



# CENTRAL SOFTWARE torque

www.centralsoftware.com

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## Introduction



Welcome to issue 1 of Central Torque, our new look newsletter.

I am sorry that it has been a long time since our last newsletter, things have been hectic here.

We would now like to introduce you to some new staff, new products, new projects, new clients and new UK resellers!

All of which we will tell you about in this and the forthcoming issues of Central Torque.

We aim to publish on an irregular basis to provide product and user information. I hope that you will find the newsletter both useful and interesting, if you have any suggestions for content, please contact me.

All the best

**John Ormond**

## Customer Profile TLC Business Solutions

TLC is a new training and development company that commenced business in Feb 04. Their mission statement is to help companies achieve their objectives without any permanent reliance on TLC, and find a solution to their requirements with a cost-effective service that adds value to their business.

Sue Gee and Bill Lawrence met with Central Core Components with a view to offering a comprehensive database to operate the core elements of TLC.

Sue comments "Like every company our database and filing system are paramount in helping us deliver an excellent quality of customer service. We have now replaced our old system with the new Central Core Components CCD Database. In the few weeks we have had the system in place it has proved to be easy to use, effective and very adaptable. As we go forward and understand fully the opportunities the system offers we expect to gain greater efficiencies both from a resource point of view and easy access to our client and delegates information.

We commenced business 18 months ago and today we work with over 70 companies on the island. Our objective is to help find the client the solutions to their requirements whilst offering a cost effective service that adds value to their business.

Service is key to their business – and their people are key to their service. Development in them is an investment. We work 'In Partnership with Them' to help your get the best return on your investment.

TLC offers:

- Training – a wide range of open courses and bespoke courses built for you
- Learning – support for those driving their own development
- Coaching – support on an individual basis



We offer a wide range of programmes and courses from academic, to soft skills, IT skills and management & leadership skills (being an Institute of Leadership & Management accredited centre). We also develop bespoke programmes for our clients on any subject. Other areas that we work in are:

- Change Management
- Team Building
- Strategic Planning
- Project Management
- Organisational & Workload Analysis

Contact Sue or Bill for further information to see how TLC can help your company with training

Tel 696594  
or e-mail  
tlic@manningmedia.co.im

Read in our next issue how Sue and Bill are implementing 3C Communicator to organise their e-mail communications and mail shots at TLC.



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# Meet the Team



## Rhian Moss

### Reconciliations Department

Rhian joined us in June from Barclays Bank where she worked in the reconciliations department. Under Steve Wilson's wing Rhian will focus on program testing, client relationships whilst progressing her programming training and experience.

Rhian commented "I'm very excited to join Central Software as I studied for a programming diploma in South Africa and hoped to start a career in programming when I arrived on the Island. However, God had a different plan and so I went into the financial/banking industry which, proved to be first-rate & relevant experience needed for my current role at Central Software.

Outside of work, Rhian is married to Rousseau and enjoys hiking, camping and horse riding. Rhian and her husband Rousseau came to live on the Island from June 2002 and live in the South of the Island. "We both love it here!!"



## Tracy Kinrade

### 3C Product Development

Tracy has recently joined Central Core Components from KYCOS (Know Your Customer Outsourced Services, where she spent two years as Group Marketing Co-ordinator. She holds a Higher National Diploma in Business, and is a Member of the Chartered Institute of Marketing.

At 3C Tracy's core responsibility is to develop the 3C range of products. In a previous life Tracy worked for over 5 years at Manx/British Regional Airlines as their Business Development Co-ordinator, she was a member of the company's Focus Group. Amongst many projects Tracy managed: the implementation of an engineering training facility, apprenticeship scheme and the airlines on-line website and booking service. Tracy is a member of the Chartered Institute of Marketing and a former member of the Institute of Legal Executives.



## Rob Vowles

### Programmer

Originally from Bristol, Rob moved to the Isle of Man from Reading, Berkshire in June this year. He was previously working in Henley-on-Thames, as a Software Developer for a company specialising in Aircraft Refuelling. This entailed maintaining and enhancing a system, used globally, that covered the whole refuelling process from Scheduling and Refuelling through to Billing and Stock Control.

He met his wife Jo, who grew up in Port St Mary, whilst he was at University in Newcastle upon Tyne in 1997, finally giving in and marrying her last year at Castle Rushen. Rob is just buying a home with his wife and is looking forward to the move!

3c has developed a Recruitment program for an Island based Recruitment agency, the program can be customised and implemented in your HR department.

For further information contact Tracy Kinrade on 624957 ext 221 or e-mail [tracyK@centralsoftware.com](mailto:tracyK@centralsoftware.com)



# Welcome Back Rollicking Raft Race Fun!



John King has returned to the fold after an adventure of a life time. His more recent escapades saw him in the north island of New Zealand where he did all sorts of adventurous stuff including snowboarding, skiing, white water rafting, sea kayaking and horse riding. A lot of his time was spent just travelling from place to place often taking the scenic routes and enjoying the spectacular scenery.

See if you can spot John amongst the crew. Call John on 624957 ext 210 and tell him where he is seated to win a bottle of bubbly!

Britannia International and Central Software competed against each other at the recent annual Port Erin RNLI Raft Race held on Port Erin Beach.

'Britannia Babes' lead by Judith Harrison came a rather brilliant fourth place (excellent for their first row out!) Whilst 'Eat My Waves' the Britannia men's team had to be heroically rescued by the 'Babes'!

Central faired well, maintaining the lead out

to the mark, but losing the plot on the way back, but still managing a third place medal!!

The wet and frozen competitors, their families and supporters enjoyed drinks and a buffet in the Central Corporate Marquee.

If you would like to challenge Central and Britannia in next years raft race event contact Tracy Kinrade on 624957 ext 221 or e-mail [tracyk@centralsoftware.com](mailto:tracyk@centralsoftware.com)



The Britannia International Team >

< Central Software Raft Race Team

