

Number 1, July 1991

## ROCC wins major MoD contract

May 17 - It was a most encouraging start to the new fiscal when ROCC won a Ministry of Defence contract worth over £230,000, including conversion and training, for a ROCC2885 system at Liverpool.

Congratulations must go to branch manager of public sector sales, Terry Barnden and the team namely: John Walsh, Lloyd Williams, David Bunting, Alan Dobson, Mike Gutteridge, Terry Carter, Steve Woodward, Tony Adlam and John Owen.

## Russian contract awarded to ROCC's training services

ROCC Training has been awarded a contract to provide a series of courses for Russian programmers in Novell Netware and other Local Area Network related subjects.

The Russian programmers come from local authorities, petroleum and chemical companies, located as far afield as Leningrad, Perm in the Ural Mountains, Tumen in Siberia, Vladimir and Jaroslavl which is 200 kilometres from Moscow.

The first batch of programmers arrived for their four-week course on May 13. Further courses for Russian managers and programmers are being arranged for later in the year.



*Pictured l to r are: Ida Kazanskaja - Perm Oblispolkom. Andrey Bazilevskiy - Leningrad Data Processing Centre. Nickolay Shilov - Tarosl Oblispolkom. Vjacheslav Porodnikov - Vladimir Oblispolkom. Vladimir Truhin - Chaykovskys Plant CK. Mike Rolfe - senior software lecturer, ROCC. Grgoriy Dudin - Div 'Pepmnefteorgsintez' and Tatjana Garanina - Tumen Oblispolkomen.*

## A real golden system!

Launched on May 7 - ROCC's 2888 GOLD system proved to be a real winner at its recent performance trials for CSA - the Common Services Agency for the Scottish Health Services.

The trials compared a ROCC2840 with MKIII terminals (released in the mid 80s) to a ROCC2888 GOLD system running ROCC 120 terminals with converted C-load programmes under C-CHECK II. There was only a negligible difference in keying performance but because the GOLD's processor utilisation was so low, everyone thought it had dozed off!

CSA will be able to load GOLD with other applications to get an even better return on its investment. An added bonus is that GOLD has Uniplex II, the world's best selling office automation system. Consequently the CSA has now decided to merge its word processing and forms processing work.

Scotland's area sales manager, Robin Prior and area consultant, John Phelan having sold the first GOLD system in the UK are determined to go out prospecting for more of that ROCC GOLD!

## It's our anniversary!

It was a bright, sunny Saturday morning when I started to think about how I was going to compile this newsletter. Suddenly I was reminded that the company communication to employees is now 15 years old. Its younger sister, Information Management celebrates its anniversary as well being 10 years old in May.

First published in 1976 as Redifon Computer News, as it was then known, it started life as a newsletter, moving on to become a magazine, which was then a mix of customer and company personnel news, then to a tabloid, returning to a magazine format in 1989.

It struggled in those early years to survive (and I mean survive!) and to gain recognition. News was nowhere near as plentiful then. This really happened when we became ROCC in 1984 and somehow the company communication just took off.

It was a great sadness to me to see the suspension of three issues of ROCC News for the fiscal 1990/91/92 but, obviously, the finances warranted this axing. As editor, I am ever hopeful that it will soon return to four editions a year. The first ROCC News for 1991 is planned for publication at the end of this year. For the present I feel it is vitally important to keep up a line of communication with you all, albeit only through a newsletter. However you may come to prefer this to a magazine, as the news items will be more current although we may not be able to publish all your news because of lack of space. I will endeavour to publish it every two months.

This newsletter, called 'Newsline', a name suggested by data processing manager, Jim Laing, is planned to be a combination of company and employee news and its success still very much depends on you, as contributors.

These last nine months for us all have been the worst I think the company has ever experienced as the computer industry became a victim of the recession. There was great uncertainty as to ROCC's future in 1984 - yes, we were all on tenterhooks then, but it was a successful outcome. But there was no deep recession to fight as well. Staff from last September have experienced that same wave of uncertainty but this time coupled with redundancies. A stressful time, with thoughts of how to pay the mortgage, perhaps the dreaded poll tax and with the high cost of living in the south-east many of you like me had to perhaps tighten the purse strings.

To be handed a brown envelope after say, five, 10 or 15 years employment with one company is a sudden, sharp shock to the system and one some cannot accept for days, even weeks. Jobs at a premium or virtually non-existent - the dole a depressing end to a career.

### *...a light at the end of that long, gloomy and dismal tunnel*

There appears to be a light now at the end of that long, gloomy and dismal tunnel, but we are not out of the recession yet irrespective of what the media, economists and the CBI say.

The 1990s were supposed to be different, certainly it didn't start off too well with the recession, a war, and thousands of people dying through famine in eastern Africa and the tragedy in Bangladesh.

But ROCC is back with a vengeance, its batteries recharged and ready to go out and bring in the business. It has a new ROCC GOLD Standard system on board with its first order for this system coming from the Commercial Services Agency for the Scottish Health Service. Its market goals are in place and its sights are firmly set on a bright and prosperous future. Let's all 'pick ourselves up, dust ourselves down and all start working once again as a team.'

Thank you for your cooperation in the past. Let's make this newsletter a real success.

**Beryl Hutchin**, Editor

## Damart shows the way

Damart has signed a seven year agreement for two new ROCC 2845 systems to replace their older 2830s.

Congratulations to Brian Mitchell and the Manchester staff for bringing in this order, which is worth around £340,000 including maintenance.

## A good start for MDSD

The Manufacturing Design Systems Division has started the new fiscal well with an order intake for third party manufacture business to the value of £60,000. These orders came from ACT Sigmex, Pullen Pumps, Eurotest and Denley Instruments.

The contracts are all for repeat orders which shows the continuing customer satisfaction in MDSD's quality of work in an increasingly competitive market.

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## Ergonomic courses take off at ROCC

The training school started running a one-day ergonomics course for managers last November and since then the demand has been greater than the availability, attracting not only ROCC clients but a mix of office furniture manufacturers, delegates from universities representing the unions and a project engineer assigned the task of redesigning his colleagues' office environment. It has been a good mixed batch of attendees.

The seminar covers the importance of being aware of the latest work related legislation, particularly in respect of health aspects associated with anyone working in a computer environment or, as the chief software lecturer terms it, the holistic approach to working with computers.

Subjects covered in the seminar included the Introduction to Ergonomic Principles; Office Ergonomics; Health and Safety Legislation and Work Related Disorders (such as Repetitive Strain Injury).

The next seminar is scheduled for September 2.

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## From near disaster to a glowing accolade

There were problems, real problems at Newport Borough Council, it was touch and go last year whether they would still be a customer. But ROCC staff are not known for being defeatists and the team assigned to the project beavered away over the months to make sure the Open Services Systems at Newport really worked to the client's complete satisfaction.

A call was made to Newport earlier this year by area consultant, Andy Steele, who had a prospective client, the Building Maintenance Division of Luton Borough Council (LBC) wanting to see a live working Direct Labour Organisation Property system. A visit was arranged.

The representatives from LBC were warmly welcomed, given a super presentation, demonstration, detailed review of ROCC's capabilities, services and quality, a competitive review of all other offerings and clear indications of all the practical issues for installation and implementation and a powerful benefits statement. Great stuff.

But who gave the presentation? "Not me," branch manager, Terry Barnden told ROCC Newsline, "it was Derek Collins, IT coordinator, who chaired the proceedings, Trevor Humphreys, management accountant and deputy DSO manager and Malcolm Lane, systems officer, all from Newport Borough Council."

"I have never been so embarrassed in my life," said Terry. "It was wonderful. The Newport people have the highest regard for ROCC now and particularly the ROCC people who helped them so much. They told us that they love the system. It makes you feel great to have customer support like this. To me it was a special occasion - a real golden visit."

The project team were Terry Barnden, Alison McKechnie, Andy Steele and from Application Software Division, Peter Swift, Greer Calvert, Dave Vigor, Chris Seager and Simon Crouch.

What an excellent reference site for any other prospective local authority clients.

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## Newsline | PEOPLE

### Henry and Lin top of the sales league

Crawley - April 25 the venue for the annual Business Management Group (BMG) meeting.

Chairman, Michael Aldrich welcomed his group and told them that the main theme of the day was to be 'Back to the Future'. He reviewed the 1990/91 financial situation and said that although the country was living through the worst economic since the 1930s: "I am not interested in recession," he said, "I am only interested in recovery." He proceeded to announce the UK Systems Division (UKSD) business plan and BMG's sales plan for the new fiscal. New products and services, new information services and new opportunities. It was the demise of the old computer industry. Each division would have its own salesforce and each would run as an independent business and profit centre. "ROCC's approach," said Aldrich, "is a functional one; solving problems and working with people."

Aldrich spoke of the new ROCC GOLD system which was due to be announced to the media on May 7. The first order for one of these systems had been won by **Robin Prior** and **John Phelan**, to be installed at the Edinburgh-based headquarters of the Common Services Agency for the Scottish Health Service. A first-class piece of salesmanship. ▶▶▶

In his afternoon address, the chairman talked about the new sales strategy. There would be a final move from the old style of selling into the contracting business: "Deals must be consultancy led and incorporate such services as training, maintenance, networking, the writing of bespoke software and FRONTLINE.

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Other presentations during the day were given by divisional directors, Alan Springford on the BMG marketing plan; Pat Muir on BMG sales support; Mike Escott on administrative and clerical systems; Barrie Lynch on Classic data capture; Keith Allen on the 'Golden Road' referring to the new system. Managers, Alex Parisotti and Terry Barnden talked about client centred systems and the OpenKey product, respectively.

Recognition for services to a company and its performance have always been of great importance to ROCC and this year was no different.

For the second year running, branch manager central region, **Henry Francis** was the 'top salesman' and his team partner **Lin Taylor** won the 'top support person' award. Her citation read 'For the professionalism, integrity and positive contribution provided by the sales support partner of the team which achieved 125% against a target of £750,000. Their boss, **Keith Allen** won the award for being the 'top revenue earner'. They certainly ran away with all the awards for last year. Many congratulations to you all.

Other citation recipients from support included **John Phelan**, **Andy Cush**, **Christine Wren**, **Andy Steele** and **Ann Boocock**.

ROCC Newline takes this opportunity of wishing BMG every success in the new fiscal.



Picture 'Top support person' Lin Taylor is seen with chairman, Michael Aldrich at the annual Business management Group day.

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## Martin's new membership

Chief software lecturer **Martin Bender** has been elected to the Institute of Training and Development as a full member.

The institute is a professional body for those involved in training in either a managerial or supervisory capacity.

At the end of 1989, Martin was elected by US-based Data Entry Management Association, as the first overseas director to sit on its board.

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## Ross becomes a FRONTLINE salesman

"Problem at Marshall Cavendish," said customer engineer, **Ross Hudson** when he phoned FRONTLINE. "Unable to output their data to tape following an AFL procedure carried out by their supervisor."

A member of the FRONTLINE support team was on site within a couple of hours and resolved the problem. The client was given two options, one to pay for one day's support, at a premium rate, or to sign a FRONTLINE Support Contract including one day at the standard rate.

The IT manager chose the latter as the best solution, but it is thanks to Ross who saw FRONTLINE as being the correct solution to solving his client's problem.

FRONTLINE support manager, Janet Holmes rewarded Ross with a bottle of bubbly.