

HERTZIAN

Discovering Digital Discussion

2021 Recruitment Pack

Please send any enquiries to Christopher Weavill

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About Hertzian

Learn more about Hertzian history, who we are and what we do.

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Why work with us?

We want you to be excited about your work.

3

What are we looking for?

To keep a relaxed and productive work environment we have some processes we ask you follow.

4

How do we work?

What does a normal working day look like at Hertzian?

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Hertzian Culture

We strive to create a safe and productive working environment which provides development opportunities.

6

Company Benefits

As well as a salary we reward our staff with company benefits, such as flexi time and more.

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Policies and FAQ

For further information on our policies and FAQ's.



About Hertzian

Founded in 2015, we're an AI and product company that focuses on the analysis of free-text across a wide range of customer channels. Our office is in Cornwall, England, and we create platforms using the latest Machine Learning technology and Cloud infrastructure. This technology provides never seen before customer insights for organisations around the world.

We started as part of Falmouth Universities Launchpad programme. Through this Hertzian was born after the founding team saw a clear need for organisations to be able to capture and understand the vast amounts of data being posted online daily about their products and services.

Since we started, the Hertzian team has grown, and we remain dedicated to ensuring our clients have the best experience and receive real value from our analysis.

With an experienced, tight-knit team, our devotion to analysing customer feedback has seen it become a well-known service inside the games industry and an emerging service to organisations elsewhere. With a global community of clients, our products and services are helping transform the way businesses view their customers.

Client Testimonial

"Working with Hertzian has been insightful and highly efficient. I was impressed by the capabilities of the Player XP product, the power of the underlying technology, and the talent that Hertzian has at presenting insights in a compelling way – a capability they have imbued Player XP with.

The Hertzian algorithm was able to ferret out interesting sentiments from a vast amount of player feedback, and collate it into something that we could use to consider our games and how we maintain them. Throughout the work I was repeatedly impressed with the velocity, quality, and collaborative nature of Hertzian. Thank you!"

Jesse Henderson, Development Director, Ubisoft Montreal

The Management Team



Garry Barter - Co-Founder & CEO

Garry focuses on products, customer success and the application of Hertzian's technology. Garry also helps direct the company's long-term vision against industry changes.



Christopher Weavill - Co-Founder & COO

Chris manages all of the companies financials and operations. Chris is also responsible for procurement, legal, and recruitment activities.



Andrew Husband - Co-Founder & CIO

Andy pushes the Hertzian technology stack and prides himself on ensuring all of our products are flexible and run as smoothly as possible. Andy also helps govern our data architecture and infrastructure.

The Team

Hertzian is primarily made up of developers with a focus on building and improving our core technology. The skillset across the company includes statisticians, web developers, system architects and data analysts.

On the commercial side, we work with partners and businesses across multiple industries who provide us with support and services where needed.



Investors & Partners

Hertzian have a number of partners who help drive growth through the business as either strategic partners or investors.





ABOUT PLAYER XP



BUILT FOR GAMES

We've tailored Hertzian technology for the games industry and offer a live analytics platform to view our results.



RICH ANALYSIS OF PLAYER FEEDBACK

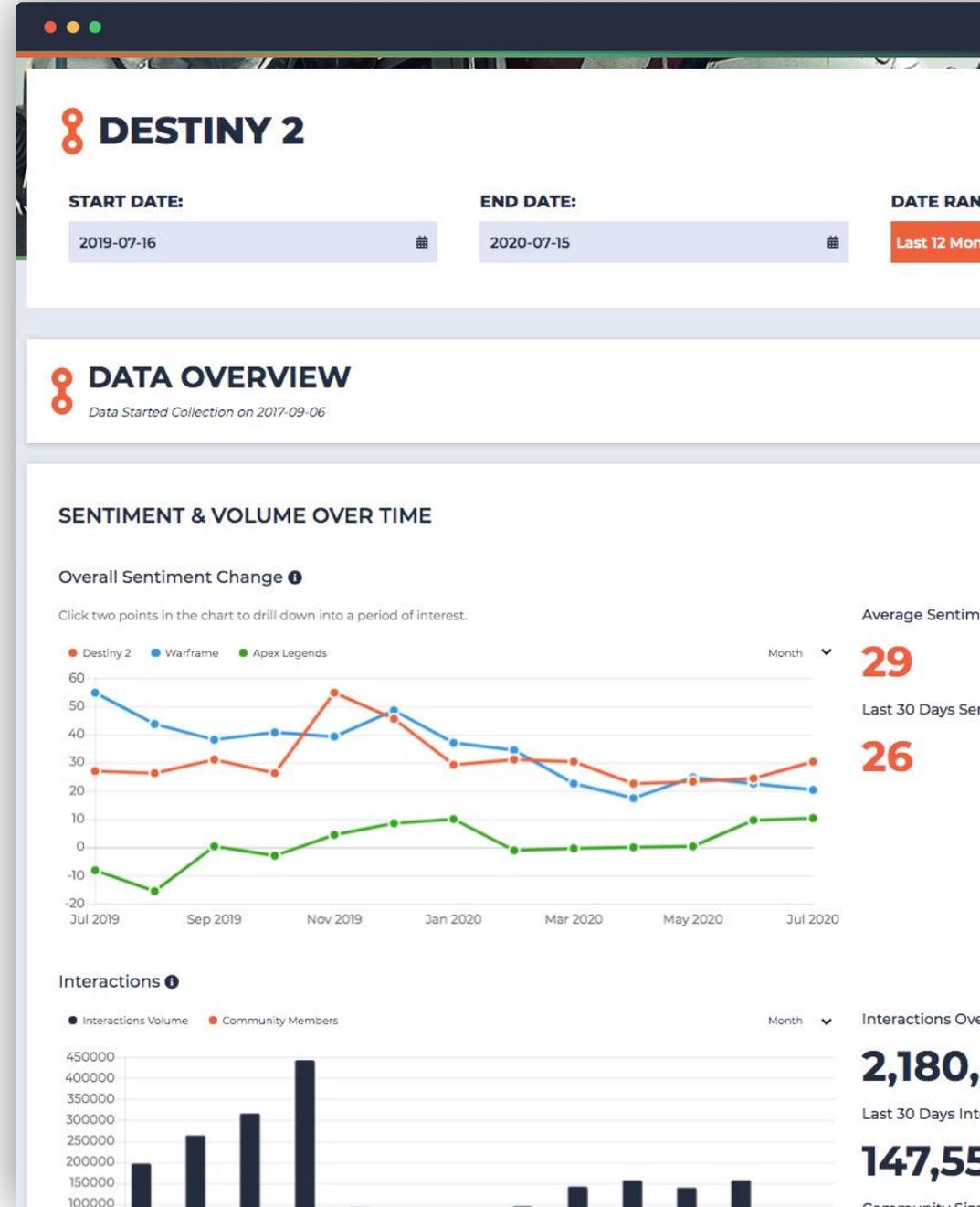
Player XP gives it's users the ability to dive deeper into their online discussion than ever experienced before.



USED BY LEADING STUDIOS WORLDWIDE

Used by some of the top game studios worldwide, Player XP has a growing reputation as the leader in community intelligence.

Clients Include:



Our Technology

Hertzian's technology powers enterprise level products, handling hundreds of millions of pieces of interaction data. We use the latest cloud architecture and machine learning techniques in our services. Our developers work across a wide range of micro-services used to power our product offerings. Hertzian primarily focuses on four domains, data collection, processing, storage & querying, and data visualisation.

The Hertzian Technology Pillars

Data Collection

We have several integrations with various data sources each requiring maintenance and review. Each is its own micro-service feeding data through to our processing. Developers spend time creating complex data pipelines and integrations that will scale to handle large data throughputs.

Processing

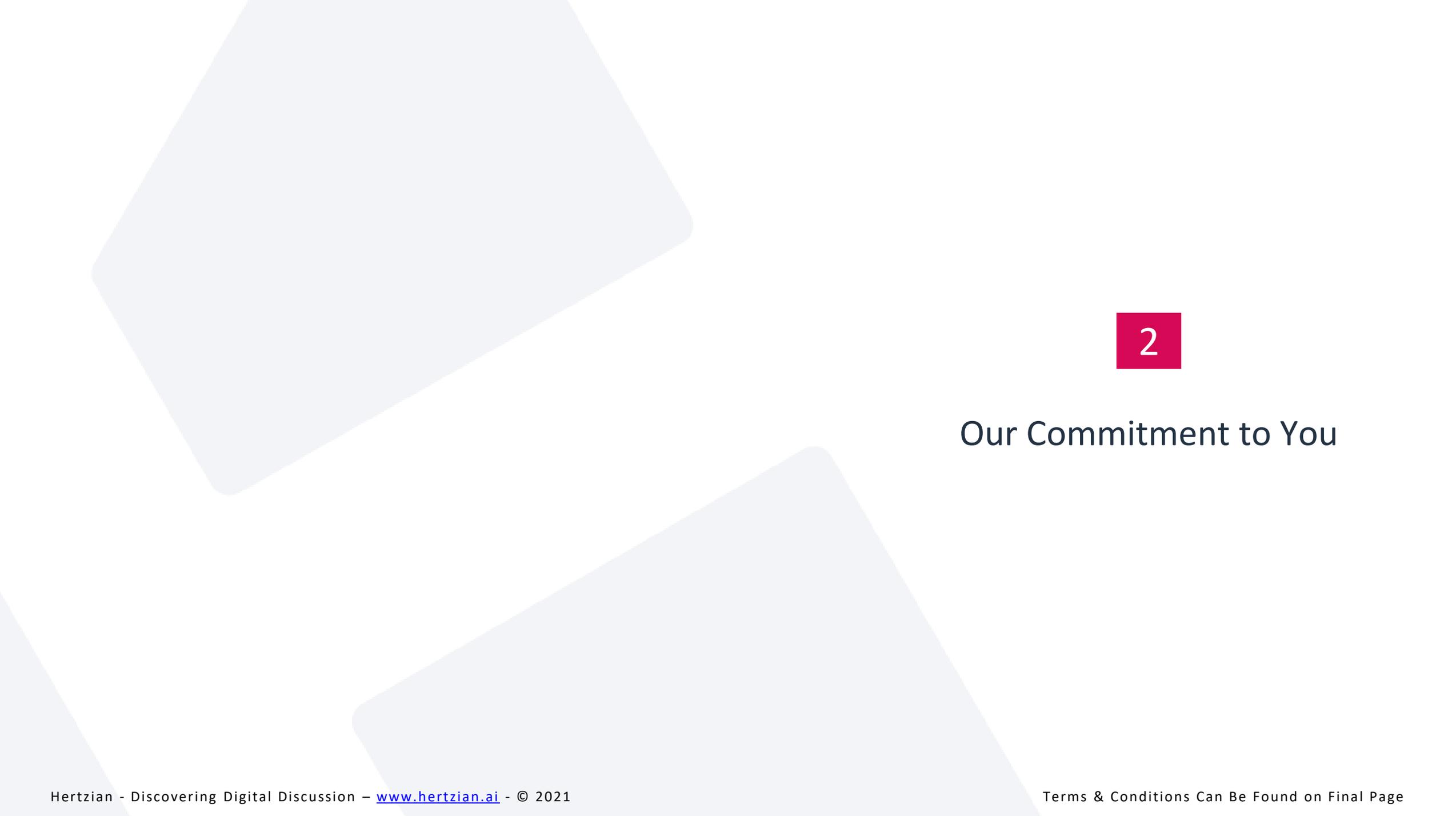
Data processing functionality is the backbone of everything at Hertzian. We use a proprietary combination of NLP and Machine Learning systems to evaluate discussion and feedback on a scale unfathomable to do manually. Developers work within this stack to create actionable data that only Hertzian can provide to customers.

Storage & Querying

Sizeable quantities of discussion and feedback data require a scalable storage solution. We utilise Elasticsearch as a core part of our product offering stack. This NoSQL document store database allows us to both store hundreds of millions of records with ease but also allows us to query them in complex and novel ways with the speed required of a live web-based application.

Visualisation

All our data visualization's offered to clients are built in-house with JavaScript. We offer our clients fully custom visualisations, meaning as a developer you will be working on interesting, novel, and helpful ways of displaying the data that our clients want to see.



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Our Commitment to You

What it's like working with us...

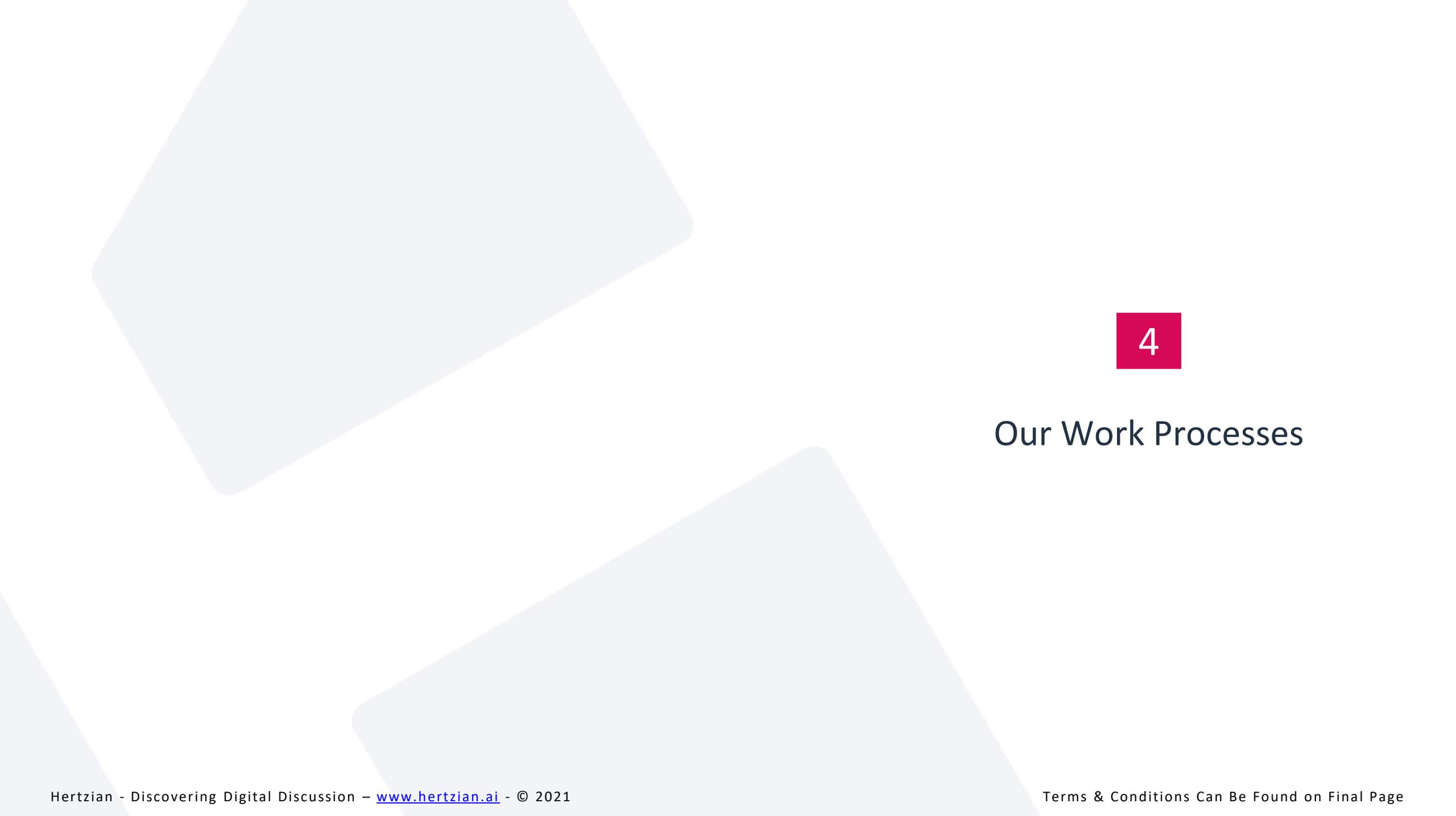
- Value diversity for all people and provide equal opportunity for employment, training and development.
- Accept people from different careers and backgrounds who can bring fresh ideas and approaches.
- Not tolerate any discrimination against any person whether age, disability, gender or gender re-assignment, pregnancy/maternity, race, religion, sexual orientation or otherwise. All staff are to feel welcomed and supported.
- Monitor and support the health and well-being of all team members, whatever the case may be.
- Share the impact of your work to the company and its clients both good and bad.
- Put the team and client needs first.
- Keep an open and transparent work environment to ensure all team members are made to feel included.
- Listen to concerns and issues and do our best to address them quickly and honestly.

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Your Commitment to Us

We're looking for someone to...

- Take responsibility for your daily actions, decisions and behaviours to help promote our values.
- Be respectful to colleagues, customers, suppliers or any other person associated with the Company.
- Ensure you work in a complete, open and transparent way by following company processes.
- Talk with your supervisors openly and honestly when you are unhappy and have growing issues or concerns.
- To the best of your ability ensure you support your colleagues in their roles and work to be better in your role.
- Strive to maintain a work-life balance by reducing stress in your job and raising issues whatever they may be.
- Not betray or act in a dishonest, malicious way towards the company, colleagues or customers.

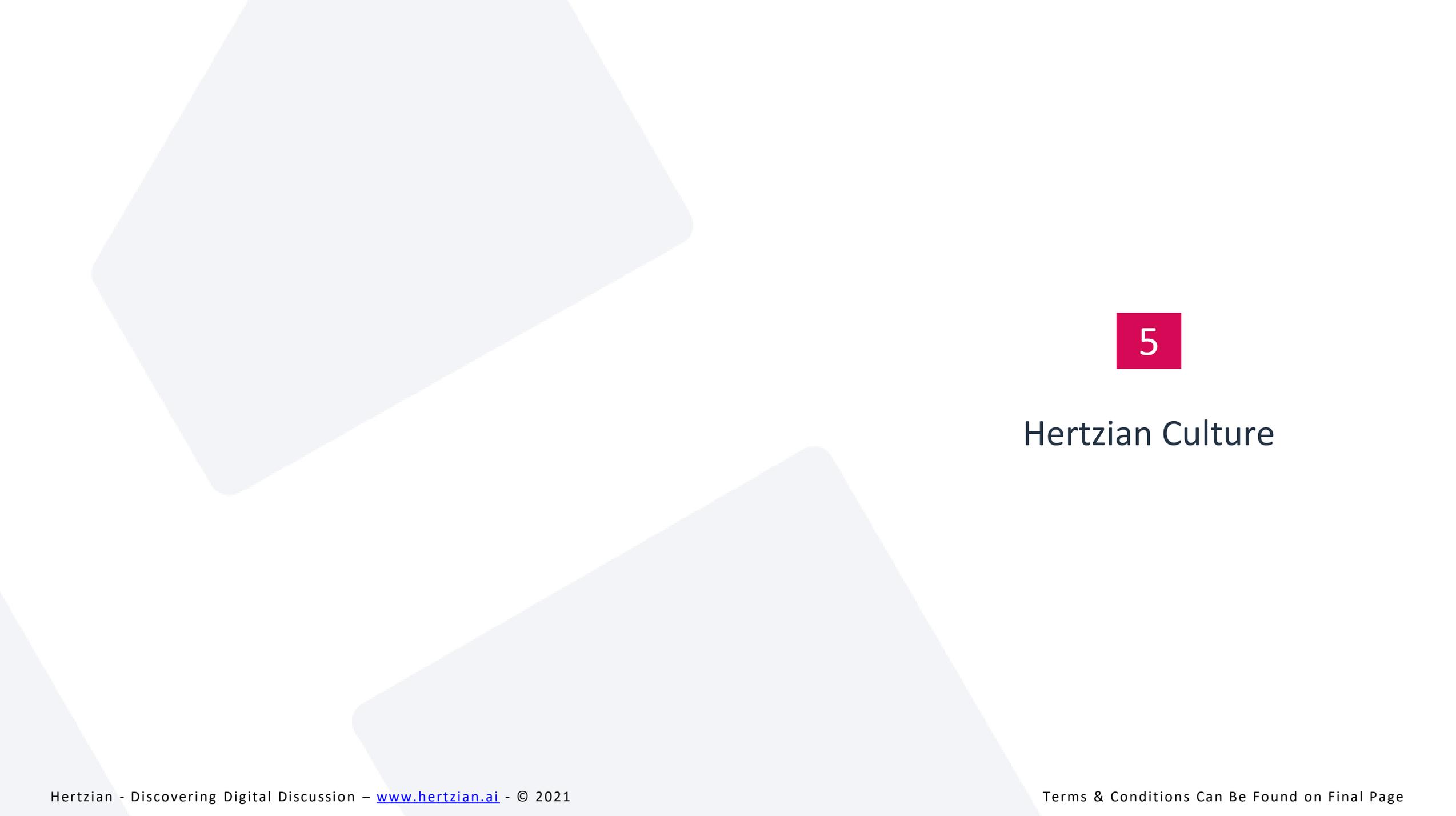


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Our Work Processes

What working with us will be like...

- Company meetings every morning to share progress and issues that may exist or arise in the coming days.
- A ticket system using our project management software which sets out the tasks you need to complete for the week.
- Project managers meet every Monday to discuss the progress of tasks and update tickets based on new priorities.
- Staff estimate how long each ticket is going to take depending on its size and difficulty.
- A dedicated channel to seek support for issues or challenges in your work.
- Trust for staff to use their own time efficiently and autonomously.
- 100% transparency in our work where everyone can see tickets and issues which have been raised.
- A diverse ticket selection to help encourage our staff to learn new systems and tools.
- Weekly socials, which allows the team to hang out, chat and take a breather.
- Monthly socials where we offer all staff paid for lunch or evening meal with social drinks after. (Pre-covid)
- A strict no crunch policy and don't take personal time away from staff!

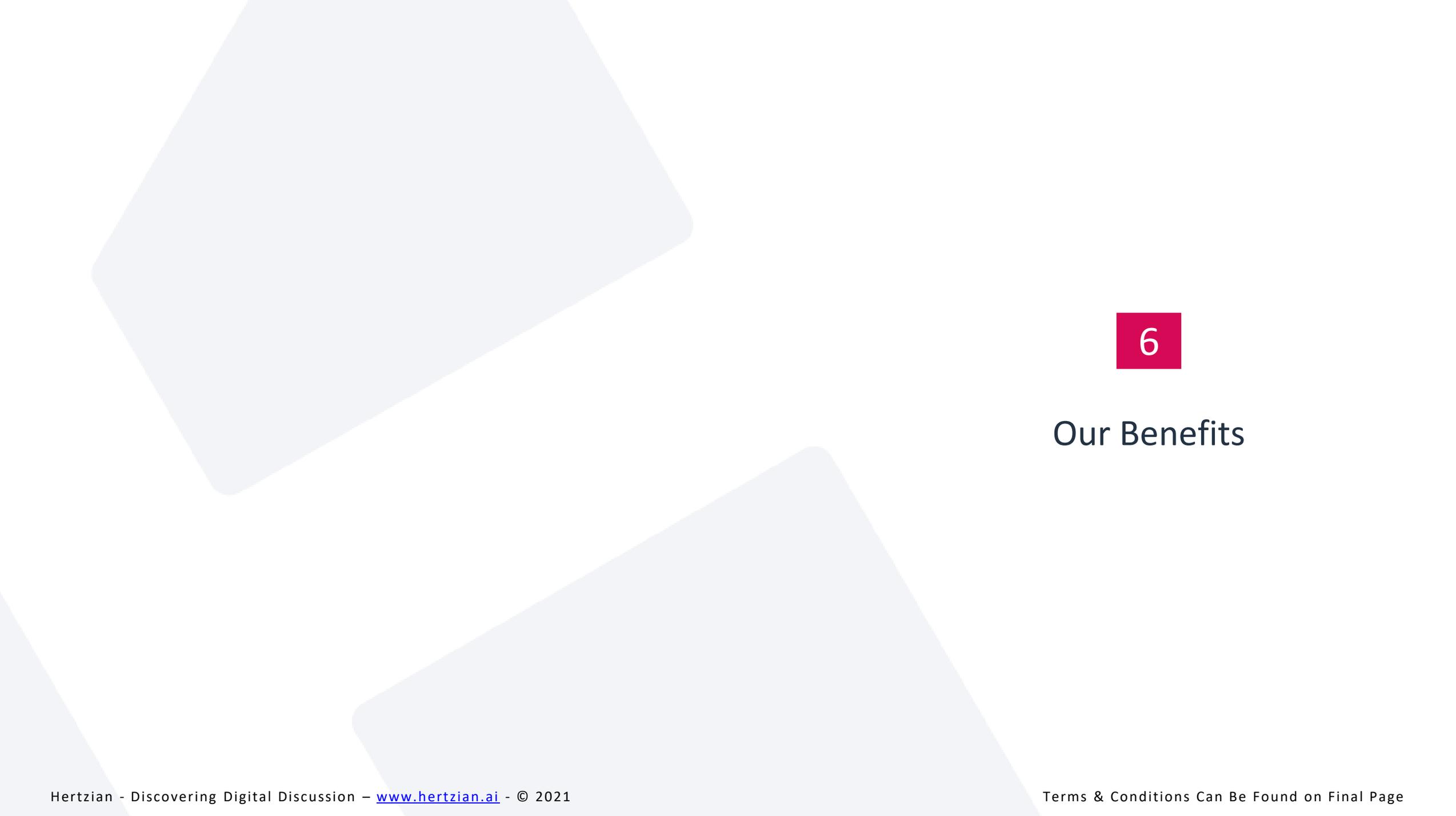


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Hertzian Culture

Our core values are...

- Respond to good work with positive feedback by recording the good as well as the bad, then feeding that back to the team.
- Be open, honest, empathic and clear in our communication by placing a greater emphasis on development of communication and leadership skills within each individuals personal development plan.
- Be better than we are by rewarding continuous high performance.
- Make sure our decisions are defensible by understanding the evidence for & against a decision.
- Share every success or failure as a collective by partly tying individual benefits to collective performance.
- Ensure our work is accessible and transparent by reporting individual progress and issues.
- Actively improve team cohesion and individual wellbeing by organising regular social and wellbeing activities.
- Be adaptable in the face of complications by being comprehensive & composed in our response.



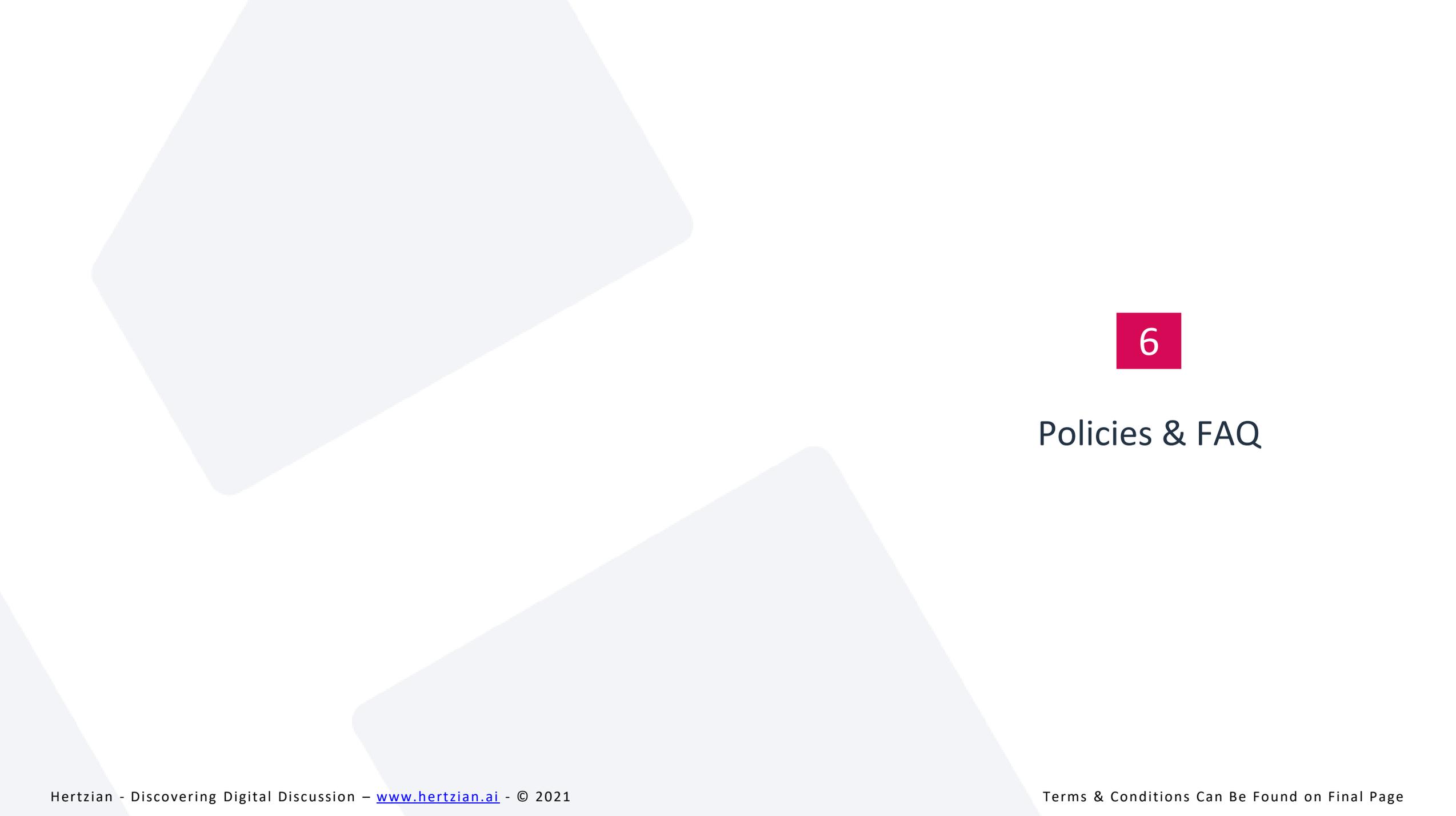
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Our Benefits

We have available...

- Become a part owner of the business through a ESOP / EMI (Employee Equity Schemes).
- Reward the team with quarterly or yearly bonuses based on personal and company KPI's.
- Provide the team with a flexible working schedule (core hours 10am - 3pm).
- You have the ability to change work between home and office. (3 days office per week minimum - post covid)
- We encourage you to take on multiple different projects and training to diversify your skills.
- Holiday allowance increases 28-35 days per annum.
- Regular weekly and monthly paid-for events and socials.
- Dedicated Employee Support Program for all the team, which includes free counselling sessions and support for immediate family.
- We provide paid Sick, Bereavement and Dependency Leave!

Benefits are based on a tier system and dependent on your role and position. Terms and conditions apply.

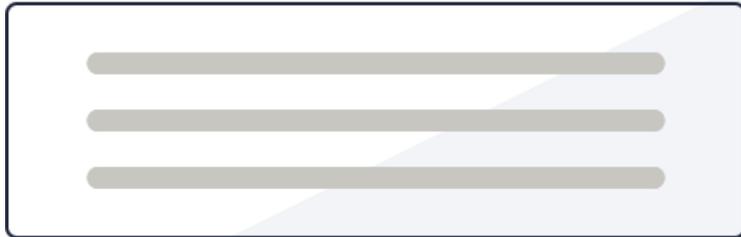
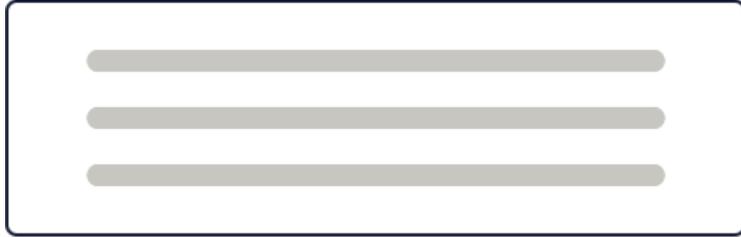


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Policies & FAQ

Things you might like to know...

- Our head office is based in Truro, Cornwall.
- Depending on your position staff wages are calculated hourly or annually.
- Our core working hours are 10am – 3pm.
- Paid on the last Friday each month.
- Holidays are usually automatically approved if within 30 days notice. Bank holidays included.
- Standard non-compete clauses do exist in your contract.
- We have a strict non-disclosure/confidentiality policy because our clients trust us with sensitive information.
- Due to Covid, the company is running a home working policy to ensure we maintain health and safety for all staff.
- The office usually closes for Christmas.
- We try to customise support and benefits to meet individual needs.
- Our office has a shower, locker, boiling water tap, microwave, parking, small café and fridge with freezer facilities.



Thanks

For any recruitment questions, please contact:

Christopher Weavill
chris@hertzian.co.uk



Terms & Conditions

- The information found in this document is for reference purposes only and is only indicative of what Hertzian may offer to its employees.
- This document's information and any candidates subject to Hertzian recruitment process are subject to evaluation on a case-by-case basis and this information is provided on an "as is" basis without warranty of any kind.
- It is neither an offer to enter into a contract or agreement nor a solicitation to buy or sell for any services or employment.
- This document is designed for UK residents and is not aimed at persons who are restricted from working for a company registered in England and Wales.
- We undertake to follow the Equality Act 2010 and have a duty to ensure that job applicants are not subject to discrimination on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage or civil partnership, pregnancy or maternity and, in Northern Ireland, political opinion.