

# cclnet

Issue 7

## I am delighted to be able to introduce CCLNET edition 7.

### So, what has been happening since our last newsletter?

New IT initiatives have become few and far between owing to a wide variety of factors, such as the world economy, the aftermath of 911, uncertainty over the Euro, the Gulf War Mk2, pension fund shortfalls and the global stock market's decline!

The IT industry has responded by:

- Big systems companies going downmarket
- Small systems companies going upmarket
- ERP vendors attempting to neutralise niche 'best of breed' players by developing specialist Supply Chain Planning/Execution, CRM functionality etc
- Some recent significant consolidation of suppliers
- Some return to profitability based on much lower cost models
- A slowdown in new market entrants
- The big Accounting firms separating Auditing and Consultancy divisions

But, most importantly, businesses are still looking for good, independent IT advice. Comforting news for CCL!

Against the background of this ever changing industry CCL has continued to develop and enhance its services. Alongside our 'traditional' IT Options and Strategy, Specification and Selection and Project Management services we are now providing a great deal more, as some of the case studies in this edition will testify.

#### IT Security/DRP/BCP

OK, not a new service, just one that has really taken off recently. Finally it seems that companies are taking IT Security seriously. Our BSI accredited consultants can not only help with ISO 17799 Best Practice Audits and Accreditation but with Disaster Recovery and Business Continuity Planning. Not the most exciting subjects, but ignore them at your peril.

#### Sales Process Re-engineering

Recent additions to our Consultancy team have allowed us to offer this new and

seemingly popular service. Gone are the days when IT buyers think that CRM and/or SFA software is the cure for poor sales performance. Our experienced management consultants have developed a results-driven methodology that can help you to focus on what nearly always appears to be the real problem "processes and people". Therefore dealing with the crux of the problem before considering how IT can help

#### Post Implementation Audits

Again along the lines of avoiding unnecessary expenditure, our Post Implementation Audits are proving very popular. It is often the case that implementations stall or come to a grinding halt before all the benefits anticipated are fully realised. In many cases an objective and structured revisiting of the implementation can illustrate clearly which areas require re-focus so that the implementation can be optimised

#### IT Forensics

This year has seen an exciting development in our capabilities in the IT Expert Witness area. In response to client demand we have created a secure computer laboratory where our Home Office cleared, forensic technicians are able to gather evidence from computer systems and digital media in a secure environment and present it in evidence. This is already receiving a lot of interest from both the security services and commercial businesses.

Finally, I hope this edition of CCLNET is of interest. It is always very satisfying for me to look back on a few of our successful projects and the complimentary things our clients say about us!.....if you would like to be involved in our next edition just let me know!

Andrew Krauze, *Managing Director*



# ccl

CCL (Computer Consultants) Limited

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*The Royal Shakespeare Theatre*

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# Ashbourne Pharmaceuticals

Since its foundation in 1984 Ashbourne Pharmaceuticals has been the largest player in the Dispensing Doctors marketplace.

Its sales team covers the whole of the UK and can offer support and advice to Dispensing Practices on many aspects of their day to day business. Not only does Ashbourne provide their own range of quality branded pharmaceuticals at very competitive prices, they also provide a substantial range of educational programmes, advice on matters concerning tax business management and Practice profitability.

In 2002, the decision was taken to expand the business into the whole of the NHS marketplace. The challenges surrounding this decision were further heightened by the unique requirements placed on Ashbourne's IT systems. The business needs to store data on product use from over 1500 Practices, via 12 sources, on approximately 700

products - every month! Throughout 2002 and into 2003, Leslie Galloway, Ashbourne's Chief Executive Officer, has been able to draw on the advice and guidance of CCL consultants.

*"Initially CCL was retained to help us select a new computer system, but after this project was postponed, its role widened to become pivotal in helping us manage our systems and infrastructure in line with market dynamics."*

CCL has undertaken several projects for Ashbourne, including: an assessment of its IT Departmental skills. This resulted in a gap analysis report and CCL's subsequent recruitment of a new Business



Systems Manager. CCL also undertook an IT Risk assessment which resulted in recommendations which Ashbourne acted upon to minimise risk exposure.

*"CCL's understanding of our business and their flexible and responsive approach has been a tremendous help in helping us to move our business forward. The dedication and commitment*

*of CCL's Consultant, Peter Condon, to Ashbourne's goals has been exceptional. Few consultants achieve this level of involvement"*.

**Leslie Galloway**  
Chief Executive Officer





# Eurocell Profiles Ltd

Eurocell Profiles Ltd was founded in 1974 and forms part of Fairbrook plc, the highly rated precision engineering and plastic extruding group of companies. Fairbrook plc has a turnover of £80m and approximately 800 employees spread over 55 sites across the UK and Southern Ireland.



Conveniently based next to the M1 in Derbyshire, Eurocell Profiles have a purpose-designed 55,000 sq ft extrusion and tool making facility and over 200,000 sq ft of warehousing. Another 100,000 sq ft factory was opened in 2000 to provide a logistics centre for extrusion building plastics operation.

Eurocell's window, door, curtain walling and ancillary systems now enable them to offer a total replacement and new build package.

The company's main business system, Pegasus Opera and Operations has been in place for over 8 years and in that time the Business has grown by a factor of 10 and it was no longer appropriate to the size and scale of operations. A variety of spreadsheets and add-on applications had been developed, to provide extra functionality, resulting in rather a mish-mash of systems.

Mike Beasley, Group FD of Fairbrook Plc and FD of Eurocell Profiles, was aware that this situation, along with the fact that, long term, Pegasus would not continue to support their version of the software, meant that they would need to replace their systems.

Realising that external advice was needed, Mike was keen to identify an IT consultancy practice that was large enough to cope with the complexities of their business but at the same time was fully independent of the software supply market. After research and the taking of references Mike selected CCL to conduct an IT Options and Strategy review.

The production and management of an ITT resulted in a shortlist with a good choice of options. Eurocell were impressed that the prices quoted by software suppliers responding to CCL's selection methodology were considerably more competitive than any they would have achieved going to market in their own right.

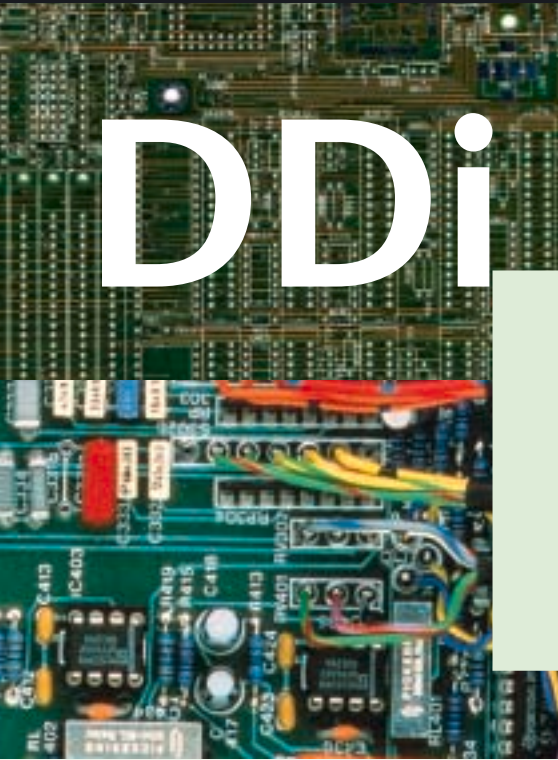
Although Fairbrook Plc has now decided that SAP should be implemented Group-wide, Mike is confident that the work put into the Options and Strategy report will be very helpful in this implementation.

Mike Beasley Group FD

*"I wanted to work with Consultants who were independent, and not part of one of the large Accountancy firms, but were of a sufficient size to provide the support we needed. CCL were able quickly to identify the factors that drove our business and I found the process very helpful in both defining what we wanted to achieve through a new computer system and identifying areas of problems in the business."*

*"Eurocell now has a much clearer idea of our objectives and the benefits that can be achieved through the successful implementation of new technology. I would be happy to recommend CCL to anyone faced with similar issues"*





# DDi Europe

DDi Europe Limited manufactures, provides design support and markets Printed Circuit Boards and associated precision metalwork products. It enhances the range of services offered to customers through its assembly (EMS) facilities and its capabilities encompass a wide range of cost effective solutions, which include the provision of leading edge technologies.

DDi Europe has its European Headquarters in Gloucestershire and is a wholly owned subsidiary of DDi Incorporated, a US based enterprise. It has expanded progressively in recent years and is continuing to develop its significant market place position through both acquisition and organic growth.

DDi's entire business model had developed around producing product on a spot order basis with extremely short lead times, had been driven by an upwards trend in the telecoms market and supported by the absence of serious competition.

The collapse of the Telecoms sector meant that much of its traditional customer base had suffered a serious and sudden downturn in demand. The very survival of the business depended on them being able to find a methodology for replacing large customers (often ordering up to £2 million per annum) with significant numbers of smaller customers.

John Calvert, VP Sales & Marketing Europe, realised that DDi's sales force had become accustomed to deploying the industry's traditional sales techniques and methods and that creating a new sales philosophy and approach was not going to be easy. He turned for help to CCL, knowing that some of the questions likely to be asked were going to be potentially painful!

John felt that CCL's Consultant, Ian Ainsworth, managed the exercise very well and his experience and general common sense approach helped DDi to focus on recognising the strengths and weaknesses of individuals within the business. Once this had been achieved it was much easier to set up new working practices and achieve the company's sales objectives. Attention was focused upon

delivering and sustaining improved sales activity, the determination of the key performance indicators leading to success and the introduction of formal and rigorous performance review mechanisms.

*"Ian hit us with some fairly fundamental home-truths but he balanced this with always listening to our point of view, and he was prepared to adapt his approach whenever appropriate"*

## John Calvert VP Sales & Marketing Europe

*"We needed to understand better how our Sales Team was operating, so that we could adjust our methods and processes in order that we could meet our new sales challenges. The most difficult part was convincing the Team that help was needed and getting their buy-in without them feeling threatened"*



The project has proved a great success, but brought with it the recognition that the Sales process cannot work in isolation; the whole Business had to understand and accept the changes that had been implemented.

CCL have also assisted DDi Europe in the development of its sales and marketing strategy and are now progressively rolling out the sales management process methodology within other DDi business units.

# Blackwell Publishing

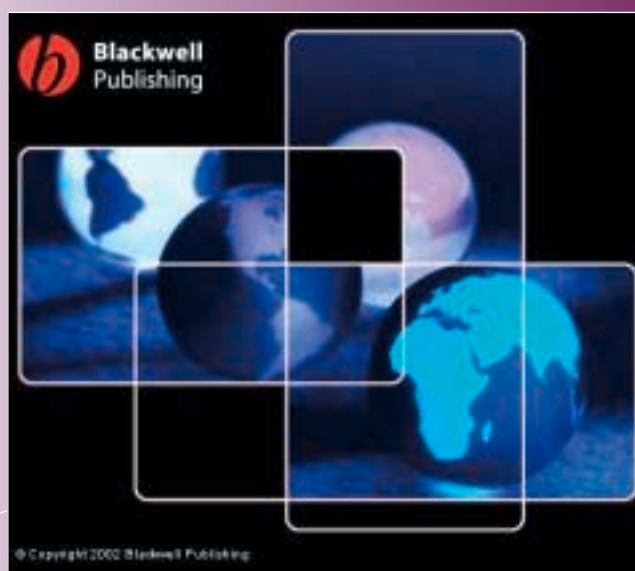
Blackwell has been publishing in the UK for over 80 years. The Head Office is based in Oxford with offices in the UK, USA, France, Australia and Denmark that specialize in editing and producing journals. The Company publishes 650 journals and more than 300 new books per year with a backlist of approximately 8,000 titles. Over 1,000 staff are employed worldwide with approximately 600 being based in Oxford.

Blackwell Publishing specialises in medicine, nursing and allied health, life sciences, earth sciences, construction and engineering, and agriculture and fisheries. Publications include primary research journals, textbooks for undergraduates and reference and handbooks for professionals.

In 2002, Blackwell's Technology Department was facing several challenges. The recent merger of Blackwell Publishers and Blackwell Science had left the resultant, combined IT Department in need of greater integration. The business was keen to encourage a highly focused team approach; so Mike Fenton, Technology Director, took the decision to utilise CCL's management consultancy services to help him plan and facilitate a team building 'Away Day'.

The day's activities were carefully researched and focused on improving co-operation, empathy and communication between the four sections of the IT Department.

Over the past 12 months CCL has worked on a number of projects (some still progressing) with Blackwell Publishing. These projects have included a Post Implementation Audit, Disaster Recovery Planning, the development of a Risk Management methodology and the creation of a detailed Project Plan for a large scale business relocation. A close working relationship means that CCL is able to continue to contribute towards Blackwell's ambitious IT development strategy.



Partnerships in  
learning, research  
and professional  
practice

Mike Fenton *Technology Director*

*"CCL's guidance and support coupled with their innovative and creative ideas meant that the day, and the resultant Action Programme, proved a milestone in the development of a 'One-Team' approach"*



# Fulcrum

## Fulcrum Connections

Fulcrum Connections provides gas connection services to the national pipeline infrastructure on behalf of National Grid Transco. It safely connects 160,000 new domestic and industrial customers to the network each year. Its expertise and state of the art systems enable it to deliver an end-to-end works management service. Fulcrum Connections has a national footprint with regional offices and its Head Office in Coventry.



The complex process of connecting gas was previously managed by a number of IT systems which functioned adequately. However, it was recognised that new, fully integrated systems would provide greater efficiency, improved customer service and additional safety assurance. The implementation of these systems had been delayed twice due to several factors and Fulcrum

Connections decided to utilise CCL's project management skills to get the programme back on track.

CCL conducted an Implementation Audit which resulted in a revised implementation plan, programme and project management structure. This work also led to the re-negotiation of the contract with Fulcrum's principal

solution provider. CCL's evaluation enabled Fulcrum Connections to conclude the project with their own resources and facilitate the desired improvement in customer service.

**Fulcrum Project Manager:**  
**Peter Carr**  
*IS Business Manager,  
Fulcrum Connections*

[www.fulcrumconnections.co.uk](http://www.fulcrumconnections.co.uk)

# ATG Access



Founded in 1995 and based in Warrington, ATG Access are market leaders in the development and application of traffic management systems. The effective management of traffic requires a system that is powerfully secure, yet inconspicuous and attractive. The ATG Access Bollard systems combine strength with discretion; the company firmly believes that, above all, security should be adaptable, effective and discrete.

ATG Access' Managing Director, Glenn Cooper, joined the company in October 2001. In a previous company he had used CCL to help him with a specification, selection and implementation project and, realising that ATG Access's business systems, based around Sage Accounts & spreadsheets, were not going to support the market demand and ambitious growth plans the company anticipated, he contacted CCL again.

CCL initially spent some time educating ATG personnel about the benefits that could be gained from the effective selection and implementation of modern integrated business systems and then moved on to produce, alongside ATG Access' project team, a

detailed Statement of Requirements, Supplier Lists and an ITT. The project has now moved on to the selection of a shortlist and the preferred supplier has been asked to go through a series of tailored demonstrations, a successful conclusion to the project is within sight.

As a DTi accredited consultancy CCL were able to work with Business Link, North Manchester who have proved particularly supportive of ATG Access' project, providing not only a significant proportion (45%) of CCL's consultancy costs but also training and consultancy in other, unrelated aspects of the business. All around a demonstration of "old" and "new" teams working together.



Glenn Cooper, Managing Director, ATG

*"CCL's practical approach to IT projects and their consideration of a client's budget and expenditure makes a refreshing change. The effort and commitment shown by their consultant, Rob Fishburn, in achieving a successful outcome for ATG Access has been particularly commendable. Business Link have also been invaluable in terms of their financial support and general advice and guidance"*



# CAMR

## Centre for Applied Microbiology & Research

Based at Porton Down in Wiltshire, CAMR is the operating arm of the Microbiological Research Authority (A special health authority reporting to the UK Department of Health). Its role is to conduct research on microbiological hazards associated with healthcare and to develop and manufacture diagnostic, prophylactic and therapeutic products. There are 440 personnel employed here, the majority of them based in scientific divisions.

In late 2001 there was a growing realisation that CAMR's business system MATRIX which had been in place for many years was "nearing the end of its useful life". This, coupled with the notification by the supplier, MDIS, that support for the product was going to be withdrawn, meant that Alan Stapley, Director of Finance and Human Resources, was faced with the difficult job of not only assessing what

options were available but also actually determining what the real business requirements for a new system were.

This process was made more complicated by the fact that as part of the public sector there are stringent rules and guidelines set down by HM Treasury which have to be adhered to before spending is authorised. All preliminary investigative work was geared towards presenting a business

case to acquire the necessary funding for a systems replacement project.

CCL (Computer Consultants) Limited suggested that the first step should be to conduct a detailed Business Review which explored all the options available to CAMR and resulted in a Statement of Key requirements:

*continued...*

**Alan Stapley** *Director of Finance and Human Resources*

*"CCL's consultant Rob Fishburn's clear understanding of our business enabled him to focus our team's thoughts and distil from their ambitious 'wish list' a practical and realistic Statement of Key Requirements"*

# CAMR



# CAMR continued

Having initially sent this document to a number of suppliers CCL were able, using their CCL-IT™ methodology, to narrow this down to 5 serious contenders who were invited to come and present to CAMR. The demonstrations that followed gave the CAMR team an excellent understanding of the capabilities of more recent technologies and the associated spend required.

Before the project could progress further it was announced, during 2002, that the Department of Health would be creating a new body, The Health Protection Agency, of which CAMR will form part, with effect from April 2003.

However the work done to date will form a valuable part of assisting the new HPA in formulating its IT strategy and infrastructure in the early days of its existence. CCL looks forward to being able to assist further in due course!

Lilian Russell *Management Accountant*

*"CCL brought a structure and clarity to our meetings which assisted us to draw out the true requirements of the business"*

## BNFL – British Nuclear Fuels Ltd

BNFL is a truly international nuclear energy business serving governments and nuclear utilities worldwide and operating within a highly focused, commercial culture. With £2.26bn turnover, employing over 23,000 people in 16 countries, in many markets they are a world leader.

Safety is obviously their number one priority and it is recognised as vital that they do not lose sight of their responsibilities to the environment, their workforce and the wider community. IT Security is similarly a major concern for BNFL and it is an area that IS Director John Bullock has spent a lot of time and effort addressing:

*"BNFL obviously has to have an excellent standard of IT Security, but I was concerned that our management of an incident, caused by either a breach of our security measures or merely a loss of services or infrastructure, had no formalised procedures and was not uniform across our sites"*

CCL's IT Security Consultants were selected to help with the formalisation of these Incident Management Procedures. It was felt that the use of consultants would not only avoid tying up internal resources, but that their objectivity would help to flush out the real areas of risk.

After 3 intensive workshops and subsequent feedback sessions a clear definition of Incident Management Processes was produced and just as importantly, group-wide buy-in to the process established.

The next phase of the project is to implement the process, preceded by wider education and training and followed, of course, by extensive testing.



John Bullock *IS Director of BNFL*

*"The CCL Consultants were extremely professional in their support to us at all stages of this UK-wide and multi-business project, and have delivered an excellent result within the agreed time and cost constraints"*

# BNFL

# Expansion of CCL's IT Expert Witness Services

As one of the largest independent IT consultancies in the UK, CCL has amassed extensive expertise in many aspects of Information Technology. This knowledge has been used by many lawyers in a number of IT litigation cases since CCL was established in 1986. We have also been accepted for entry into the 2004 edition of the Law Societies Directory of Expert Witnesses.

In response to client demand, we have also developed, installed and resourced a fully secure computer laboratory for IT Forensic & Evidential Analysis.

Working in the laboratory our Home Office cleared, experienced forensic technicians are able to gather evidence from computer systems and digital media in a secure environment, and present it in court or at a tribunal.

## **Our capabilities now include:**

- *Secure lab and working procedures*
- *Multiple hardware and media types*
- *Latest software technology to automate the forensic process*
- *Retrieval of deleted and hidden files, and internet & email usage history*
- *Meticulous audit trail and continuity of evidence*
- *Court experience as Expert Witness*
- *Complete discretion and confidentiality*

## **The type of case we work on varies from client to client, but includes:**

- *Accounting fraud*
- *Controlled drugs distribution and finance*
- *Indecent images and counter-paedophilia*
- *Computer misuse*
- *Employee tribunal*

Our forensic skills are, however, only part of our Expert Witness capabilities, please feel free to call for more details regarding our experience and possible suitability. Our Experts are more than willing to discuss broad details over the telephone and offer an unbiased opinion on the IT aspects of the case.

# Osborne

# Clarke

Osborne  
Clarke



Osborne Clarke is a first class international law firm with offices in the UK, Germany, Denmark and the USA and affiliates in Belgium, Estonia, Finland, France, the Netherlands, Russia and Spain. The firm was the first UK law firm to open an office in Silicon Valley. Overall it is a full service firm which specialises in advising businesses in the Technology Media Telecoms, Banking, Construction and Real Estate sectors. The firm has 100 partners and employs around 1000 people.



• Mark Culbert

The firm is a recognised leader in the field of technology law. Its TMT department is one of the largest in Europe. In both 2001 and 2002 it was named technology law firm of the year by the European Technology Forum. Specialisms with the sector include work carried out in the computer games sector (see the firm's

*specialist website*  
*www.gamesbiz.net*  
*<<http://www.gamesbiz.net>>*), outsourcing and procurement, e and m commerce, telecoms regulatory and infrastructure arrangements, technology security, financial service technology issues, corporate finance and venture capital investments.

During the course of last year CCL were instructed by Osborne Clarke to assist in a multi million dollar Technology and Construction Court dispute between a global software company and a Danish end user. CCL provided Osborne Clarke and their client with the expert input that was essential in

assessing the merits of the claims and counterclaims. Mark Culbert, the IT legal specialist who handled the case at Osborne Clarke, said of CCL "Their input proved invaluable. CCL's early involvement enabled us to effectively challenge the issues raised by our opponents and to prepare the case for issue."

# CCL

CCL (Computer Consultants) Limited

Knowledge  
Through  
Experience

THE INDEPENDENT IT CONSULTANCY

## IT Consultancy

- IT Strategy
- Business Process Re-Engineering
- Pre-Decision Audit
- Specification & Tender Production
- System & Supplier Selection
- Technical Infrastructure
- Conference Room Pilot

## IT Legal & Commercial Services

- Contracts Review
- Financial & Contractual Negotiation
- Dispute Resolution
- Expert Witness

## Extended Enterprise

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- Supply Chain Integration
- Customer Relationship Management
- Sales Force Automation
- Call-Centre Management
- Workflow
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- Knowledge Management

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Distribution  
Manufacturing  
Retail

## Project Management

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- Project Planning & Expediting
- Post-Implementation Audit
- Troubleshooting
- Interim Management

## Management Consultancy

- Business Planning
- Systems & Business Due Diligence
- Managing Change
- Specialist Recruitment
- Process Improvement (Cost Reduction)

## IT Security

- ISO 17799
- Business Continuity Planning
- Disaster Recovery Planning
- Security Review
- IT Fraud Audit

IT LIFECYCLE CONSULTANCY

DTI GRANTS

## Profile of Services

[www.cclnet.co.uk](http://www.cclnet.co.uk)

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