



WYBOSTON LAKES

## Case Study ~ Ultima Risk Management

Ultima Risk Management (URM) is one of the UK's leading training providers in the areas of information security and governance, business continuity, risk management and data protection. It offers both classroom based training courses and e-learning solutions.

URM has been delivering 3 - 5 day residential courses at Wyboston Lakes with groups of up to 16 delegates since 2004.

### Why URM chooses Wyboston Lakes

Wyboston Lakes offers dedicated conference, training and meeting venues. Rooms have been purpose built to offer the maximum usability of the space provided to clients and following a recent investment in its technology infrastructure, Wyboston Lakes offers excellent IT facilities. Sarah Richards, Training Manager at URM believes the venue is integral to the success of URM's training delivery: "We believe the effectiveness of our teaching is boosted by the environment that Wyboston Lakes offers".

When deciding upon a suitable venue to deliver residential training courses, it is important to consider all aspects of the venue. Food is the fuel which keeps minds awake and ready to learn, and in the case of Wyboston Lakes customers are provided with a high quality of cuisine. This sentiment is shared by Sarah Richards, "Food is, without doubt, a major factor. As our courses run for a number of days, delegates would be dissatisfied if menus didn't change by the day and Wyboston Lakes offers an excellent level of variety". Wyboston Lakes' dining and refreshment areas are also situated close to the training rooms which minimises downtime and maximises the effective training time available.

As Sarah Richards points out, as well as training facilities, another important element of a residential centre is the accommodation, "A good standard of accommodation is also essential, given the expectations of the delegates who attend our courses". Wyboston Lakes offers spacious, modern bedrooms with a range of facilities and amenities. These bedrooms provide training delegates with a place to relax and unwind after a day of study and the proximity to the training rooms means delegates are not far from their bedrooms.

As URM runs residential courses over a number of days, the ambience that Wyboston Lakes provides is very important: "Its relaxation and socialising areas are of a high standard, and help our delegates to network and share their learning and work experiences in an informal environment." Wyboston Lakes' leisure facilities offers delegates the opportunity to socialise outside the training room, promoting peer networking and developing useful contacts for the future.

Wyboston Lakes offers a dedicated and focused training experience, in conjunction with quality service levels and facilities. Sarah Richards believes the service levels have been aided by excellent staff retention at Wyboston Lakes, resulting in very good working relationships. In summary, Sarah Richards believes that “Wyboston Lakes sets a high standard benchmark for other conference and training venues to try and attain.”

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