

An update from the SLCC National Conference



The Rialtas team had a great time catching up with everyone and meeting new people at the SLCC National Conference in Leicestershire. With it being the 50th Anniversary of the SLCC, there was a wonderful

celebratory vibe in the air, and the stars were out in support of it. Baroness Tanni Thompson Grey and Ben Fogle both delivered inspirational key notes, and were the talk of the conference. In the exhibitor hall it was a pleasure to see everyone, answer questions about our products and services, and we received some lovely feedback about the service from our team. We'd like to add a thank you to the outgoing SLCC President Philip Peacock, and another a big welcome to the new SLCC President, Linda Carter – best of luck from all of us at Rialtas. All in all, we had a fantastic time, and we're already looking forward to the next one

A collaborative catch up

The Rialtas Team spent some time with our new Harris family, kindly hosted by Quicksilva, sharing ideas on best practice and improvements. We broke out into groups and covered everything from providing a great customer experience, enhancing support desk service, new features, through to our



culture and the importance of enjoying what we do. We met new colleagues and shared our experiences with each other. There were a lot of ideas generated, and the main thing that was clear was that the team at Rialtas wants to keep improving. The session went really fast, and we almost ran out of time. It was then out for a Team event, and we're delighted to say that the Rialtas Team won the Escape Room dash.

Year end closure service

Year End Group Training is now available for booking on the website for January & February 2023. Please [see here](#) for a list of dates and times, these are on a first come first served basis and will fill up quickly. These offer great value for money and in a small group setting of no more than 4 per session provide a perfect way in which to learn, along with the benefit of being able to help with more specific queries. Please [email us](#) to secure your place, stating preferred date and time.

Year End booking forms for those who signed up to the loyalty scheme in 2021 will shortly be distributed in December, for the remainder of our customers the form will be distributed on the **1st February 2023**.

Tips from the Team

We are regularly asked about handling payments from external providers (e.g. PayPal, SumUp) with Rialtas products, so we produced this easy to follow guide to help explain:

[Download Attachment](#)

Need Support from our Team? If you work flexibly, such as on certain days/times and from different locations, just leave the best phone number(s) and times to call you in the support ticket and we'll do our best to line up with your availability. You can raise support tickets with us in the [support portal](#).

!Change of Bank details!

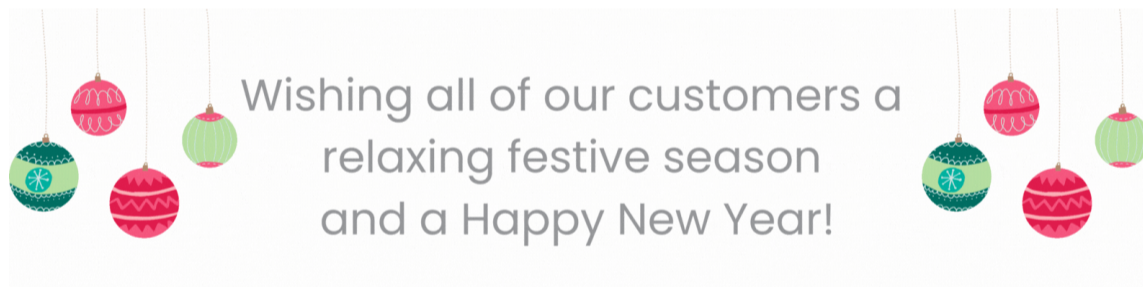
We have updated our bank details with effect from 1st December 2022 - from Cater Allen to HSBC. Please could we ask all of our customers to ensure that they update their records accordingly with the following details:

Business Currency Account: Rialtas Business Solutions Ltd.

Branch Sort Code: 40-38-04

Account Number: 25252903

Address: 26 Broad Street, Reading, Berkshire, RG1 2BU



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