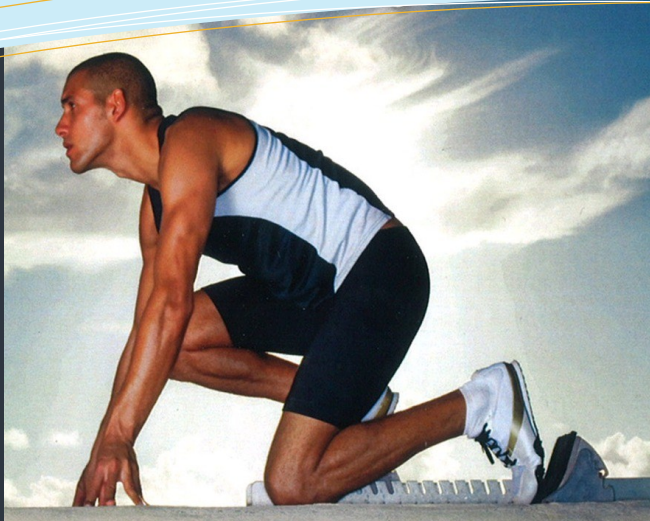


Solutions for a New Economy

OCS Consulting provide a service that:

- is economic compared to in-house support and can be balanced based on actual needs
- provides access to a local team who are responsive and close enough to manage change if needed
- is run by a professional service management function
- works on an earned value model. You never pay for more than you need and can flex up or down as required
- covers any technology or technical environment in partnership with our customer
- enables rapid set up and once in place requires minimal management from our customers
- has already been adopted by well known corporate customers for many difficult to support business critical systems.



this issue

Solutions for a New Economy **P.1**

Let's get physical instead **P.1**

Customer experiences **P.2**

OCS Riverside Olympics Evening **P.2**

Let's get physical instead.....

I don't know if you remember but this time last year, almost to the day I wrote a latest news update from OCS and the kind of services you were calling on us to provide. I remember that the email hinted at the psychological effects that the British weather might have on our moods and questioned if this could potentially affect business activity. I even wondered if we were more positive we could influence the weather in a positive way. Well, you will be pleased to know that I am not going to bother you with all that again as quite simply... you need only look out the window.

So, I thought for this message why don't we get physical instead. Having done some stretching during Euro 2012, (ok, let's call it light exercise), then getting a little more excited and warmed up at Wimbledon and with a fantastic result for the British Team in the Tour de France, we are now moving closer to London 2012. So far, if you have managed to avoid the fuss and have kept clear of the traffic, you will surely be unable to escape it from here on in. I believe the World has arrived this week and although some may be still stuck on the M4 most have got through and are raring to go. We at OCS are all prepared, the bunting is up, we have our Olympic night out organised and I hope you can make it on the 8th August (see 2nd page for info). We are ready to hop, skip, run, jump, swim cycle, shoot etc, we are fit to go. ☺

We've actually been ready for much of the year, and a good thing too as while we have been training and getting organised, you our customers have been waiting on decisions to enable you to engage with us to help you in the delivery of your IT in an efficient, effective, economic and responsive way. It seems as though, like last year or perhaps even more so today, customers are seeing our ability to provide service support for legacy systems, transitioning environments, staff augmentation or BAU operations as becoming a more attractive option.

We believe OCS' **solutions for a new economy** must have something to do with it. We have noticed recently we are being asked by our customers to become a one-stop-shop for applications or components that are supported by 3rd parties and hence removing the administration associated with managing numerous support customers and providing a single point solution for escalation and reporting. Some call it outsourcing, others call it insourcing but to us it's just good old fashioned IT services.

Page 2 gives an idea of some of the ways we have been helping our customers over recent months.



Customer experiences

OCS providing Infrastructure services as well as Application Development

One of OCS' most important financial services customers, moving to a completely new platform, asked if we were able to provide an interim team providing infrastructure and back-office support to their legacy environment. With staff already in our Computer Services team we have provided a cost effective on-site solution which met all of the flexibility and commercial drivers of the requirement and have now been able to increase our scope of supply beyond our current project and consultancy remit.

Sometimes all you need is..... that little bit extra support

When this high profile call centre customer saw a reduction in its support headcount, the choice of recruiting a new member of staff or taking on a 3rd line support partner were the options. OCS demonstrated how its managed service solution, could provide full coverage in terms of

hours, meeting the required SLA, linking to a current help-desk and incident management system and providing the ability to undertake development and change, all at a more economic cost, resulting in the customer choosing OCS as its support partner.

Insourcing the Outsourcing with Staff Augmentation

Having already insourced part of their outsourced support team, by replacing offshore resources with a hand-picked local OCS team, aligning with the customer's internal staff, the customer has now provided a remit to further insource some of the outsourced development team. Once again rigorous criteria has been applied to the consultants selected in terms of being OCS staff, meeting technical and communication skill profiles and having their development and career prospects linked with the customer's success and with sufficient notice, the first members of the team have now joined the customer.

International Support Service delivered by local experts

Continuing to deliver on-site support for legacy systems to this International FMCG for over 5 years in the UK, it seemed sensible that we should be included in the shortlist for taking over full support of the departmental applications as the customer decided to move to a fully global support model.

What wasn't obvious at first was OCS' ability to take on, not only the modern technology aspects of the applications, but also to take responsibility for all 3rd party software within the suite, providing the customer with a one-stop-shop remote support service, linking directly into their international help-desk system.

This coupled with our already strong knowledge of the domain, helped OCS secure the contract which is now in transition.

And finally.....

As you can see, we are fit, agile, up and running and delighted that so many of you have confidence in our ability to keep pace with your needs. We really hope that you continue to support us and are keen to discuss further if any of you would like to know more about how we work and engage with our customers.

In the meantime though, I'm sure you are turning your attentions to the much more exciting events that will be unfolding on our screens and before our eyes over the next few weeks.

We at OCS are supporting all the athletes, sportspeople and paralympians 100% and wish them great success and hoping that they win plenty of Gold, Silver and Bronze medals for whichever nation they represent.

So, to finish, I'll set the scene ahead of the London 2012 opening ceremony; starting with the music - Chariots of Fire and Jerusalem, the "on your marks, get set, go" of the starter, the mighty roar of the cheering crowds and then finally, the flags raised to the sound of the National Anthems.

Enjoy the summer and the games. All the best and I hope to see you on the 8th August 2012 at our BBQ and drinks evening.

OCS celebrating London 2012 — join us for riverside BBQ & drinks



Hopefully by now you will have received an invite to join us on:

Wednesday 8th August 2012 at the Doggetts Coat and Badge,
1 Blackfriars Bridge, London SE1 9UD

www.nicholsonspubs.co.uk/doggettscoatandbadgesouthbanklondon/

From 5.30 p.m. til late (please feel free to drop in at anytime)

Food and drink provided.

If you haven't done so already, please RSVP to Linda at lindao@ocs-consulting.com

We look forward to seeing you there!