



11th October 2022

Re: Rialtas Business Services Limited ("Rialtas")

Dear Customer,

Sale of Rialtas to Harris Computer Corporation and Handover of Leadership

Thank you for your support and partnership with Rialtas. The team and I have enjoyed working with you and your organisation and hope you feel the same about us.

My message to you today is delivered with excitement and sadness as Kevin Hicks and I have decided it's time for us to put into motion our long-considered plan to ensure Rialtas, its customers, and employees grow and thrive long beyond our personal tenure.

We have chosen to sell Rialtas and all its products and services to N. Harris Computer Corporation, which is part of Constellation Software, Inc. [Harris](#) has a solid reputation globally serving a broad mix of public and private sector organisations. Their core values reflect how we have endeavoured to operate over the years and we trust them to continue to successfully serve you and your teams for many more years.

There are FAQs attached to this message that should help introduce Harris, as well as answer key questions you may have.

Kevin and I have also made the decision to step down as the Directors of Rialtas. The Rialtas business will be operated from within Harris's UK portfolio, specifically working alongside the Leadership Team at [Quicksilva Limited](#) – an established and highly reputable company providing Healthcare Integration Services and Cloud Application Management to a range of customers, including the NHS, government departments and local government.

Andy Cripps, as the Executive Vice President (Managing Director) at Quicksilva, will assume the overall leadership of Rialtas, while the Rialtas team continue to focus on delivering to you - ensuring continuity of the quality products and services that you expect from Rialtas. I am confident that our team is in good hands.

Andy and the team will work with Steve Hammond, Senior Executive Vice President at Harris, as they get Rialtas integrated with and acclimatised to the new company. Both Kevin and I will remain supportive of the Rialtas business in a consultancy role as it starts its next chapter within Harris.

With your support we have grown every year since 2008, establishing our position as the market leading provider of accounting and administration solutions to local councils, supporting over 1000 individual councils across the UK.



Today, the acquisition by Harris, with its clear synergies and complementary capabilities in the Local Government space, will offer Rialtas greater opportunity to develop its technology further and to grow the business overall giving you more reassurance of our long-term future. Our focus will not change – we will continue to build our specialist, innovative solutions, supporting you to deliver your local services.

We will continue to operate Rialtas as a distinct legal entity, from our offices near Swindon. Our team and your contacts will remain the same.

Your Solution Support team is on hand to answer any queries you may have – please do get in touch!

Thank you for your continued support, and we look forward to working with you through this next phase of our journey.

Kind regards

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Rialtas Client FAQ

Q: Why did Rialtas select Harris Computer Systems (Harris)?

A: Rialtas is successful because of the longstanding commitment to its clients and team members. Knowing that Harris has a long and successful history of helping organisations run smoothly was a key factor in Rialtas' selection of Harris. Harris offers Rialtas and its valued clients the high-quality management and long-term financial stability necessary for Rialtas' ongoing support, services, growth, and innovation. This change provides assurance for our enduring stability and the continuation of the Rialtas product line for many years to come.

Q: Why did Harris acquire Rialtas?

A: The primary reasons that Harris acquired Rialtas are:

1. You, the Rialtas clients. The loyal, long-term clients and partners who are invested in Rialtas can now rely on Harris to work with you in understanding the challenges and changes going on in your world. Harris sees great value in these relationships and the partnerships that have been created over the years. You are valuable partners with whom we will share mutual success for many years to come.
2. The Rialtas team members. They are dedicated, loyal, experienced, and have tremendous knowledge. As a software company, Harris knows that our value is derived from our team members – they create the Rialtas solutions and deliver the support and services necessary to build and grow great, long-term relationships.
3. The Rialtas products and services. Rialtas' product portfolio is proven, reliable, stable, feature-rich, and supports the Harris goal of enabling our clients to serve their customers better. We firmly believe that Rialtas provides us with an excellent foundation for future growth.

Q: Why is the Harris-Rialtas combination good for me?

A: There are many reasons why you should be excited about Harris and Rialtas, including:

1. As part of a financially secure and publicly traded company, Harris delivers long-term confidence and stability for all Rialtas clients for decades to come.
2. Harris does not sell or divest the businesses it acquires – so Rialtas, its team members, and clients have a permanent home with Harris.
3. Harris is committed to our clients for the long haul with more than 66,000 local government, public safety, school, healthcare, and municipal utility customers.
4. The size and scale of Harris and its parent, Constellation Software, Inc. (<https://www.csisoftware.com/>), provide a solid foundation for future expansion and growth.



Q: *Who is Harris?*

A: Harris is a software company focused on providing solutions that empower people who serve their communities. We currently do this in utilities, local government, schools, public safety, and healthcare. We are focused on enabling our clients to deliver services, safety, and care to the citizens they serve. For more information, please visit our website at <http://www.harriscomputer.com>.

Q: *Will Harris stop selling or supporting any existing Rialtas products?*

A: All products will continue to be offered and supported. We do not anticipate any product strategy changes; we are committed to the existing product roadmaps as well as all client commitments.

Q: *If I have a current implementation or project in progress, will this change impact me?*

A: No. Rialtas implementation and project resources will continue. Your project contacts remain the same, so please feel free to reach out and talk to them. There are no changes to our timelines or commitments as a result of the acquisition.

Q: *Will I be forced to upgrade or change my software application?*

A: No. Harris will continue to develop, sell, implement, and support your existing applications. We will meet all contractual commitments and continue working in a manner that supports our existing long-term relationship and your continued success.

Q: *Does anything change with access to support?*

A: No. Please continue to contact support in the same way you always have and expect to receive the same great service from our knowledgeable staff of dedicated and experienced employees.

Q: *Will there be any change to my contractual relationship with Rialtas?*

A: No. The acquisition does not require the assignment or transfer of any contracts – it is business as usual for Rialtas and its clients.

Harris and Rialtas are committed to your success and continued partnership. We look forward to working together and building upon our relationship for many years to come.

Please do not hesitate to contact us for more information and ask any questions that you may have.

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