

# ROUNDERS NEWS

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ROCC Newsline

September 3 saw ROCC Brighton v ROCC Crawley clashing again on the sporting field as they played their first rounders match on the pitch at Oakwood FC, Crawley. The teams led by **Michelle Cook** (Crawley) and **Andy Westhead** (Brighton).

Crawley batted first getting off to an excellent start. **Alan Gould** and **Kevin O'Neill** capped a good team performance to reach a score of 45 points.

Brighton's innings started with disaster with three players out first ball. The team, however, went on to score 96 points.

The second innings scores were Crawley 43 and Brighton 37 points.

However, the highlight of the evening was a fantastic barbecue, provided by **Katie Bristow** and **Sandra Champ** washed down by several drinks from the bar.

**Crawley team**



**Crawley Players**

- Alison Palmer
- Darren Butler
- Damian Flynn
- Chris Banks
- Graham MacCormack
- Michelle Cook
- Kevin O'Neill
- Debbie Davenport
- Martin Palmer
- Alan Gould
- Peter Chatfield
- Scott White
- Tim Hemsley
- Paul Bentley



**Brighton team**

**Brighton Players**

- Becki Keating
- Steve Agace
- Andrew Westhead
- Karl Robinson
- Paula Corbett
- Peter Court
- Charles Burlison-Rush
- Laura Fisher
- Colin Williams
- Martin Pascal
- John Turner
- Chris Pendsé

*Andy Westhead taking a ball from Alan Gould*



*A great barbecue from Sandra and Katie*



More sporting news on page 4

# From the Editor



This month, Newsline profiles the Manchester customer services call centre under manager **Ian MacCormack** which is also featured in the autumn issue of the IT Maintenance Services newsletter due for publication next month.

Beryl Hutchin editor

## Focus

ROCC has maintained computer systems through its IT Maintenance Services (ITMS) arm since the early 1970s and gained an enviable reputation for reliability and offering first class service with friendly engineers. In the early days it maintained its own minicomputer systems, with some clients having up to 1400 terminal installations. It took the decision to move into third party maintenance in 1989 after being accredited with BSI EN ISO 9001.

Until five years ago, all UK fault calls were routed to the company's Crawley headquarters. A team of customer service operators then distributed the calls to the engineers in their regions.

It became obvious that as ROCC's IT maintenance business grew the above system would be unable to cope with the expected rise in the number of fault calls. In the interests of greater efficiency, it was decided to install a new call logging system and establish two call centres operating from the Manchester and Surbiton regional offices. The Manchester call centre receives calls from all customers north of Milton Keynes. Surbiton covers the southern part of the UK.

In this issue, we focus on the ITMS Manchester Call Centre operation under the control of customer services manager **Ian MacCormack**. He is responsible for a staff complement of 24 – five office-based personnel and 19 engineers. There are three technical call screeners responsible for receiving and actioning all fault calls. Each has his own geographical region. **Bob Holmes** covers the Midlands and East Anglia, **Phil Wheeler** the NorthEast and **Steve Osborne** the NorthWest. Every fault call is given an individual identifier number and the

screener tracks this from receipt through to a satisfactory conclusion for the client. About 200 fault calls are handled each week and many of these can be solved over the telephone by the screener asking the appropriate questions to

ascertain the nature of the fault, whether it is hardware or software. If no fix is possible by phone, further information is obtained, thus enabling the screeners to source the appropriate spare part required. Where a hardware fault is diagnosed the screener accesses the on-line spares system which displays the location and availability of over 10,000 stock items. Once the part has been located, either locally in Manchester, at one of the other service centres or from the ITMS's HQ stock in Crawley, it will be sent directly to the customer's site.



Spares controller **Neil Milloy** is responsible for the smooth operation of the computer system, for despatches and making emergency deliveries to customer sites.

Over 95% of all fault calls are responded to within the clients' contractual response times, a record of which ROCC is justifiably proud.

The call screeners' other responsibilities include:

- Liaising with manufacturers and dealers regarding the company's warranty



Call screeners **Phil Wheeler, Steve Osborne & Bob Holmes.**

**Ian MacCormack is responsible for 19 engineers, in addition to the five office-based personnel.**

# Appointments Page

## IT Maintenance Services

### Roslin

**Bert Hutchison** has rejoined ROCC as a commercial manager after, as he says, taking 'an 11-month sabbatical'.

He first joined us in 1993.

Bert is married to Marjorie and they have four children. Christopher is 18 and at Strathclyde University reading for a BSc degree in computer science; Karen is 17, David 12 and Gillian 10 years old.

Away from the office, Bert enjoys dancing, playing greens bowling and socialising.

### Surbiton

Three new customer engineers have joined ROCC working out of its Surbiton service centre.

**Lowell Dayley** comes to ROCC having been self-employed as a painter and decorator since 1989.

Prior to this he was with Top Wear GB for four years in a customer technical support role.

Academic qualifications: City & Guilds TT4 in electronic servicing and City & Guilds 7261 in microcomputer systems.

Lowell's leisure interests lie in motor sport and watching sport on TV.

**Michael Eytle** was formerly with Wilson Foxley for four years working for them as a contractor in the City of London and has been appointed as the site engineer for insurance company Gann at its Croydon offices.

He has also served 12 years in the RAF.

Academic qualifications: OND in electronics



obtained during his service in the RAF.

Michael has three grown-up sons.

His leisure time is taken up with playing chess and cricket and he enjoys reading.

**Olufemi Ogunjobi** comes to ROCC from Computer Scope where he was a field service engineer for four years.

Academic qualifications: BSc in chemistry - Ondo State University - City & Guilds in computer maintenance.

Olufemi is married to Nike and they have two children a boy Ola aged eight years old and a daughter Mowa who is four years old.

During his leisure time Olufemi watches football, particularly West Ham FC and cricket. He is also a great reader.

## Systems Division

### Rochdale

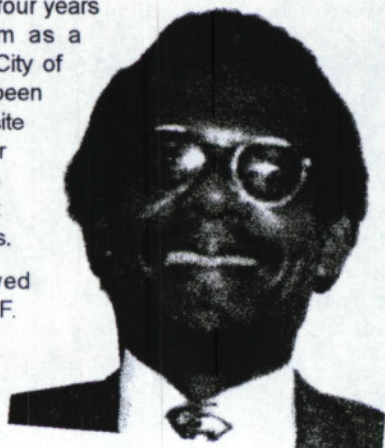
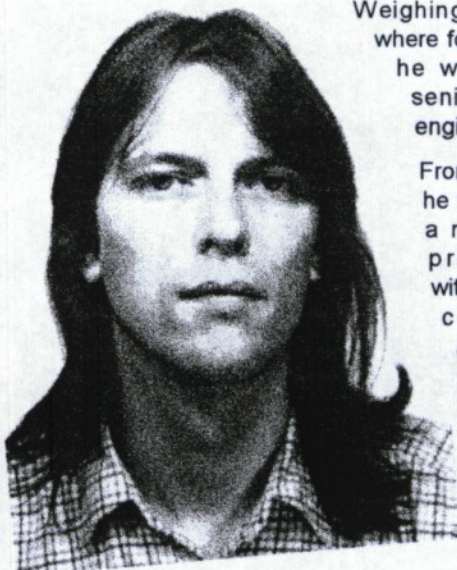
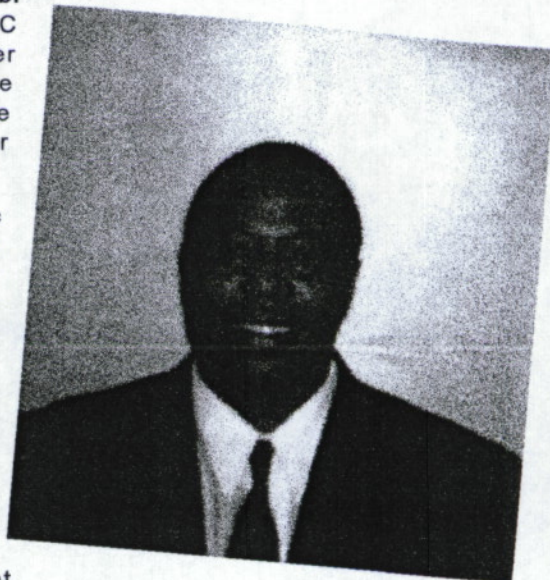
**David Fowler** has come on board as a programmer for ROCC's **MICRORATE** product range from Blackburn-based Stevens Advanced Weighing systems where for 11 months he worked as a senior software engineer.

From 1992-1997 he was a senior analyst/programmer with Gehis, the computer services arm of a pharmaceutical company.

Leisure pursuits include riding his

Moto Guzzi motorbike, photography and taking out Daisy his cross basset hound/mongrel dog.

There are a few more faces to introduce in the next edition of Newsline - watch this space.



# Football Match

September 9 the long awaited return football match – Crawley –v- Brighton was held at the Stanley Deacon Leisure Club, Brighton.

The two teams locked horns once more in a battle of grazed knees and the usual Brighton wind and rain.

Crawley's goalie **Graham MacCormack** quickly went into action making repetitive reflex saves but was finally beaten by **Andy Westhead** who opened up the scoring.

Graham proved to be the man of the match with a resilient and skilful display of acrobatic goalkeeping to stop the free flowing Brighton attack.

Unfortunately for Crawley, further goals were scored by Brighton with a hat trick from **Ali Choubandi** and another two from Andy, with his third goal being scored whilst he took a turn in being the goalkeeper and throwing the ball from one goal into the opposing net!

Crawley's **Scott White** and Graham, (in a spell as centre forward), kept the 6-3 result respectable and a worthy topic for discussion in the pub afterwards.

#### **Crawley team:**

Graham MacCormack (captain/ goalkeeper), Scott White, Darren Butler, Nic Sims, Kevin Lacey and Nic Buonanna.

#### **Brighton team:**

Steve Agace (goalkeeper) Tobin Aldrich, John Turner, Ali Choubandi, Charles Burlison-Rush and Andy Westhead (captain).

The two captains are planning a rematch in the near future.



# Exhibition

The ROCC UNICLASS sales team will be exhibiting at the national Building Maintenance and Asset Management Conference, which is being held at The Palace Hotel, Torquay from October 13-15 1998.

## Social Function



Christmas lunch will be held on December 18 at the Thistle Hotel, Brighton.

## Barn News

Remember that Ifield Barn celebrates its 25 years in October and spares controller **John Stanley** is

performing in the musical 'The Night Maxie Tortellini hit Big Lola Latrobe's.'



This is being staged October 1-3 and 7-12 inclusive to celebrate the event and John is appearing as a gangster.

## Don't forget...

I am always keen to hear from members of staff with any snippets of news which will be of interest to everybody. So, keep me posted on all those sporting events, family additions, weddings and anything else which is printable in a respectable newsletter!



Just call me on 01273-274701 or fax on 274707.

# 10-Pin Bowling Tournament



The annual 10-pin bowling tournament will take place on November 23 at the Crawley Bowl starting at 16.45.

Tournament organiser **Alan Gould** plans to send out details to staff next month.