

ROCC

PRESS CUTTINGS

JUNE 1989

ROCC AWARD

THE BRITISH Standards Institute (BSI) has awarded the first ever software engineering support and maintenance certificate to ROCC. The company has also been awarded the certificate for hardware maintenance.

"This formal public recognition of the quality of ROCC's hardware and software maintenance services by the duly constituted independent authority is a landmark for a company that takes great pride in the quality of the services it provides to its customers," said chairman Michael Aldrich.

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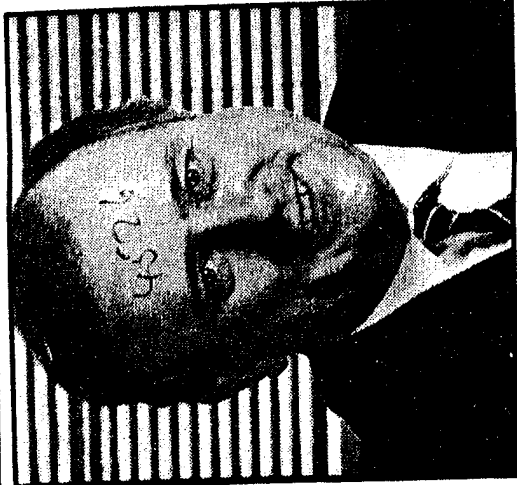
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BUSINESSOBSERVER

Software award goes to computer company



Michael Aldrich, chairman and chief executive of computer company ROCC which has won a BSI award.

ROCC was one of the first computer companies to adopt Open Systems Interconnectivity. In 1980 the company set up the first software maintenance operation with a direct service to customers. Finding and fixing problems and ensuring that they didn't recur in other existing or new products was the goal.

Now, a highly trained team of customer carers provide service and meet detailed care objectives. ROCC believes it created a dynamic unit, led by quality requirements.

"It ensures that we check any faulting from customers, monitor and fix the faults, return products to the customer and make sure that any other customers with the same software receive advice and fixing," said maintenance services manager Barry Woodburn.

ROCC'S maintenance procedures and documentation came through a detailed BSI examination after a 12 month review and enhancement programme, supported by Neville Clarke consultants.

"The recognition of software maintenance as an area for standards certification is a landmark for the computer industry," said Mr. Aldrich.

"Years of invaluable experience of customer centred service have helped us to become the first recognised software maintenance group.

"ROCC believes in standards. We have the goal of being excellent in all our business activities as measured by an extant or emerging standards and as measured by comparators with other companies in a similar business."

LOCAL computer company ROCC has won a British Standards Institute award for software engineering support and for maintenance. This is the first time the quality assurance standard certificate has been awarded.

ROCC'S award gives another boost to the Kelvin Way based company, 94 per cent of whose shares are employee owned.

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BSI's maintenance umbrella over Rocc

The British Standards Institute has brought software maintenance and support under its guidelines umbrella and has awarded the first certificate to Rocc Computers.

The guidelines fall under BS 5750 Part II, which lays down 18 clauses ranging from the way a company manages its business and how it identifies its quality policy, through to how it chooses its vendors and maintains its quality system.

The guidelines apply to companies which supply, support and maintain software. 'These kind of companies were coming to us asking for a Quality Assurance Schedule under BS 5750 Part II covering their requirements,' said Tom Batin, BSI controller for software engineering.

'So in April we produced the guidelines and Rocc is the first to be awarded the certificate,' he added.

'We had to undergo an inspection by BSI inspectors, who made four major visits,' said Michael Aldrich, chairman of Rocc Computers. 'They look at how well organised you are and whether you can produce a consistent level of service.'

Rocc aims its services at large corporates and institutions such as Prudential, Ford Motor Cars, Inland Revenue and the Treasury.

ROCC: getting computers talking to each other

COMPUTER networking - the ability to get your computers to communicate with each other - is one of the fastest growing fields for most companies. ROCC has launched a complete corporate networking solution, which combines its own consultancy and hardware with Banyan Systems' VINES software.

Called ROCC Corporate Networking, the combination allows users of corporate networks to share information between personal computers, mini-computers and others both in the same network and in other locations.

ROCC's managing director Michael Aldrich said: 'VINES software allows the network to be adapted and expanded without loss of performance. Ease of use is maintained. ROCC's consultancy skills enable us to mould the network to fit exacting requirements of individual customers.'

'There is a strong market demand for a company that can supply a private networking solution that can increase as the company grows.'

Julian Pools, product manager at ROCC said 'The system features simplicity for both the user and the administrator. If a system does exactly what the users want it to do, they'll use it.'

'One particular option on our new corporate networking solution allows the user to send a fax via their computer, without ever having to see a piece of paper themselves.'

'VINES is designed for the purpose of departments sharing information. This gives it a big advantage over packages which evolved for other purposes.'

With Banyan's VINES and with its own range of 286 and 386 based servers, a full range of customer requirements can be handled.