

# PRAGMATIQ

LIFE AT PRAGMATIQ

DELIVERING BUSINESS SOLUTIONS TO  
ACHIEVE FUTURE SUCCESS

## WHO ARE PRAGMATIQ?

Pragmatiq is an award-winning Microsoft Solutions Partner, specialising in Bespoke Customer Relationship Management (CRM) Systems and Custom Business Solutions.

The solutions we deliver are tailored to suit your unique requirements and leverage Microsoft Dynamics 365 and the Power Platform. As a result, companies improve their customer relationships, increase employee productivity, streamline operations, and have a scalable platform that can grow with the business.

Over the years, we've successfully implemented solutions across diverse industries, including Charities & Non-Profits, Membership Management, Education, Training Providers, and Health & Social Care.

In addition to our primary offerings, we also offer:

- Microsoft Dynamics 365 and Power Platform Consultancy
- Managed Service Support Helpdesk
- CRM Project Recovery (getting an under-performing system back on track)
- Dynamics 365/Power Platform training

Our commitment to excellence has been recognised through various awards, such as Employer of the Year 2022, Technology Business of the Year 2022, and the Highly Commended CRN Cloud Service Provider of the Year 2023, among others.



# CULTURE AND CAREERS

At Pragmatiq, our team members are at the heart of our business and as we continue to grow, we are always looking for innovative and driven individuals to join the business.

We have a clear purpose that everyone is working towards and are seeking individuals that share our passion and want to drive the business forward. We consistently foster, nurture and reward talent to ensure we always deliver the highest quality service for our clients. In return, each Pragmatiq employee receives a range of benefits, is part of a supportive culture, experiences ongoing training and mentorship from both the leadership & wider team, and more.

## OUR CULTURE

We are all about balance at Pragmatiq. The team enjoys regular social events outside of work and you can see some of our highlights here...





## THE PRAGMATIQ OFFICE



The Pragmatiq office is based in the heart of Milton Keynes, a 10 minute walk from the train station and Centre:MK. Our offices provide a bright and modern environment for working, with a central landscaped courtyard to socialise, play table tennis and a visiting street food track every Friday. We have access to secure bike storage, showers, changing facilities and lockers.

On the edge of the complex you can also find Out of Office, providing breakfast, lunch and great coffee, as well as Thai Modern Restaurant serving authentic cuisine.

## OUR MISSION AND VALUES

Over the years, we have worked hard to develop and maintain a strong company culture and supporting values. Our values embody who we are, underpin everything we do as a business, and help us achieve our mission. Additionally, they help us to ensure all activities and initiatives related to hiring, promoting, development and reward are aligned.

*We are a team of Microsoft Technology specialists, offering high-quality technical services; designing, developing, and supporting bespoke solutions. Working within our values of Accountability, Collaboration and Excellence, we use our expertise to push technological boundaries. By offering a true partnership, we help our clients to succeed and are able to accomplish great things together.*

## THE PRAGMATIQ VALUES



### ACCOUNTABILITY

We take ownership & responsibility, and lead by example to ensure we deliver results.

Connected Values: Ownership.  
Reliability. Integrity.



### COLLABORATION

By working together, being curious and sharing ideas, we identify solutions, quickly.

Connected Values: Humility. Respect.  
Communication.



### EXCELLENCE

We believe in going above & beyond, being proactive and continually striving for better.

Connected Values: Ambition.  
Adaptability. Pioneering.



## PERKS OF THE JOB

People are at the heart of what we do, so we want to make sure everyone at Pragmatiq feels appreciated. Our extensive benefits package ensures that our employees are looked after both in the office and at home, and includes:



### Healthcare

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- Private health and dental insurance with Aviva: Comprehensive medical cover for a range of health care services to keep you healthy.
- 24/7 Unlimited Access to a GP: Speak to a GP at any time of the day, with unlimited consultations and no capped appointment times, from the comfort of your own home.
- Money back on healthcare costs: Claim money back on healthcare costs across Dental, Optical, Chiropody, Physiotherapy, ECG, X- ray, and MRI scans, and more.



### Well-being

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- Employee assistance programme: 24/7 helpline offers practical information and emotional support for issues relating to family, bereavement, trauma, relationships, stress-related, personal legal information, tax information, medical information, money management, alcohol/drugs and debt support.
- Free counselling sessions: Access to a 24/7 Counselling and support helpline over the phone. Free face-to-face sessions can also be accessed, including Cognitive Behavioural Therapy (CBT).
- Free health assessments: Easy access to online health assessments, giving you the full picture of your health with guidance on how you can improve it. Advice covers a range of topics, including physical health, mental health, lifestyle and personal support.



### Giving back to the community

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Pragmatiq is proud to support a variety of local charities and organisations through different activities. We regularly organise fundraising activities to support a charity in need, and everyone in the business is allocated one volunteering day a year to give back and make a difference.



## Work-Life Balance

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- **Hybrid working:** A mixture of home and office-based working is available to everyone once you're qualified and settled in.
- **Home office kit:** To help get you set up working from home we'll provide you with a high-resolution screen, mouse, and keyboard to use with your laptop, alongside £200 to spend on home office equipment (such as a desk or comfortable chair).
- **Holidays:** 25 days of holiday, plus Bank Holidays. Employees also have the option to buy an extra 5 days leave, or claim 5 days back at the end of the year.
- **Walking meetings:** If your meeting doesn't require you to be at a desk, feel free to take the meeting on your mobile and get some fresh air and exercise at the same time.
- **Birthday off work:** All our employees get their birthday off work, giving them the chance to enjoy their special day. If you'd prefer not to take this day on your birthday, or it falls on a weekend, then you get the day in lieu to take another time.
- **Employee Self-Improvement Scheme** – We want to encourage our employees to do something in their spare time, that nurtures their physical or mental well-being, whether this involves learning a new skill or going to the gym. Each person gets £500 a year to spend on anything in this remit, such as a gym membership, cooking classes, language lessons, driving lessons, to name but a few ideas.



## Office Life

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- **Great office environment:** Our HQ is based in Witan Studios in the heart of Milton Keynes. The office is bright, modern and spacious, and just a short walk from Centre:MK, The Hub and MK train station.
- **Green spaces nearby:** With over 6,000 acres of parkland, dotted with rivers, lakes, woodland, and trails, Milton Keynes lives up to its reputation as the 'city in the country'. Thanks to Milton Keynes easy transport links, all of these spaces are right on our doorstep, giving you the chance to explore around your work hours on in your lunch break.
- **Stay fuelled:** In the office, we have a coffee machine, variety of teas, hot chocolate, squash, breakfast items and other snacks to keep you fuelled throughout the day.
- **Your views listened are to:** We're always open to hearing employees suggestions on how we can improve things at Pragmatiq, whether it's to do with the office, culture, business or anything else. We actively encourage everyone to provide their ideas on how we can make Pragmatiq the best place to work and if we can't make something happen at the time, we will explain why or explore alternatives where possible.



## Training and Personal Development

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- Regular reviews: We work in 90-day cycles across the business, which means at the end of every 30-day period you have a monthly review with your line manager, and a more detailed one every 90-days. This helps us to check -in with each employee, better understand where you'd like more training, support you in your professional goals and shout about your successes.
- Continual training: We encourage regular training and understand that in the technology space, things are constantly changing and skills need to be kept up-to-date. To support this, all employees get up to £1,000 worth of training and certifications paid per year.
- Dedicated weekly education hours – Throughout the business we prioritise training each week and dedicate set education hours to this.
- Opportunities for progression: We always aim to provide opportunities for progression and many of our employees have moved up the career ladder here at Pragmatiq. We're proud of the talent we grow and have various progression paths, with the relevant training and support, across the business.
- Positive company culture: In addition to the regular catch-ups individuals have with their line manager, we hold a company-wide meeting each month to share key developments and updates across the business. This is also an opportunity to recognise the brilliant work of individuals across the company.



## Social

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- Regular get-togethers: Whether it's meals out, regular games nights, after work drinks, or something else, we love an excuse for a social outing. Not only are these great fun, but also an opportunity to get to know the people you work you with, outside of the office.
- Quarterly socials: Every 90-days, the whole team gets together in person for our end-of-quarter company recap. Afterwards, we have a company-wide social activity, which has featured activities like hoverboarding, a spa evening, bowling and go-karting, in the past.
- Christmas party: The Pragmatiq Christmas party is a chance to get dressed up, let our hair down and celebrate our hard work throughout the year.

Please note that entitlement to some of the benefits applies after successfully passing your probation period



## WHAT SOME OF OUR EMPLOYEES SAY...



**Amelie Steller**  
**Senior Marketing Executive**

“Everyone in the team is so friendly and accepting. It’s the kind of team I look forward to working with every day.”

**Jessica Compton**  
**Marketing Manager**

“Over the last 4 years, I have worked my way up within the company and the support I have received along the way has been fantastic. It is evident that Pragmatiq put a significant focus on training and development.”



**Tom Lindley**  
**Technical Consultant**

“Pragmatiq is full of hardworking individuals that make up a wonderful team of people, that I am very glad to be a part of. The culture across the business from the start of my joining has always been fun and inclusive, and continues to be this way.

For myself personally, the company has always been supportive and has helped guide me to where I am now in my career, with no end to my growth in sight. I joined the team shortly after graduating from university and have learnt so much since (spanning all kinds of skills and capabilities from technical programming skills to communication skills).”



## Nicholas Metcalfe Technical Delivery Lead



“Pragmatiq has fully embraced a culture of internal progression where if you show you are hard-working capable then you will be progressed, no matter your age.

For example, I joined Pragmatiq just over a year ago as a Junior Technical Consultant, and since then I have had several promotions to the point where I am now leading a team of technical consultants and recruiting for more.

Throughout my journey I have been fully supported, with my individual ambitions regarding my future within the business being considered to create a bespoke progression path for me. Pragmatiq is an excellent place for a young professional to start a successful career within an exciting technology industry.”

## Shivani Kapur Technical Consultant

“In my first few months, I have had the chance to get involved in a variety of areas across Dynamics 365 and the Power Platform. This has given me a good opportunity to understand different elements of the technology, alongside new features that are being released.

Given how vast the platform is, there has been a lot to learn, but the team has been really supportive since the start.”



# INTERESTED IN WORKING AT PRAGMATIQ?

- Email - [careers@pragmatiq.co.uk](mailto:careers@pragmatiq.co.uk)
- Phone - 01908 038110
- Website - [www.pragmatiq.co.uk](http://www.pragmatiq.co.uk)