspection and training services for schools
	RM Management Solutions	Management and administration systems for schools and government education departments
	RM Education Solutions India	Software development for RM Group companies
	Sentinel Products	Packaged network management tools for educational establishments
	Softease	Packaged educational software for schools
	TTS	Specialist distributor of curriculum-specific educational resources



RM provides a range of ICT-based products and services to education institutions predominantly in the UK, and increasingly offers Education Services to a range of clients from individual schools to central government.

ICT Software and Systems

ICT Software and Systems is responsible for infrastructure, hardware, software, networking and other technical capabilities.

Educational software

- RM won 4 BETT 2005 Awards – a record number in a single year.
- Primary and Secondary software products include Easiteach, MathsAlive! and Kaleidos, providing a whole school learning platform.
- A comprehensive team includes specialist programmers, interactive designers, sound producers, project managers and content developers who work closely with the Subject Associations.

Internet connectivity and networking

- More than 6,000 schools connect to the Internet via RM Internet for Learning.
- RM hosts secure websites for over 6,000 schools.
- RM Connect networks are used by approximately 4,000 Primary and Secondary schools, and approximately 200 FE/HE institutions.

Education Services

Education Services takes this technical capability and, by adding the other core strengths of educational focus and relative scale, builds customer-based solutions within a number of different business areas.

Innovation

- The 2004 DTI R&D Scoreboard shows that RM has the seventh largest Research and Development budget of all UK-quoted software and computer services companies.

Managed Services

- RM provides services and support to over 1,000,000 users in schools, colleges and Local Authorities nationwide.
- Our Managed Services has 150 dedicated staff in 5 offices.

Large-scale education projects

- Seven long-term, multi-million pound education projects are being delivered to Local Authorities including Warwickshire, Dudley, Lambeth, Newham, and South Lanarkshire. The Warwickshire, Newham and Lambeth projects are part of a series of four DfES pathfinder PFI projects intended to pilot the use of advanced ICT solutions which will transform teaching and learning.
- Strategic projects team including specialist developers, systems architects and integrators, and with expertise in latest technologies such as Microsoft SharePoint Portal Server.

RM	Education Services	Data & Information Services	Assessment Services
	ICT, software and systems	Professional Services	Data Services
			Learning and Skills Delivery
			Business Solutions
			Consultancy
			Continuing Professional Development
			Inspections
		Content Services	Content
			Content Publishing

