

# IMPORTANT COMPANY UPDATE NOTICE



## Paralogic

From Monday 3rd February 2025, we will officially become Futera.  
The new name for your trusted technology services provider!

# FUTERA

## Why Are We Changing?

United Business Group and Paralogic have been proud to deliver excellent services over the years and we feel that now is the time to change! We're consolidating our different businesses into one larger technology services business in order to bring you more value, a wider scope of services and an even better customer experience!

## FUTERA IS EMPLOYEE-OWNED

At the same time we're also incredibly proud to announce that we are now employee owned! Being employee-owned means we're not just working for a business; we're building our shared future alongside you, ensuring every decision is made with your success at the heart of what we do.



### No Disruption To Services

Your contracts, terms & conditions and contacts within our business all remain the same - there's nothing you need to do other than update our name and bank details.



### A Better Customer Experience

With our combined resources, we're now able to deliver more services to a wider range of customers, meaning you'll benefit from enhanced support, innovation and expertise.

**Have questions? We're here to help!**

If you have any questions or concerns, please reach out to your dedicated Account Manager.  
For more information please take a look at the FAQs on the back of this flyer.



# FAQs

## What You Need to Know About the Change

### Is there anything I need to do?

We have already sent a letter to your accounts team detailing the changes that need to be made for invoicing purposes, but other than that you don't need to do anything else.

### Will my contract change?

No your contract will automatically be novated over to the new company with the exact same T's & C's, costs and duration that you've signed up for already.

### Should I inform anyone else about this change?

Yes, please! We'd love for this information to reach as many people as possible in your organisation. Feel free to share this flyer or direct them to our website for more details.

### Will I still be looked after by the same people?

Absolutely! Our hardworking team is still on hand to deliver our excellent services right across our business, they're just wearing a new uniform instead! You can continue to use the same phone numbers and email addresses you've always used and they'll get to us. If we could ask you to start using the @futura.co.uk emails though that would be great.

### Will I see changes in billing or invoices?

Invoices will now be branded as Futera and the look of the invoice may change slightly, but the costs and details will all remain the same. These updates have been sent to your finance team.

### Will my point of contact change?

No, you'll still work with the same friendly and knowledgeable team you've always known.

### What if I have some questions?

Please feel free to ask your Account Manager or anyone within the company you usually speak to. If you're not sure who this is, please call on 01372 731 440 or email [info@futura.co.uk](mailto:info@futura.co.uk) and we'll be happy to help.