

Number 4, June 1992

## Pension parade

Administration of the ROCC Computers' Pension Scheme was transferred to Prudential Corporate Pensions on April 1 1992.

The funding and responsibility of the scheme remains with ROCC and the change, made solely for administration purposes, will not affect members' entitlements but should provide a more efficient service to members and pensioners.

The change was made after a 'beauty parade' of vendors made their offers. Staff representatives and directors of the pension scheme trust company selected the Prudential as providing the best service.

## Training wins

ROCC training services has won its largest contract to date with the help of the Edinburgh sales office. The Common Services Agency for the Scottish Health Service awarded the £35,000 contract for UNIX and PC training against competition from other major training vendors.

The training started in March and ran for six weeks. It comprised onsite training at CSA's computer centre in Edinburgh and at the Scottish Ambulance Training Centre in Glasgow. In Edinburgh the courses covered UNIX Fundamentals and seminars for managers on UNIX and Local Area Networks. At Glasgow the courses dealt with PCs in an office environment using a wide range of packages such as Smartware II, Word for Windows, Wordstar 5, Supercalc and Excel.

All trademarks acknowledged



Picture shows lecturers Sally Wheaton and Mike Rolfe who went to Scotland for the client onsite training.

## ROCC profits again!

April 30 - News from the chairman which should go a long way in restoring employees' confidence in the company:

"At a board meeting today, preliminary management accounts, subject to audit now proceeding, indicate that ROCC Computers returned to profitability in the year 1991/92. In the previous financial year the company had made a loss of £407,000 but last year the profit was in the region of £400,000 to £500,000."

"Bearing in mind the extremely difficult UK trading conditions, the computer industry recession, the worst economic recession in 60 years, the problems we face in Eastern Europe, the fact that we are carrying excess occupation/property costs of over £500,000 per annum, the very high costs and stresses of redundancies, and, particularly, taking into account the reduced volume that created the profit, the result is remarkable."

***...the pressures were intense and there was real pain in many areas...***

"I would like to take this opportunity to congratulate you all on achieving what most computer companies failed so miserably to do. I and my co-directors know the pressures you all faced were intense and there was real pain in many areas. However, you survived and won and it is the survivors who live on to fight another day."

"The corporate restructuring has now been completed as planned. ROCC Computers is independent, asset and cash rich, has no debt, has no overhangs from 1984 and has in place a splendid team of employees. With the real possibility of an upturn in the economy let us all look forward to winning the next game - the all important task of rebuilding our UK systems business, to grow our services sectors, redevelop our Eastern European operation and recharge our rental assets." ▶▶▶

Our fourth issue of Newsline has been kept to twelve pages, with great difficulty!

As you will have seen from page one and this page, this issue contains a report from the chairman on last year's financial results and the company's future plans.

The country seems to be coming out of recession, starting with an improvement in the economic climate in the north east. Although it is anticipated that the south east region will be the last to feel the benefit, let us all look forward and start our own company's recovery by positive thinking and constructive actions.

May I again thank staff for their contributions to this issue of Newsline.

Please keep sending in your news items.

**Beryl Hutchin**, editor

## A reasonable year for MDSD

Due to the recession sub-contract work was thin on the ground but MDSD went into battle with its competitors and won contractual business worth £150,000 - just £10,000 short of its 1991/92 target.

Divisional director Phil Carr told Newsline that his team were even more determined to further increase turnover in this area of the division's business, systems build contracts permitting.

To get the new financial year off to a good start, on May 11 MDSD was awarded another £33,000 contract to procure parts and assemble printed circuit boards for Denley Instruments Limited.

## Profits

▶▶▶ "As a technology company we must create our own modern information and administration systems. We have to dispose of unwanted properties and find more modern accommodation particularly in Crawley. With the latter in mind, the board is looking to dispose of Kelvin Way and find a modern two-storey office block within a 10-mile radius of our present location. The main criteria is that the new accommodation creates for employees a pleasant, efficient and satisfactory working environment. The building's maintenance costs are to be low. To maintain Kelvin Way is costly as it was never designed to become a suite of office accommodation."

"The board expects a 24-month timescale for the disposal of Kelvin Way and finding new offices."

### *...We want to dispose of Kelvin Way*

"A new employee participation scheme is also going to be introduced. More on this later in the year."

"As you will all appreciate the challenges are great and the dangers are still there and they are real. This is a high risk business and is not for faint-hearted companies."

"ROCC provides excellent services and products. Our clients know this and appreciate the way in which we do business and how we work closely with them. We also know that the employees who deliver these services and products do really care about what they do."

"It is a good strategy and you have all been superb."

Thank you



## On the move

In order to consolidate the southern sales operation, the **Islington** branch has closed and staff will take up accommodation at Crawley as from June 1.

**Bristol** - This office will remain open until November 1993 but new premises will be sought in the south west to rehouse the Bristol service centre.

## Warranty plus launched

Additional services department, part of the customer services division has launched a Warranty Plus Scheme. Developed in line with the needs of computer manufacturers and dealers, the scheme is offered as one, two or three year flexible options, all backed up with BS5750 quality standards.

The scheme is aimed at dealers and value added resellers and is linked to a ROCC Award Scheme which offers their staff a variety of awards ranging from Whitbread leisure vouchers, an introductory flying lesson, rally driving at Silverstone, a weekend break at Euro Disney and a choice of luxury holidays. Each dealership also receives a certificate of authorisation to offer the BS5750 maintenance service from ROCC.

Already a number of dealers have been signed up in the first weeks of the south east pilot scheme.

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## Training newsletter for users

A casual conversation with training manager Richard Handy last March resulted in Newsline learning about a new communication being designed for ROCC's users.

ROCC Training has launched a newsletter called 'Training News' which is to be produced at least four times a year. The first issue was circulated this month.

The content is a mix of training-related items, new products and services and any snippets of editorial which may appear in the press which Richard thinks clients should know about.

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## Shadow chancellor on high tech electioneering visit

March 26 saw a whistle stop visit Shadow Chancellor John Smith, MP to ROCC for a briefing on its high technology business. He was accompanied by Laura Moffatt, Labour candidate for Crawley, and was met on arrival by chairman Michael Aldrich.

They were given demonstrations of ROCC applications and visited the manufacturing area, stopping to chat to the staff and pose for photographs.

Radios Mercury and Sussex, BBC TV and the Crawley Observer accompanied the party.

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Picture shows assembly wireperson Juliet Fox with Laura Moffatt and MP John Smith.



Pictured is materials manager Steve Aplin (second right) explaining to John Smith and Laura Moffatt how the flow soldering machine operates.



Picture is chairman Michael Aldrich being interviewed for BBC TV South.

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## Mum-to-be wins Q & A competition

March 12 - the final of the Quality and Accuracy Competition was held in the training centre. Finalists were Anita Wolstencroft and Tracy Craig representing Spectrum Computer Services Plc of Bradford and Alison Binstead from Swindon-based Allied Dunbar Assurance Plc.

Each competitor was aiming to secure the title and win the first prize of £750.

It was a closely fought contest with Tracy (four months pregnant) securing first place with 51 out of 56 records accurately keyed. Although she had a few problems with the auto key, she didn't panic and finished with a magnificent score of 32,600 points. Tracy and Anita had had a practice session before the final on the Classic system terminals, as Spectrum has an R-range system using Mark II keystations.

### *...a closely fought contest*

Anita came second with 30,400 points and Alison finished with a total of 29,650.

Chairman, Michael Aldrich, presented the cheques to Tracy, £750; Anita, £350 and Alison, £250. They also received certificates and a basket of flowers from the directors.

From stage one, cheques of £50 were awarded to the competitors placed in 4th-6th positions, namely: Christine Gaffey - Spectrum Computer Services Plc, Sharon White - Trafalgar House Information Systems Ltd and Marie Smith - Prudential Assurance Co Ltd. The first six competitors also received Certificates of Merit.

Certificates of Achievement were awarded to entrants placed from seventh to twelfth places inclusive in Stage 1 run last January and February.



Picture shows the finalists with chairman Michael Aldrich who are l to r: Alison Binstead (3rd) - Allied Dunbar Assurance, Swindon; the winner and mum to be for the second time, Tracy Craig and Anita Wolstencroft (2nd) both from Bradford-based Spectrum Computer Services Plc.

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## Newsline | PEOPLE

### CROWNS OF SUCCESS

*Newsline features members of staff from the different service sectors of the company who, in their own line of business, are crowned with success.*

## Brian is tops

Newly appointed branch manager **Brian Mitchell** from our Manchester office became top salesman for the fiscal 1991/92. He was notified of his success on April 23 when chairman Michael Aldrich visited the branch.



Picture shows Brian (left) receiving the 'Salesman of the Year' trophy from Michael Aldrich.

Brian achieved 140% of target, bringing in business to the value of £1.2m mainly from systems sales, FRONTLINE, hardware and software maintenance. Well done Brian and his staff.

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## King Ken

Commercial manager **Ken Beacom** exceeded his quota for third party maintenance business in 91/92 by a staggering 267% and now unquestionably heads the league in Customer Services Division.

Ken works for branch customer services manager Alan Whitty who said "his continual persistence and determination resulted in his most successful year to date."

Alan and his branch secured nearly £1m of business for the company last fiscal. Newline congratulates Ken, Alan and the Surbiton team.

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## Howard triumphs

Sales coordinator **Howard Kasey** is another success story for CSD, turning in figures 30% over quota.

Howard is responsible for selling office supplies and furniture via the ROCC Showcase catalogue.

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## Loretta and Philippa HNCs

Repair engineers **Loretta Doyle** and **Philippa Wassell** have gained HNCs in electrical and electronic engineering from Crawley College of Technology.

With their prizes of £50 each, awarded by director Keith Banks, Loretta bought a Minolta camera and Philippa a jewellery cabinet.

Loretta has been with ROCC for nearly four years and Philippa, just six months longer.

Newline asked the girls why they took up a career in engineering. Loretta replied: "I like taking things apart to see how they worked and fixing faulty equipment." Philippa answered: "It seemed to be an interesting option as a career."

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Picture shows l to r: Divisional director UK operations, Alan Page, Ken (King) Beacom, director Keith Banks, divisional director spares and administration, Jim Young and Howard Kasey.



Pictured at the presentation are: Divisional director technical support, Alan Dobson, Loretta Doyle, Keith Banks, Philippa Wassell, repair group supervisor, Russell Poore and test training and quality manager, Dave Willoughby.

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## New contracts

Congratulations to **Terry Barnden** on securing the Inland Revenue contract to supply 2885s to Cumbernauld and Shipley. These will replace the last of ROCC's Keycheck systems.

**David Scorer** won for ROCC a £65,000 contract awarded by the Isle of Man Government. A 2838 WMS/X Unix™-based machine is installed at the government's Douglas headquarters.

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## Guest speech

Divisional director - marketing, **Alan Springford** was invited by the National Computing Centre to speak to over 400 delegates on 'Computer Output to Laser Disk' at its annual IT '92 conference in Blackpool on February 26-28.