

Excellent Order Intake for June

Since our last publication, the business front has seen some notable successes from ITMS, Uniclass and DCD sales with the order intake figure for June exceeding £1m.

Uniclass won a prestigious contract from new client **North Ayrshire Council** worth over £412k which included five years maintenance, an order from **Essex CC** valued at £25k for software services and **Swindon Contractors** signed up for a bar coding system worth £30k.

DCD signed up two new esteemed clients the **House of Lords** and **London Electricity Plc** – the contracts are for £32k and £39k respectively. **British Cattle Movement Service** awarded a further £50k of business and **Ipsos RSL** £35k.



Swindon Contractors

Swindon Borough Council

ITMS landed a three-year contract valued at over £90k from **Having Health Authority**. Glasgow-based **Soft Focus**, suppliers of hardware and software support, has signed a 12 months contract worth over £84k for ROCC to maintain PC and peripherals installed in dental practices nationwide. **North Somerset Council** increased its maintenance requirement by over 100% resulting in the one-year order being valued at around £50k.

Congratulations to senior account manager **Lloyd Williams**, project manager **Peter Court** - North Ayrshire, pre-sales consultant **Nicola Brown** - Essex CC and the Uniclass team. From DCD business manager **Henry Francis**, consultants **Peter Taylor**, **Martin Upton**, **Luke O'Neill-Roe** and **John McGregor-Temple** and the back-up received from DCD team. ITMS commercial managers **Ken Beacom**, **Bert Hutchison** and **Alan Batsch** and supporting teams.



ITMS 2000 Futures

Crawley - May 10 saw I T M S management bringing together its sales team to inform them about future business direction, the new ITMS divisional structure and the launch of a new nationwide NT network and Sco-Unix support services for its clients and prospects.

The meeting kicked-off with divisional director **Alan Dobson** talking about the plan for the year and plans for the future.

Wearing his old hat of customer sales manager, **Barry Woodburn** gave an overview of the new network support services being announced for Microsoft Windows NT V4.0, V3.5 and 3.51 and Sco-Unix operating systems. It comprises a telephone and modem-based support service solving a range of problems that users encounter. The service is being offered during normal working hours 9 to 5pm. ROCC has established partnerships with two specialist service providers to deliver a seamless service for its clients.

These newly launched services enhance the working partnership that already exists between the ROCC and its client base. They will certainly complement the division's portfolio of support services and open up new



Picture shows the ITMS sales and support team – back row l to r commercial managers **Alan Batsch**, **Michael Blackett** and **Richard Hancock**, technical services manager **Martin Palmer**, regional sales manager **Peter Emmonds**, commercial manager **Ken Beacom** and sales coordinator **Lee Cordell**. Front row l to r: divisional director **Alan Dobson** commercial managers **Bert Hutchison** and **Sarah Bannon**, assistant sales administrator **Tracey Brooks**, UK operations manager **Barry Woodburn** and seated sales administrator **Lis Perrin**.

avenues of selling for the ITMS sales team. Further services are to be added over the next 12 months,

Marketing coordinator **Alan Paget** gave a short presentation about ROCC's website currently being redeveloped, branding and promotions. He said that ROCC is further consolidating its position as a specialist IT solutions provider and this should be reflected across all our sales, marketing and press material. Cross fertilisation between ITMS and DCD had already started and this was a sure way to grow our business

Newsline wishes the ITMS sales team a successful financial year.

From the Editor



In this issue, Newsline covers topics on new business won, the ROCC corporate evening on April 19, the new support services launched by ITMS on May 10 to its sales team and the new appointment of a non-executive director. Editor's note: System Division's ICR business unit is now to be known as DCD, for Data Capture Division.

Beryl Hutchin editor

Solution Update

- **Solution – OfficeForms**
- **Sold by - ROCC DCD**

ROCC DCD is now marketing an innovative new e-forms solution. So what does it do?

In essence you can complete forms such as surveys, timesheets, expenses and invoices directly into a PC.

With PCs increasingly available and new phone technology providing Internet access, the days of the paper form appear to be numbered.

This clever piece of software also allows users to manage the form through the organisation. For instance, managers can authorise payments at various stages through a procurement process without ever generating a piece of paper!

It is one of the first electronic forms products to be marketed in the UK and ROCC has clients already showing an interest. More product updates soon.

Customer Care Survey

A bi-annual customer care survey will be introduced, with the first one taking place in September followed by one in April 2001. The purpose of these surveys is to monitor ROCC's performance and its interaction with its clients and to further cement that ROCC considers it of paramount importance to have an excellent working partnership with them.

The findings of the survey, whether positive or negative results, will be acted upon.

Inhouse Training



Customer Training

May 24-25 – Brighton Hilton West Pier hotel when seven Uniclass customers attended the first two-day training course on advanced systems administration run by implementation manager **Chris Pendsé**.

May 31-June 1 at the Brighton offices a course run by trainer **Lynda Gocher** on job costing and nominal updates.

Congratulations to Chris and the team for preparing the course so quickly. It can now be used as a platform for further developing training services.

The next training courses for Uniclass clients will cover again advanced systems administration and one for the Crystal financial management reporting system. These are planned for early July



Picture shows (centre) implementation manager **Chris Pendsé** showing **Raj Kanagasabai** from London Borough of Camden basic Unix commands. Also seen is **Craig Savage** from Stockton Contract Services.



Top Level's Jane Roberts and DCD consultant Kevin Fitzgerald during the training session.

May 31 – Brighton saw members of ROCC's DCD sales and support team attending a one-day training course run by Gloucester-based **TopLevel Computing** on its e-forms software.

ROCC has signed a partnership agreement with TopLevel to become a distributor of its e-forms software product.

New ROCC Director

Gabrielle Aldrich has been appointed as a non-executive director of ROCC.

She is a professional social worker and is a counsellor for Relate, the marriage guidance charity. Gabrielle is familiar to ROCC having worked previously in its personnel department.

Gabrielle has a BA hons degree in sociology and education from the University of Surrey. She is married to Alan and they have two children.



Benefits by £1000 from ROCC

May 4 – at **Sight Savers International** headquarters in Haywards Heath saw managing director **Luke Aldrich** presenting a cheque for £1000 to campaign manager **Richard Walsh**.

Earlier in the year, ROCC commissioned **FCM Marketing Communications Ltd**, to undertake a survey among its customers to determine how they assessed the working relationship that existed with ROCC. For each client who participated in the telephone interview, ROCC pledged to give £25 to the charity.

Sight Savers celebrates its 50th anniversary this year. In 1999 it started its cataract campaign which will run throughout 2000. Its goal is to bring the gift of sight to over 400,000 people in some of the world's poorest communities.

For further information on the charity and the work it does visit its web site www.sightsavers.org.uk



Picture shows managing director Luke Aldrich (right) handing over the £1000 cheque to Sight Savers' campaign manager Richard Walsh.

Seminars & Exhibitions

Throughout the year ROCC will be organising or attending events at which attendees can view demonstrations of our extensive service and product portfolio or quiz the ROCC teams about their specific IT requirements.

Systems Division – DCD ROCC has already been seen at **Cimtech's Data and Document Capture 2000 Exhibition** on July 12 2000 at the

Fielder Centre, University of Hertfordshire, Hatfield Business Park, Hatfield www.cimtech.co.uk



Then DCD will be holding seminars in October, on the 4th at **Fujitsu HQ, Uxbridge** and on the 10th at the **McAlpine Stadium, Huddersfield**.

Uniclass

was represented at the **Association of Direct Labour Organisations (ADLO)** – national annual seminar held on June 13-16 in **Scarborough** www.adlo.org.uk

The next event will be the **Institute for Maintenance and Building Managers (IMBM)**. Date – October 17-19 at **Torquay**



ROCC Sponsors the Aldrich Collection



ROCC sponsored an evening at the **University of Brighton's Galleries** where invited guests attended a private viewing of the **Aldrich Collection**.

A report on the Aldrich Collection was featured in the April edition of *Newsline*. The consensus of opinion was that the corporate evening on April 19 had been a great success with perhaps a couple of guests having imbibed just one or two too many!

Here are some more photos of personalities present at the viewing.

