

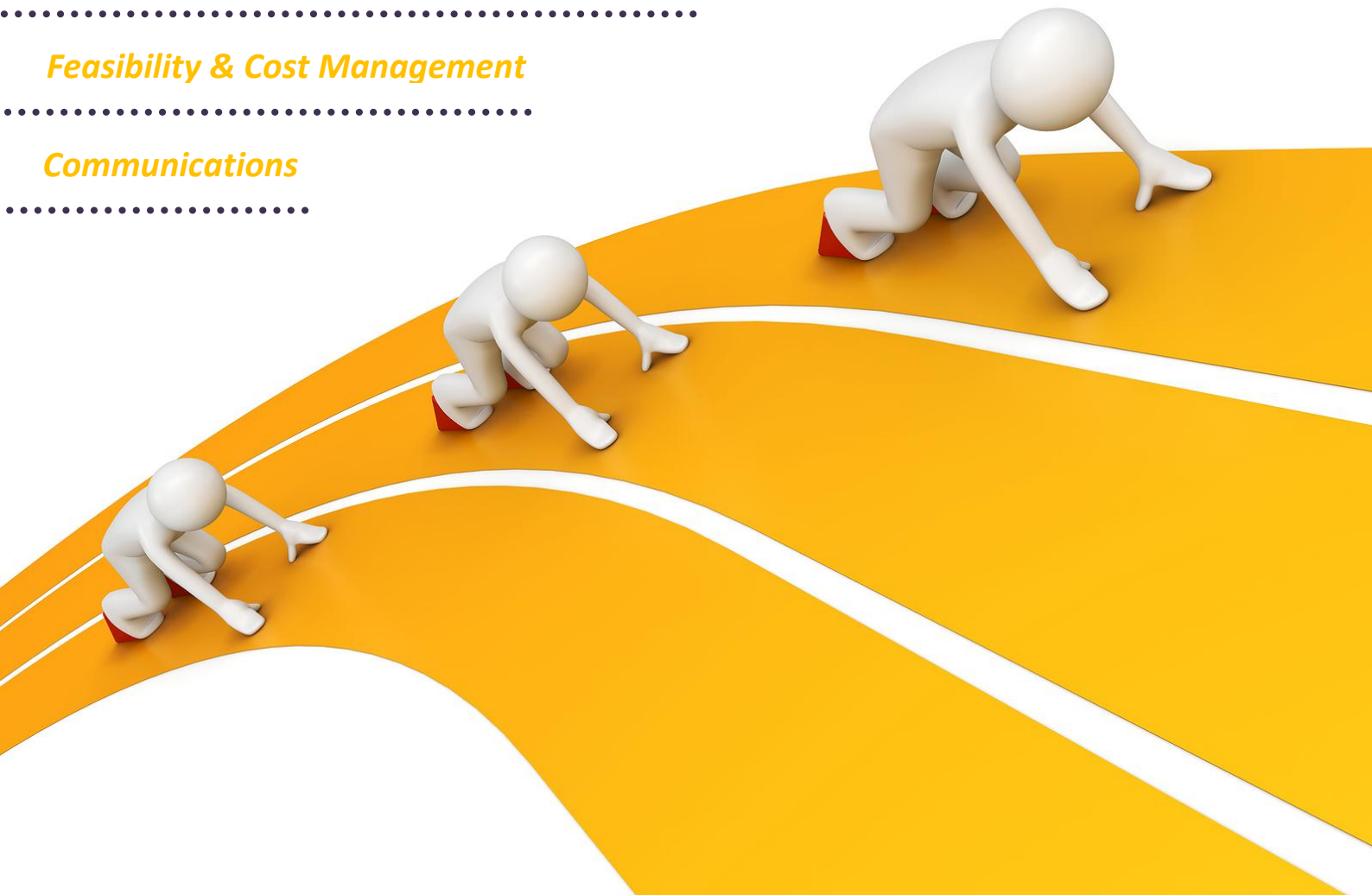
# Computer Systems for the Leisure Industry

*Customer Support    Consultancy    IT Infrastructures*

*Thin Client Solutions    Server Consolidation*

*Feasibility & Cost Management*

*Communications*



## Focus on what we offer

### **Customer Support, Consultancy, Thin Client Solutions, Server Consolidation / Virtualisation, IT Infrastructures, Communications, Feasibility and Cost Management**

1. 'Holistic & tailored solutions'.
2. Easy upgrades and expansions of your network in response to new contract opportunities.
3. Sophisticated technology in your head office and bog-simple 'plug-and-play' technology at remote sites.
4. Zero-maintenance at remote sites.
5. A totally-owned and independent IT structure coupled with hour-by-hour monitoring and on-line support by our helpdesk.
6. A completely secure solution where no files ever leave the central server room.
7. A national support service spanning the whole UK.

***“We have a supplier that understands our needs, is dedicated to us and gives levels of satisfaction that exceed our expectations.”***

**Sencio Community Leisure**

## Focus on the Trusts



### North Country Leisure

North Country Leisure (NCL) is one of a growing number of charitable leisure management organisations in the UK, managing sports and leisure centres throughout the north of England.

Established in 1998 NCL started operation on 1st May 1999 as 'Leisure Tynedale' to manage the leisure services previously operated by Tynedale Council. From April 2003 the trust took on the operation of Alnwick District Council's leisure services and from April 2006 Copeland Borough Council's main leisure centres. North Country Leisure employs 270 contracted staff in all.

NCL is therefore a geographically diverse organisation, operating a range of different types of facilities (including a recently-opened 10-pin bowling alley at its Wentworth Centre) and has a turnover of around £7M– 77% funded directly by customers.

All NCL sites are run on the 'thin client' model from servers located in Hexham.

### Leisure Trusts

Since 2001 ROCC has been partnering with Leisure Trusts to assist in their transition from Local Authority to Trust status, improve their IT infrastructures and build a supportable technology framework that can embrace their future ambitions.



## Sencio Community Leisure

Headquartered in Sevenoaks in Kent, Sencio is an established provider of Leisure Services to a number of different regions in the South of England.

Across the district they aim to ensure access to affordable and rewarding fitness for all, regardless of age, financial resources or existing levels of physical activity. Making the pursuit of healthy living a life-long goal that is enjoyable and beneficial for the whole community is a key objective for Sencio Community Leisure and working with Sevenoaks District Council they deliver a programme of innovative and exciting health and fitness opportunities to everyone.

Vision and Mission: 'Committed to engaging with the people of our community and taking pride in providing the best possible facilities and service to improve their quality of life'. As with all Leisure trusts all profits are re-invested into the business ensuring improved facilities for its clients.

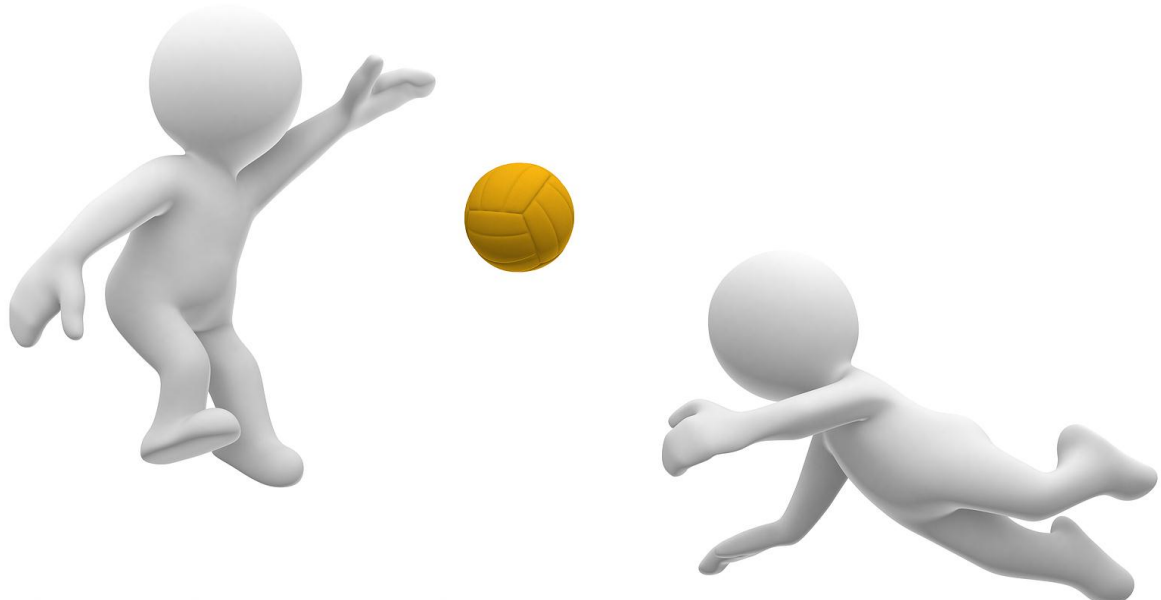


## Somerset Leisure

Somerset Leisure Ltd is a charitable Trust operating 14 dual-use sites around the County which provide a comprehensive network of leisure facilities. All sites are based at schools and allow school and community access. All the centres have a nationally recognised service, accredited by

Quest (the UK quality scheme for Sports and Leisure). As well as leisure centre facilities, SLL also provide an outdoor activity programme, based at Hestercombe Gardens. The programme is designed to engage adults, families, young people, and a variety of groups in outdoor activities, which incorporate health and wellbeing and learning in a fun, safe, outdoor and socially secure environment.

ROCC successfully implemented the new IT infrastructure in 2010, based on centralised Virtualised servers and low-cost Thin Clients for reception and back-office machines.



## HALO

Halo is a not-for profit social enterprise and registered charity. They are managed by a Board of Trustees whose members are drawn from across the county representing a broad balance of community focus and commercial and business enterprise. Two local Councillors also sit on the Board of Trustees.



Halo provides leisure centres in Herefordshire, in the market towns of Hereford, Leominster, Ledbury, Ross-on-Wye and Bromyard on behalf of their major partners, Herefordshire Council.

Halo care passionately about creating and providing opportunities for the whole community to participate in active leisure and are dedicated to providing an exciting, value for money, inclusive service. Halo was recently one of only five social enterprises in the West Midlands to be awarded Flagship status and are holders of the Social Enterprise Mark.

ROCC implemented Halo's network in 2006.

## Cheshire West and Chester Council (CWAC)

The Northgate Arena in Chester was formerly under the management of CADSART (The Chester and District Sports and Leisure Trust). In 2009 the Council asked CADSART to merge with Activ8 in Ellesmere Port. This effectively doubled the size of the organisation overnight. The centralised IT structure that ROCC had put in place at Northgate Arena allowed this change to be made with little additional investment.

CADSART was dissolved in 2010 and a new County-wide, local-authority –run organisation to manage leisure was put in place, having responsibility not only for the old trust's network of facilities but also the 9 sites previously run by Vale Royal Borough Council. ROCC continues to manage the IT requirements of this new organisation on the County's behalf.

## Daventry Active

Management of Daventry Leisure Centre has recently been taken over by a new trust, Daventry Active Ltd, following the collapse of their previous IT contractor earlier this year. ROCC and Gladstone MRM stepped forward to install new systems under full control of the council against very tight deadlines.



## Focus on the technology

Leisure trusts have a responsibility to their communities to reflect best practice in their IT systems.

ROCC systems provide a platform for the many separate software systems that trusts must maintain to meet their mandate. We apply techniques developed in the commercial sector in order to maximise reliability and flexibility while keeping costs – particularly running costs – to a minimum.

### **Tech-Note:**

#### What is a 'Virtual Server'?

*Traditionally, in a Microsoft environment, servers have been allocated one job only (Mail, database, file-store, etc). Virtualised servers pack copies of these individual machines onto a single piece of hardware, thus saving costs, energy, maintenance time, and ultimately, money*



We install '**virtualised**' servers for example, that allow the organisation to use fewer physical machines than has up till now been necessary. Our largest trusts with say a dozen remote sites operate on only three server machines rather than the 8 or more that are commonplace elsewhere, much reducing energy costs and environmental impact.

Following the example of large retail organisations, we do not use PCs where they can be avoided. Our reception, cafeteria and all the 'back-office' machines at the remote centres are '**Thin Clients**' – smaller, cheaper, more robust than a PC and a considerably better investment.

Charitable organisations can seldom afford dedicated network links between sites. Our systems are optimised to use the low-cost public internet infrastructure. Security is also enhanced. Thin Client workstations are immune to virus attack and although users enjoy free access to documents at remote sites, the actual data never leaves the central server at head office (or wherever). Using this approach our customers can be more responsive to changing needs. Intranet, home-working or wireless-access are all easily achievable.

It is a fact of life in today's leisure industry that organisations need to be able to restructure their IT quickly and frequently.

Opportunities to manage new facilities or link with other community organisations need to be accommodated at minimal disruption and cost. Our centralised approach makes these new deployments more straightforward. It also enables ROCC to support and maintain your entire system remotely – we very seldom have to send an engineer to site.

Staff in leisure centres don't want to be worrying about whether the tills are working or the booking system is down. IT should be like a good football referee –invisible!

**Tech-Note:**

What is a 'Thin Client'?

*Thin clients are very simple machines with a processor and memory but not much else. They function as a PC when supported by a central computer. They are quiet (no fan), use tiny amounts of power (<10w) and last many years without upgrade or maintenance. They are small enough in many cases to be attached to the back of the computer screen*

ROCC has developed infrastructures for its clients that achieve this goal. Be it through using state of the art Server and Desktop virtualisation techniques or CITRIX networks, the prime focus is always on the client objectives.

ROCC has specialist teams of infrastructure consultants, Prince-qualified Project Managers, Leisure industry knowledgeable sales professionals and a UK Help desk based at our Brighton head-quarters.

## Focus on ROCC

ROCC has been in existence since 1984 and has been involved in many high-profile IT projects in software and infrastructure. Today, focusing on its chosen niche markets, ROCC continues to provide IT excellence for over 200 clients both in the Private and Public sectors. ROCC expertise ranges from Infrastructure projects to software solutions for Social Housing, Highways, Environmental and Waste Management.

ROCC takes a role in local community sports and health initiatives and is the major sponsor of Brighton and Hove Albion's CUPFINAL community project that provides football and other sports coaching for under privileged young people in the Brighton area. Providing more than just financial support, ROCC people have been known to help in the annual tournament as scorers, referees and managers. ROCC has also played charity cricket matches against local young people and their CUPFINAL sports coaches. ROCC are currently working with Local Housing Association sponsors to develop marketing collateral for the project.



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