

Excellent CEM Year

The financial year ended with an order intake for contracts electronics manufacturing, part of Technical Services Division, standing at £415,000.

Work has been carried out for a variety of clients, including an electronics company, a transport firm, a fire alarm manufacturer and a medical products concern.

"This has been an excellent year for us," says systems integration manager **Steve Aplin** "and my thanks go to everyone in the team who has worked so hard to make this possible."

Team Effort - Making It Work

There is nothing but praise from ROCC's area consultant **Ann Clifton**, who is the project manager for the **London Borough of Lambeth** contract, for everyone involved on that project.

Lambeth had signed up for a new Motorola 8420 system and it was scheduled to be delivered on March 31 but the date was suddenly brought forward by a week. While there were no nail-biting sessions for Ann, inwardly she wondered if this goal could be achieved. After briefing the team involved in the project, everyone pulled out all the stops and the equipment was delivered to the client on March 25.



Almost all of the team which made it work for Lambeth.

This was a superb effort and Newsline adds its congratulations to **Steve Aplin, Simon Braddick, Richard Busk, Terry Carter, Derek Connor, Alan Gould, Sandra Hutchinson, Nick Kelly, Ron Lines, John Owen, Martin Palmer, Paul Sinden, Stephen Whittle, Dave Willoughby** and also to **Paul Owen** and **Anne Tullett** for sorting out a last minute cabling problem.

...tight timescale again

However, the team work didn't stop there! New client **Premier Data Services** also ordered one of the latest Motorola M900 computer systems in March and the timescale for this delivery was extremely tight as the client had an urgent need for the machine. It was turned round in five days so that delivery could also take place on March 25.

Customer engineer **Kevin Lampard** installed both systems.

TASKaward

TASK Software Limited, originators of the TASKpak software which forms part of ROCC's local government package portfolio, has just won the coveted VAR of the Year award.

Each month during 1993-94 the VAR magazine, in conjunction with sponsor Hewlett Packard, published the name of the company which had been nominated VAR of the Month. From these contenders, TASK was chosen as the winning company for the year.

Apologies to staff for the first 1994 edition of your newsletter being later than expected. To ensure that you received it during April, I was instructed by designer John to keep Newsline down to eight pages. However, with all the news which keeps coming in, I have failed yet again to keep it down to a smaller issue!

Beryl Hutchin
editor

Twinhead teach-in

Manchester - last October, engineers from Edinburgh, Tamworth and Manchester service centres, attended a one-day training course run during a weekend by the UK operations manager **Tracey Palmer** from **Twinhead UK Limited**.

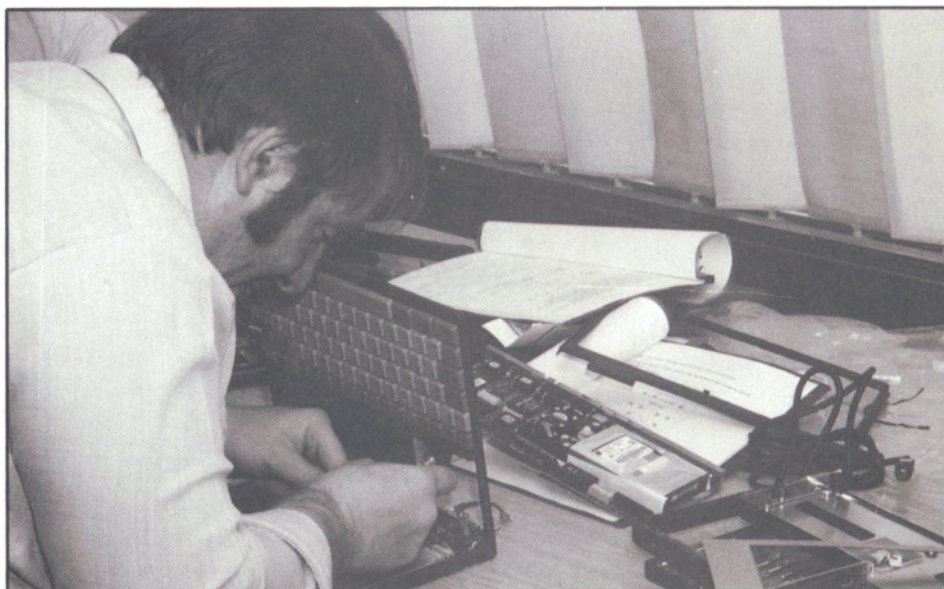
The purpose of the course was to familiarise engineers with Twinhead's range of notebook computers which are covered at hundreds of customer sites under ROCC's Warranty Plus scheme.

After the session the engineers completed an appraisal, which all passed, and they were awarded a certificate of authorisation to maintain Twinhead products.

Account manager **Nick Evans** and his colleague **Brian Harris**, who both work out of Surbiton, arranged the course with northern branch customer services manager, **Ian MacCormack**. Through Newsline, they would both like to express their thanks to all the engineers who attended the course and to Ian's wife Beryl, whose catering skills ensured that everyone was well fed.



The engineers dismantling Twinhead notebook computers and familiarising themselves with the internal components.



Customer engineer Phil Wilson removing a back line.

Journalised

December 9 1993 saw chairman **Michael Aldrich** being interviewed by business journalist Roger Trapp from the Independent on Sunday newspaper. The visit included a tour of the Crawley site and a demonstration of Document Processing Solutions.

This resulted in excellent coverage for ROCC in the paper's January 9 issue.



Roger Trapp and Mike Aldrich being given a brief demonstration of Document Processing Solution features by technical specialist Bob Carr.

Business markets

Systems Division is concentrating its sales activities in two major business areas - Local Government/Compulsory Competitive Tendering (CCT) and ROCC DPS (Document Processing Solutions).

Local Government

Under CCT legislation local authorities now have to go out to tender in competition with private concerns. Consequently, some have failed to retain their traditional inhouse activities. To assist authorities in this area, ROCC currently markets its own suite of packages for Property '94, Fleet '94 and Stores and Purchasing '94. These run on a Unix platform and have been ported to Motorola, ICL DRS 6000 and IBM RISC 6000 machines.

Last December we also announced an alliance agreement with Antrim-based TASK Software which gives us the opportunity to sell its range of local government application packages.

Document Processing

ROCC DPS Forms Processing, under the product name of SEECHECK, is ideally suited for the traditional data capture marketplace. Versions of SEECHECK include IMAGES, which allows the user to control the scanning of source documents into batches of images and INTELLIGENT CHARACTER RECOGNITION, which performs a number of image sensing techniques to provide sophisticated hand print recognition, data validation and forms processing.

DPS Documents under RIO (ROCC Image Organiser) is designed to automate paper handling and to solve the paper storage problems faced by today's businesses. Using the latest technology, it offers flexible and cost-effective document image processing.

Three new 'directors'



Assembly operator Kirsty Barden at a Blakell computerised assembly director, manufacturing a printed circuit board for equipment used in monitoring blood pressure.

Continuing its commitment and investment in contracts electronics manufacturing, the Technical Services Division has purchased three Blakell computerised assembly director systems.

These amazing machines are programmed with the manufacturing details for each type of printed circuit board and are loaded with carousels of all the components needed. During assembly, the operator is directed by the system, which presents the components in the correct sequence and illuminates the pin positions and orientation necessary. After insertion, the machine crimps and crops the legs of the components, ready for the soldering process.

Steve Aplin estimates that each of the new directors enables about 350 components to be inserted per hour, compared with approximately 150 by the old, completely manual, methods.

Q & A '94

Results were very close but the winner of ROCC's 1994 Quality and Accuracy Competition, and the first ever finalist from Scotland, was **Linda Greenwood** of Inland Revenue Accounts Office, Cumbernauld.

Linda received £1000 as her prize; **Tracey Craig** from Spectrum Computer Services Plc, Bradford, won £250 for second place.

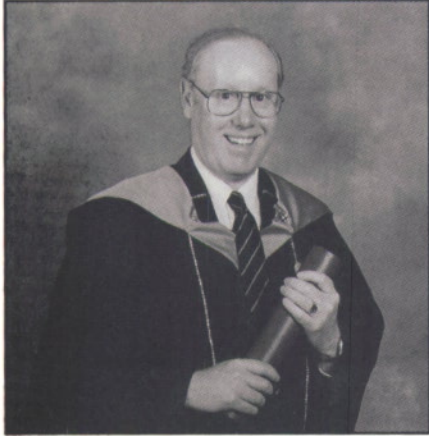
Third place went to **Sandra Mulhern** from Allied Dunbar Assurance - Swindon, who received £150.

After the presentations there was a luncheon in their honour, then a trip to London for dinner and the West End show 'Piaf' starring Elaine Page.



In the foreground, first placed Linda Greenwood (centre), second, Tracey Craig (left), third, Sandra Mulhern (right).

Graduated



As reported in the last issue, here is Keith Johnson and his BA, awarded on November 18 at the Usher Hall, Edinburgh.

Hospice help

Secretary **Sandra Corcoran** told Newsline that members of staff can help St Catherine's Hospice in Crawley to raise much needed funds by sending her all their used English and foreign stamps.



Sandra's stamp collection.

All stamps received by the hospice are put into small packets and sold.

As Sandra says "It's good to help if we can - we never know when we may need theirs."



A gathering of ROCC's third party maintenance commercial managers, pictured at a meeting at which divisional director Alan Dobson (seated, left) assumed responsibility for this business sector. Barry Woodburn (seated, right) continues in his role of maintenance services manager. If you can't identify them all - turn to the back page.

Clowning

Assembly wireperson **Sheila Barden** decided to knit clowns during the long winter evenings.

Sheila told Newsline that a friend had knitted one and she liked it so much she bought the pattern book.

So far two are complete but she intends knitting a collection of six.



Sheila with (left) Sydney Slapstick and O'Yummy!

Feeding time

The training centre dining area is now available during lunch times to all members of staff, when at Crawley. No longer do you have to huddle over your desk trying to eat lunch while trying to avoid getting crumbs between the keys or spilling drinks over the keyboard! Please remember that this area will also be used by ROCC's clients and on these occasions tables will be reserved for their sole use. A reminder from **May** and **Aphra** that they only open between 09.30-11.00 and the new time for lunches of 12.30-13.45.

Holiday time

This year all Crawley-based staff will be invited to attend a Christmas lunch at the Forte Crest Hotel on Friday, December 23. This replaces separate functions held in preceding years. All ROCC pensioners will be invited.

Apart from employees' vacations and statutory holidays, this year December 28-30 has been assigned by management as official leave. Return to work after the break will be on Tuesday, January 3.