

## **TECHNICAL BULLETIN FROM GLOBAL BUSINESS SYSTEMS**

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# **Changes within Customer Services Division**

With immediate effect, the Customer Services Division in the City office is being re-organised.

Up till now, there have been separate Quality Control and Support operations; both of these handled all our product ranges. From today, there will be one **QC and Support** Department for Global, which will deal with all product issues once the software development operation has finished, and another one for Strategix.

This will be of considerable benefit to resellers as support staff will have considerable experience of new Global products well before they reach resellers.

The new Global QC and Support department consists of the following full-time staff who will be dealing solely with the Global product range:

Richard Andrews (Manager of QC and Support), Wendy Cook (Support Team Leader), David Chapman, Raksha Dhutia, Liam McCarthy, Andrew Manning, Chris O'Keefe and Rick Robinson; we are recruiting to fill one vacancy.

In addition specialists from elsewhere in the organisation can be drafted in to handle issues as well as the many Global Development staff.

Customer Services Division staff will now be focused on the individual product ranges; this reflects the recent formation of the Global Business Systems identity from the old TIS Software marketing entity.