

## this issue

At your Service **P.1**

At the Core **P.1**

At the Edge **P.2**

At the Other End **P.2**

OCS Consulting BV—15 years **P.2**


## At the Core

At the centre of what we do are our staff. Committed, passionate and open. For years our customers have told us the reason they work with us is because of the people we employ. Project Managers, Analysts, Software Architects, Developers, Support Staff and Testers look to provide quality skills to our customers and do what it takes to deliver on time.

Our recruitment and investment approach is to find the best candidates who wish to pursue an IT services career. Candidates who are flexible and looking to develop their expertise by working within varied and challenging environments. Individuals who can work alone or in a team. Age and background is no barrier and our unique combination of mature and young, local and international staff allows us to provide services in modern and legacy/heritage products covering on-site services and off-site support and managed projects.

With an average tenure of nearly 8 years, experience is what we bring to the table with the desire to form long-term relationships based on quality delivery and retained customer and systems knowledge.

So far, and for nearly 30 years, this blend of characteristics has sustained OCS and allowed us to serve our customers through all the changes that have taken place in our Industry and we very much hope that you will continue to find the core of OCS an invaluable partner to help you for many years.

## At your Service.....

One of the good things about a strategy which aligns you to your customers is there are plenty of opportunities to help in a diverse range of areas and ways and it's great when over time, you are called upon to respond to the extremes of this range.

The last six months have been a good example of this for OCS. At one end of the spectrum we have been delivering a ground breaking Java based project at the leading edge of technology for a customer on a fixed price basis (see article "At the Edge") and at the other extreme we are identifying candidates with skills that we don't have on staff to support interim resourcing shortfalls (see article "At the Other End").

Both extremes make us proud to deliver. For different reasons they are challenging, require a professional response, demand personal attention and support, but most importantly they deliver a solution and when that solution solves a problem for one of our customers we are happy.

OCS have been doing this for nearly 30 years and each time it still feels like the first piece of work. Maybe that's why we are still here and going strong. Of course in the middle is our core business, reliable, personal, flexible and above all designed to work in the way that you need us to work.

Whether it is staff based secondment for short or long periods, or aligning to project activities, or it is managed services and projects on

a budget, where we take responsibility but flex based on demand, or just the simple and straightforward makes no difference.

Our customer based recruitment, personal development and inherent flexibility means that we are here to serve your needs whatever they may be...and now we have added a new string to our bow (well actually it's an old string but revived) and that is offering our off-site services... just about as close as possible to our customers as we can.

In our last newsletter I reported our new offices in Horsham and now we have opened a Java development and support centre right in the heart of London at London Bridge to support local java customers and deliver off-site projects. Another way that shows we base our business around our customers.

Working for and working with our customers is a way of life at OCS and the more we can do to make business easier is what we are about, we may not be the biggest IT services company around but I hope with all the effort that we put in, we will remain on your mind, as we have done, for the foreseeable future so that we can be constantly at your service.

Wishing you and your families a merry Christmas and I hope to catch up with many of you over the coming weeks.

**Maurice Aroesti**  
Group Chief Executive



## Congratulations to our Dutch office, OCS Consulting BV — celebrating 15 years trading!

Fifteen years ago a returning member of staff, Yves Poriau suggested that it might be a good idea if we were to try and replicate the OCS Consulting model in Europe, specifically in Holland where he happened to be living!! The idea won support and we embarked on a plan to establish an organisation that would provide OCS services across a number of European countries and in a variety of technical areas.

Assignments in Germany, Belgium, France and Switzerland all followed but it was Yves' home market in the Netherlands that saw the greatest success and allowed us to secure a sustainable position.

Since then the Dutch organisation, known as OCS Consulting BV, has gone from strength to strength delivering specialist services into the Business Intelligence market using predominantly technology from the SAS Institute into clients in the Pharmaceuticals, Life Science, Research, Banking and Insurance markets.

This year represents the 15<sup>th</sup> Anniversary of the establishment of OCS BV and so it is with great pride that I offer huge congratulations to Yves and his team for the success they have achieved over the years in becoming an important and significant part of the OCS group business.

## Customer experiences

### At the Edge

Every now and again a project comes along which makes us proud of what we can do and we are just about to implement one of those for a global customer of ours. This leading edge development in the Publishing industry, utilising some of the latest Java and non Java tools, delivered in an Agile approach with multi suppliers coordinated together to produce what will be a leading international on-line facility is one of those projects.

Watching the demonstration that shows how users can personalise annotation on digitised documents to be retained for collaboration, utilizing the windows8 / ipad style navigational features and most importantly at the core of someone's business vision is brilliant and makes you want to tell everyone you know about it ☺.

Of course this is not new to OCS, for over the years we have delivered projects that really bellies the size and stature of OCS. For example, there is the Cash Automation solution now implemented at over 200 sites world-wide including theme parks, airports and retailers.

There is the point of sale solution deployed in one of the UK largest retailers in over 700 stores and there is the FMCG systems used world-wide for commodity procurement and there is more...

Sometimes the work we do goes unnoticed which is a shame, so I hope you don't mind me giving it some air time and if you want to know more about our marquee projects why not get in touch.

### At the Other End

With a fixed number of staff and pool of skills it is sometimes difficult to be able to satisfy all the requests that we get. Either we are sold out or, however hard we try we just don't have the right skills mix.

A number of years ago we set up a small resourcing style operation at OCS to deal with this and have been offering a very personal service to our customers ever since for hiring associates or contractors for interim roles that we cannot satisfy from our staff pool.



We often go through periods when this service has not been fully used but recently we have seen an increased call for skills or capacity that we don't have. It may not be the leading edge project but it's still a pleasure when we can source and supply a strongly matched candidate for a role in a very short time.

We always vet and interview, we never provide more than one or two options, we always give advice on rates, ability to source and probably most importantly we will let you know if we can't help and offer suggestions for alternative suppliers.

In other words we even do our resourcing in a customer focussed and quality way. It's just another way we aim to make sure that you continue to keep coming back to OCS year after year.

