

Bits & Bytes

No 25

Editorial

I have finally discovered how to get B&B readers to respond to me. It was as a result of a single error I made when trying to amend the Nortel Pensioners' database that I maintain. Unfortunately I edited a single cell in the Postcode column, rather than doing a delete, which caused about 300 postcodes to slip one, and give all subsequent addresses the wrong postcode. I have had many emails and phone calls drawing my attention to their correct postcode. The fact that the Royal Mail delivered the newsletters makes me ask whether the Royal Mail uses the postcodes!

Maybe in this edition I should put in an intentional error to see if it causes pensioners to write an article!

Another of my bosses has died since the last edition. Louis Strazza who was the head of New Products Engineering, died at the age of 82 on 17 April 2007. He taught me and everybody who worked in NPE that all documents must have a unique reference number, date and issue and of course the originator's name. Pages and paragraphs had to be numbered to enable readers to identify exactly where they wanted to make a comment. These very logical rules were not employed by all parts of the company back in the 1970s and neither do many in business today.

Louis will be remembered by all those who worked for him, a larger than life character.

(The NPE people who worked for him reckoned that he was the only person thrown out of the mafia for cruelty!)

Another name I recognize in the Nortel Listing, in the unidentified locations, is T Corbett aged 90. I think that this must be Tom Corbett a wonderful Irishman from Dublin who I met late in life. Another real character that will be missed by all who knew him. His wife was very active with the Abbey theatre.

A very significant anniversary has been brought to my attention by David Powles. Exactly one hundred years ago, on the 29 October 1907, the British Tabulating Machine Company was formed with an authorized capital of £50,000. I joined the company in October 1958 when it was 51 years old, and it now makes me feel ancient, and part of history!

I have discovered another regular reunion, taking place in Manchester. They call themselves the Coffin Dodgers! If they would like to advertise in this newsletter please send me an email.

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Fujitsu Services results

Fujitsu Services announced their results on 12 June 2007

Highlights 2006/07

Revenue and profit have grown steadily

Secured significant orders across all sectors and geographies

Order book is at a record high of £6.6bn

Investment in industrialization of services is playing a key part in new contract wins

Financial Performance 2006/07

Profit before tax has increased by 11.5 per cent to £172.0m, over the level originally reported for 2005/6, before the restatement for IFRIC 4

Total revenue has grown by 7.5 per cent to £2,465.2 million, over the level originally reported for 2005/6, before the restatement for IFRIC 4

Total equity has increased by 83 per cent

David Courtley, chief executive, commented: "The last year has been a great success for the company. We've progressed our European expansion ambitions and we've driven significant organic growth through our major clients such as HM Government and the Financial Services Authority in the UK, KLM in Holland and Servicio Andaluz de Salud in Spain. All in all our order book has increased to £6.6 billion – a figure that will support our 2007/08 plans and ensures we can continue on our current strong revenue growth path."

Table of financial results (2005/06 results restated for IFRIC 4)

	2006/07	2005/06 (restated)	2005/06 (originally reported)
Revenue	2,465.2	2,347.1	2,293.7
Group operating profit	163.2	145.7	140.8
Profit before tax	172.0	163.7	154.3
Total equity	287.5	157.0	148.0
Cash and cash equivalents (net of loans and overdrafts)	104.2	84.3	84.3
Order book	6.6bn	6.5bn	6.5bn

JCDecaux at BAA airports

Fujitsu Services, announced 3 July 2007, a 10-year contract with JCDecaux Airport to provide and support the technology and hardware to allow digital advertisements – also known as a Digital Media Network (DMN) – to be displayed at all seven of BAA airports throughout the UK. The first phase of the solution involves the installation of the DMN infrastructure to support e-advertising in the new Heathrow Terminal 5, after which will follow a full roll-out of the solution across the remaining BAA airports.

After JCDecaux Airport have sold the digital advertising space, all the data and scheduling is then managed and stored by Fujitsu at one of its secure data centres in the UK. Content Management Software from Fujitsu then selects the relevant content and displays it at the relevant advertising location for a particular amount of time. This allows standard billboards to be replaced with a highly flexible advertising medium, which advertisers are increasingly asking for.

Paula Oliver, Development Director, JCDecaux Airport, said: “We are very glad to be working with Fujitsu on this flagship project. Digital media will become an integral part of our advertising offer, with airports being the perfect environment for this innovative medium.”

Steve Andre, managing director private sector, Fujitsu Services said: “This is major step for Fujitsu in working with JCDecaux, one of the world's leading outdoor advertising companies. To be partnering with JCDecaux on such an influential and visible project like Terminal 5 is a major achievement for Fujitsu and proves that we are moving into new markets and winning market leading contracts.”

Fujitsu to transform Reuters IT

It was announced on 16 August 2007 that Fujitsu Services has been awarded a landmark global contract for the internal IT infrastructure of Reuters, the world's largest news and information provider. Fujitsu has agreed a 10 year contract with Reuters to provide IT services for Reuters 17,500 employees based in more than 100 countries around the world, from Dubai, to China, to Brazil.

Reuters is the leading global financial data and news company providing information tailored for professionals in the financial services, media and corporate markets. As part of the deal, the contract sees a number of Reuters staff transfer to Fujitsu from around the world.

The new IT infrastructure will be hosted by Fujitsu and will improve substantially the end-user experience for Reuter's people. Fujitsu will transform Reuter's internal computer systems so that users can gain seamless secure access to IT services wherever they are in the world. The solution will be supported by Fujitsu multi-lingual service desks in Lisbon and Kuala Lumpur. Data centre services will be provided from Fujitsu facilities around the world. It is anticipated that this innovative approach will offer Reuters significant productivity improvements and improve their competitive edge.

Fujitsu 400 new jobs in N Ireland

Fujitsu Services announced on 6 June 2007 the establishment of a new Managed IT Services Centre of

Excellence in Northern Ireland with the creation of over 400 new jobs. The centre is a new build property located in Timber Quay, Londonderry, and is where the majority (328) of the jobs will be created. Fujitsu's investment at the new Centre of Excellence is just over £18m. Invest Northern Ireland (INI) has been invaluable in the creation of these new job opportunities with £5.65m of investment being awarded to Fujitsu by them.

On top of the 328 new jobs in Derry, over 74 positions are being created at Fujitsu's current office in Belfast taking the total employed by the company in Northern Ireland to over 800.

The new Fujitsu facility will deliver managed IT services into Fujitsu's growing European customer base as well as to those across the UK.

During the first phase of the development at Derry 50 jobs will be established during 2007. The remaining jobs will be fulfilled during the next two years as the centre grows with the aim for it to be fully operational by the end of 2009. The office in Derry is at Timber Quay on Strand Road where Fujitsu will be taking three floors. The official opening of the building is planned for August 2007.

£44m new data centre at STE04

Fujitsu Services announced a £44m investment in a new high specification green data centre on 29 August 2007. It will be designed with the latest environmental features which, together with an IT modernisation programme will save enough electricity to power up to 6,000 homes every year, equivalent to saving 10,000 tonnes of carbon dioxide each year.

The current shortage of data centres in London will be eased by Fujitsu's new centre, helping customers to overcome their data centre capacity problems, saving them from the lengthy delays and local planning restrictions involved in building or extending their own facilities.

The new data centre will be used by companies and public bodies in the UK and continental Europe that want an efficient data centre with a low environmental impact, a topic that is of increasing importance to business and government organisations alike.

By redeveloping a brown-field site and refurbishing an existing warehouse, Fujitsu will further reduce the environmental impact compared to a new building on green fields.

Norfolk Constabulary

Fujitsu Services announced a contract with Norfolk Constabulary to deliver an Operational Data Warehouse (ODW). Data within the police force will now be combined and linked in one repository, giving more flexibility and better value for money than supplying the Home Office data returns via the National Management Information System (NMIS). It will also be more practical to front line policing, allowing the Force to carry out many activities that cannot currently be achieved.

Fujitsu's strategy in its work in data warehousing with Police Forces across the UK is to extract important data from the many disparate information systems used by individual police forces in order to consolidate and improve its quality, thus improving Forces' ability to respond to the national policing requirements that emerged from the Bichard enquiry.

These requirements include the Management of Police Information (MoPI) standards to help Forces to meet common standards for police information management through a statutory Code of Practice and associated guidance, and ultimately the provision of data to the Police National Database, which will provide a single access point for searching across all of the Forces' main operational information systems.

Fujitsu will work with its partners, SAS Software Limited and Amadeus Software Limited, to combat the common range of problems caused by multiple information systems with different collection and storage techniques. In the first phase, Norfolk Constabulary has already been able to bring together information from its crime and HR systems in order to improve its ability to be able to provide the annual Home Office Data Returns. Future phases will enable the Force to make links between external events such as economic trends and population movements to help to predict patterns of crime.

Life in ICL & before

LSD = Lyons Software Development

It all started when Wendy Craig woke me up with "A Cup of Tea and Lyons Tea Shops"

I was dozing on the settee when I became aware of LEO on the screen and Wendy Craig uttering the words Lyons Electronic Office.

Acronyms, acronyms ... they are a part of everyday life and the acronym LEO reminded me that in 1963 I chanced into the world of computing when my first job was as a Computer Operator for Shell Mex and BP on their new LEO 326 machines in Hemel Hempstead. What an introduction, right at the cutting edge of the brave new world! 1024 words of 40 bit memory, made up of a matrix of magnetic rings each threaded on three wires which made it look rather like a thread-bare tapestry on a plastic frame about 12 inches square. You could SEE the bits in each WORD.

Sept 63..... Love, love me do

A wonderfully air-conditioned room with two LEO 326's : each with 8 tape decks, 2 paper tape readers, a paper tape punch, card reader, card punch, two printers, main console and Engineer's Control panel. The place was jammed by trolleys filled with the input for the jobs - mag tapes to read, some work tapes for the sorts, mag tapes for output into the next job and paper tape with daily sales tickets to be read by the Elliott Readers. This tape was punched from the handwritten dockets sent from the depots where the road tankers filled up with diesel or petrol.

I remember we had one operator on Mag Tapes, one on Peripherals, one on Buttons.

The cry rang out - "Allocate mag tape on Channel 2 Route 2: Printer on 6/1: Paper Tape output on 7/1"

The job started and the P/T began to fly through the reader into a large metal bin. Mag tapes inched forward, reports printed out, reel after reel of P/T filled the bin. Don't lose the end - it's all got to be rewound in case the job fails or the tape needs to be dibbed.

The jobs failed sometimes due to mis-punches in the P/T so out with the dibber and the black-and-sticky to re-punch a character or two. One day a reel stopped at the same place repeatedly just after a splice point, the data prep girls had joined two reels together. However the second tape had been turned over and joined

upside down to the first one. The sprocket holes seemed to match but the 2 track side had been joined to the 3 track side and carefully trimmed to make a neat splice so it looked like the 5 track tape was supposed to look.

Another day came the words - "I bet you can't hit the big red EMERGENCY STOP on the Engineer's panel from here with that reel of black and sticky".... Zoom.....Oops..... Silence except for "You've won the prize, Jim!" Then the problem was how to doctor the console log to cover up the re-run time.

July 64.... Please, please me

The task now was to learn Assembler, then CLEO for writing programmes. Wow, a step up the employment ladder. The DSR - Dealer Site Record - with filling station information covering the number of pumps, A-road or B-road, car dealership, gallonage for the storage tanks, throughput per week, location and so on. Did you know there are even waterside filling stations for barges? Then began my introduction to a look-up table to check the map reference was correct for the site. It was planned to use this to work out the best road route for the tanker from the depot to each filling station and back to the depot - this was leading edge use of computers and might save money. The edge of the whole country was set up in map references so garage could be mistakenly put in the sea somewhere! In fact this routing idea was too heavy on computing calculation and, anyway, the tanker drivers were the experts on minimizing the road miles. Development deferred!

Oh, the elapsed time it took to get a compilation and test of the programme back from the machine! One turn round every three days only to find there was a simple coding error. There were too many programmers, too many mistakes and too much operational work for the hours in the day. But the LEOs proved their worth and SMBP's profitability rose.

Sep 65 ... What's new Pussycat?

I bade farewell to Hemel and enrolled on the Computer Science degree at Hatfield which had 2 periods of 6 months working in a business during the 4 year course. But now the computer (I hesitate to use the word) was an Elliott 803B, all paper tape and not a mag tape to be seen. However it did have long-life plasticized paper tape from which to load the operating system! Output had to be via paper tape and then printed via a Teletype. Still I learned a lot. At the start of year 2 it was back to Hemel for 6 months commercial experience working on another programme. All acronyms were related to the sales and delivery world of the oil industry in the UK. Then other languages, FORTRAN, COBOL, Algol and more needed to be mastered.

Mar 1968 Come on baby light my fire.....

The second period of work sent two of us to the U.S.A. for 6 months on a GE635 with PDP-8 for a time-sharing system running GECOS. Communications round the campus was needed for all the remote terminals, modems and slave terminals of course since it was before the development of intelligent terminals. BASIC was used by all the students for their project work and it worked so well. As the only Brits in the Kiewit Computer Center we were invited with 10 others from the Center to dine with Dr Kemeny and Dr Kurtz. During the evening a

respectful silence fell around the table as Dr. Kemeny related an experience when he was working with one A. Einstein at Los Alamos! Yes, it was the real John George Kemeny (*Kemény János*) (May 31, 1926–December 26, 1992), U.S. mathematician, computer scientist, and educator best known for co-developing the BASIC programming language in 1964 with Thomas Eugene Kurtz. He also served as the 13th President of Dartmouth College 1970–1981 and pioneered the use of computers in college education.

Sep 1968Get Back, Get Back to where you once belonged –

The final period at Hatfield saw us developing various projects, mine sounded really grand – a Simulation of a Multi-Tasking Operating System. It ran on the faithful 803B so was a little sparse in the multi-tasking and as for the remote interrupts, well, I'm not sure where they came from!

Aug 1969 Zebedee time

EELM had lost the sales battle to Univac at the Shell site. The machines had changed to become Univac 1100's with the FASTRAND storage device holding an infinite amount of information so you wouldn't need to store information on mag tapes anymore..... wait a moment, what was that saying about systems expanding to fill the available storage? We were soon back using mag tapes and there were too many programmers developing too many programmes and too many operational programmes to run in the available time.

What goes round comes around, things don't really change do they.....? This brings me in a roundabout way to the time I witnessed Real Magic. The office block had a magnificent view of the junction where six roads met. A scaffold tower went up in the middle, six large white blobs appeared at the end of each road and many concentric circles were drawn. At five minutes to four o'clock the High Priest climbed the Tower holding a megaphone. Work stopped and our windows were crowded with baffled observers. His yellow jacketed assistants hovered on the kerbs and at precisely 4pm they leapt into action to make a Magic Roundabout. Two lanes each way and six mini-roundabouts later it soon slowed the traffic to a crawl but after a few days the locals became accustomed to it and they zoomed round. In at road 1 go left to road 2 or 3; it's quicker to go right to 5 and 6, but which way to road 4?

1972American Pie with Paddington Bear

The European support centre for the 1100 range needed people so off I went to provide phone help, we even had the latest International STD telephone exchange so didn't need the operator to call Paris or wherever.... We helped find, produce and send Exec 1100 patches for, as it says on the tin, European sites.... it was truly international support staffed by Lars, Werner, Guiseppa, Tom, Keith and Dave with Orlin as head.

We shared the building with the 494 RTOS Development Team run by Ed Mac and Brian O'Heron whose baby was an operating system targeted at the airlines like BOAC (Better on a Camel) and TWA (Try Walking Across), more of these guys later.

My week generally began with a phone call on a Monday, fly out on a Tuesday, and work through the evening and next day or two to find and fix the

problem then back to Paddington. Lots of passport stamps, airports, hotels, air-conditioned machine rooms, poring over printed dumps which had eaten up boxes and boxes of continuous stationery (before the days of managed forests of course). There were local networks with remote terminals but still no speedy way of sending electronic patches between different systems. It was either courier a mag tape overnight or read out the assembler over the phone to the site in Athens, etc. for the locals to re-compile or work out a patch. We became good with the Phonetic Alphabet and even managed translations of comma, slash and full stop into some languages. Even our communication with the development centre in St Paul, Minnesota had to be by phone. Some great names in the phone book of course – Fenton Fast horse was a full blood Cherokee! – I remember him being so helpful when you rang to describe a problem and seek a fix. More often than not it was – “Not heard of that one before, let me know how you get on with it will you?” ... and we were the ones expecting help from the development guys!

Anon (to be continued)

Working for ACC & Tab

I recently submitted this story to the acting secretary of the ICL ALLSTARS in Australia of which Albert Cook was the wonderful mainstay, informing them that they could use, or consign it to the WPB. With the highly complementary comments I received, I thought that, under the same terms, it may be of interest on the other side of the globe.

My story may not be really exciting but I do date back before the days of ICL having joined the company Acc and Tab Accounting and Tabulating Corporation of Britain and Ireland) (What a mouthful) Aurelia Rd Thornton Heath in, in a very junior capacity (shop boy) in January 1930. Later, accepted as a trainee and passed through most of the assembly lines.

I became the sickness and holiday relief engineer operating out of the Holborn Bars office. My girl friend must have been the most patient person in the world as there were numerous occasions when plans were upset as I was somewhere else on company business but she was always there when I did get back to London. This all came to a head when I was sent to relieve the local man (Mr. Heall) for two weeks in Dublin, and, whilst there the Belfast man ,(Mr. Rogers) became so ill he was returned to Guy's hospital in London. To cap this, both of these engineers refused to return to Ireland and I was left to run both districts alone, whilst the company looked for a relief for me. This was not forthcoming for twelve months. Finally a relief was found and I was posted to Coventry to join Brian Easdale. My long time girl friend became my wonderful wife on April 8th 1939 and we settled in to a normal life

September 3rd 1939, and the war. My three brothers were called up and I made a great deal of effort to join them, volunteering, much to my Gwen's annoyance, for the Army, Air Force and Navy, accepted by each, and then told I was on a reserved occupation and could forget the services. Joined the L.D.V later to transfer to Dad's Army and become a troop sergeant on a rocket battery until peace was declared. On January 18th 1944 Gwen presented me with a beautiful little girl. Coventry was a growing area in

the punch card business, and after Brian was returned, on his own request, to the Croydon factory, I became the area supervisor with a staff of 29 and performed as such until the opportunity arose for a post in Australia which, much to the annoyance of my management, I accepted. Life in Australia was much easier than I had been accustomed to, and we settled in the Newcastle area, and grew to a staff of four. With the loss of B.H.P, I transferred to the Sydney Office as N.S.W. engineering supervisor and we made our home in beautiful Gosford. A happy life despite one and a half hour travel to work each day. A number of years in this capacity and electronics caught up, and as I was considered too old to train in this new field my duties declined. Later I was advised to accept early retirement and made the worst mistake of my life in accepting, as I think I must be the oldest person in the company who after paying into super funds for the whole time I was with the company I was not offered a pension. On November 22nd 1994 my dear wife passed away. I have a lovely daughter, two beautiful granddaughters, and three, (with another expected), great granddaughters. I am 93 and still play golf, play the organ for several charities do my own housework and have a large well kept garden. Such is, briefly my life.

Best wishes to all who may remember me
Albert Orsborn

THE ICL (READING) CLUB

SAPO HQ's heading

Down here to work in Reading

And things ain't what they used to be.

But first as a prior treat

They moved us to Friar Street

Things ain't what they used to be.

It used to be fun, round the "King's Head",

Drinking the odd few drams

But now it ain't done, somebody said:

"Bracknell is where we'll write our programs"

It seems rather funny

They've stopped our luncheon money

And things ain't what they used to be.

This verse was first sung in public on 20th October 1969 at the Sir Hermann Gollancz Hall in Reading to an audience consisting almost entirely of ICL employees and their families. It provides a starting point for a part history of the ICL (Reading) Club because it alludes to various factors, which helped bring the Club – or, more precisely, its predecessor the ICL (Berkshire) Club – into existence.

The real beginning was ICL's announcement in the spring of 1967 that it's Systems and Programming Organization (SAPO) was, in large measure, to be based in Berkshire rather than London. To forestall the pedants – yes, it was actually ICT at that time but for clarity "ICL" is used throughout this history. The announcement was received by the staff concerned in traditional fashion – with approval from a few, with opposition from a somewhat larger number and with complete apathy from the vast majority.

ICL's longer term objective at that time was to house SAPO in the single building, later christened BRA01 at Lovelace Road, then being prepared at Bracknell. In the shorter term a large element of Information and Programming Services Division (IPSD) was to be moved into 30/31 Friar Street, Reading, a building christened REA02. Other units

were already in Berkshire: a commercial languages group at Reading Bridge House (REA01) and some staff acquired in the takeover of Ferranti's computer interests at Lily Hill House in Bracknell, plus staff training establishments at Cookham.

One further takeover, two boardroom reshuffles and several re-organizations later the picture was further complicated by the arrival of staff at Phoenix House (REA03) and Cardiff Road (REA04). They were respectively ex-English Electric people from Borehamwood and London and a Computer Operations group from with IPSD. By mid-1969, then, ICL was very definitely established in Berkshire and especially in the Reading area.

That ICL population was a diverse one but an analysis of its characteristics would have shown a significant skew. It was mainly young, early- to mid-twenties, and unmarried; overall, it was better than average educated; a large proportion had no roots in Berkshire; and the salary level was well above the local and national averages. It's not surprising that its members only slowly integrated into local society and tended initially to stick together outside of working hours. It's equally unsurprising that the group should contain innovators, prepared to develop leisure activities on some formal basis.

David Brown ex Dataskil

Customer Service People

It was a letter I received from Mike Mansell that started memories flooding back of the good times I spent with ICL, when I was in Addenbrooks Hospital Cambridge with time on my hands.

It was a long time ago, but some of you may remember me, Alan Gillman. Like many of you, I spent an active working life in the variously named ICL Customer Service Operations, from FEHQ to CESO to CEWS to CED to Customer Services etc. but at the end of the day, yes technology and techniques. Eight names changed but we, the ICL engineers, supporting people, managers etc, were a dedicated team, despite good reasons to moan from time to time, dedicated to looking after our customers and looking back, what ambassadors the service engineer were in gaining customer loyalty while the company use conceptually brilliant systems and s/w that too often was let down by less than perfect H\W design and build levels .

So, back to Mikes letter, the trigger for all this rambling. What for me personally were the highlights, and yes the low points of the 33 years? There is no doubt that the low point was the early 80's when ICL almost went to the wall, we lost so many, many good people because the only way the Company could survive as by that awful expression "cutting costs". What it really means is people losing their jobs with all the devastating effects on their families, but I know there was no choice, the company did its very best to help the affected people move on. I stayed in touch with the majority I had been involved with and I am delighted to say most came through the bad times well, and some in an even better situation having moved on. I am sure not everyone will agree, but the highlights for me was when our then CEO Geoff Cross acquired the Singer Business Machines business in the late 1970's, this came as a complete surprise to the City and to my knowledge, to most ICL

Senior Managers/Directors, though I can't be completely sure of this but it is how it appeared.

The undoubted highlight was the BIGGEST asset ICL had, that was its Customer Service people, as I said, the H/W could be less than perfect and the S/W somewhat fragile, but the users were fiercely loyal to us. Why? Easy answer, the loyalty came by the service and care they received from THEIR ICL engineers to the point, and I know this as a fact, the users would often resist all attempts to switch suppliers, because of their respect for their ICL engineers. Does it still happen?

Another highlight was a shock and really did put us on our toes defending our customer base. That was the sudden emergence of the Third Party Maintenance (TPM) threat to our Customer base, we became aware when out of the blue we received a letter from a very big customer, Sainsbury's, that our service contract was terminated and they would be using Granada Computer Service. Our first reaction was, only ICL could possibly look after our equipment. How dare Sainsbury's take this step? It was quickly recognised that we, and all the major suppliers, were really facing a serious threat to vital company revenue that had to be there for us to survive. I was soon involved with these competitors in a common cause.

This led to literally overnight putting in place plans to defend our key revenues on a tactical basis while the most appropriate competitive strategies were put in place for the long term. In this tactical phase I was given a lead role with some very, very clear objectives. Looking back the things the Worldwide ICL people achieved still blows my mind, we countered every bid from Australia to South Africa to USA to Swindon to Sweden, with very strong arguments and proposals to stay with ICL, we protected our diagnostic S/W even though Granada took us to the London High Courts, it seems funny now, but we took steps to protect our spares and redundant equipment. Looking back from May 2007, we must appear to have been trying to hold back the tide, but it was necessary at the time and thanks to a massive team ICL effort, that I know involved us all, with great support from our sales colleagues, WE WON and put the company in a position to move forward and become a leading supplier of IT service, and long may it remain so.

Now for the biggest highlight of all the ICL people and yes the ICL customers, I was so privileged to work with.

For this I make no apologies, the ICL people who worked through in my view the most exciting times in the growth of IT in our various roles, every day brought new challenges sorting out customer problems, supporting each other, supporting our sales colleagues who brought the work and revenues in for us.

It was the dedication of the engineers through the years that despite their problems made ICL customers the most supportive and loyal in the Industry and the envy of IBM, DEC and the rest.

When I think back, at the numerous times I called engineers at home in the dead of night, even on very special occasions, when they were on holiday or even at home nursing a broken leg, to say "sorry about this but we have a major crisis at.... could you make the next flight out to Cape Town or could you go to Sweden or Glasgow etc. etc. to get the customer back on the air". Another example would be "could you meet me at 2am at the Putney System Centre to take

and get a MTU cluster to a desperate customer?". The engineers I called did, and got the customer going again by 09.30am next morning, but it did very much upset the Putney System Centre Manager next morning to the point I only just kept my job!!

Alan Gillman, ex ICL Customer Services

Letters & e-mails

Cedric Dickens

Referring to the letter from Jim Hatley in B&B24 I can confirm that I am another survivor of the Victoria House fraternity of the 1950s

I joined the Government Region in 1957 from course S26 at Moor Hall Cookham, as a Technical Service member to work in Civil Ministries Area. This was managed by Mike Stammers and I think the Technical Service manager was Colin Browne. The Technical Service staff were, at that time, located in the legendary Room 419. Happy memories!

David Powles 1956-1983

New Pensions Manager

I have been in post as Pensions Manager for just over four months now and am thoroughly enjoying working within the Fujitsu Pensions Department. I have been very impressed by the way that the team works and the service that they deliver to our members, the Trustees and the Company. We are always happy to receive feedback, so if there is anything that you would like to share with us, please get in touch.

Paula Evans Fujitsu Services Staines

"Computer Error?" in Obituaries

Rumours of my death have been greatly exaggerated. I spent happy years during the '70's as a member of the 2903 Sales Team in Edinburgh. An ex-colleague phoned yesterday to offer belated condolences to my wife on hearing of my recent death, published in the latest addition of the Magazine. When I, the deceased, answered the phone my ex-colleague almost had a heart attack. I found the whole thing amusing, but my wife feels strongly that the error should be addressed in the next issue of the magazine. Please assure any of my surviving colleagues that I am still very much alive and kicking vigorously.

Tom Slattery

Editor's note: Some Nortel pensioners who commuted their pensions were included in the list of deaths in B&B24.

N. J. Steer, D. Day, P. D. Clements, W.D. Lawrence as well as Tom were included in error.

I apologise for any distress caused.

Life after ICL

A Traveller's Cautionary Tale

After studying classics at school in Shrewsbury followed by five and a half years in the RAF as a radar mechanic, I was for fifteen years an export merchant before joining the East European Division of ICT as it then was. Commuting out of London, I would spend generally a fortnight at a time on the patch – Poland, Hungary, Romania, Bulgaria – it was tough but

enthraling, and a privilege to work under remarkable characters like Geoff Elbourne, Arnold Jewitt and Sandy Walker, all now sadly gone from us.

I was then invited to join the West European Division, first as Manager Switzerland, then for a spell at the WED HQ in Paris, before returning to the UK in Marketing at Slough. When the Company (by now ICL of course) had a streak in the doldrums, I left to live abroad once more, this time in Germany as a Contract Specialist for the US Army Buying Office in Stuttgart for my final seven years in employment.

As retirement approached, I conducted a lengthy correspondence with the DHSS who persuaded me to make voluntary contributions to the National Insurance Fund on the assurance that I would then receive (in their words) '100% pension'. We retired to Australia to be with children and grandchildren. Life is fine here except that the DHSS reneged on their promise, for we are being deprived of the annual up-rating to our UK pensions which all reasonable people will find grossly unfair since we paid the same contributions to the NIF as everyone else.

I wonder how many readers are aware that half Britain's expatriate pensioners – those in the EU, USA, Switzerland, and among a raft of other unlikely places Serbia, Turkey, Israel and the Philippines – all UK pensioners there receive the full pension just like UK residents. The other half, overwhelmingly in the major Commonwealth countries are denied up-rating, their pensions frozen for all time at the amount which applied when first they qualified or emigrated to a 'disapproved' country as an existing pensioner.

I reckon in my now sixteen years as a pensioner, some £30,000 has been filched from our entitlement. Those of you who share my view that we are being robbed may care to add their names to a petition at

<http://petitions.pm.gov.uk/unfreezespensions/>
Brian Havard

Reunions

ICL Central London

The next reunion will be on Wednesday 17 October 2007 at **The Flying Horse** at **52 Wilson Street**, from 12 noon. The pub is east of Finsbury Square.

Bill Williams 020 7607 9408

Oxford Engineers

Ken Jones 01865 340388

kenwynjones@aol.com

Punch Card & Stevenage Labs Reunion

Adrian Turner 01491 872012

ICL Australia

ian.pearson5@bigpond.com

Copthall House Newcastle Staffs

Bob Green 01782 615290

East Grinstead 81 Club

Gordon Franklin 01342 328479

East Midlands UB40s

Brian Skeldon 0115 9725119

ICL Double Majority Association

Joseph Gardner 01438 362806

ICL Midlands

Brian Trow 01785 257317

Leo Computers Society

Geoff Parry 01628 770129

Letchworth

Dennis Evans 01462 811273

Liverpool Engineers

George Lynn 01744 29984

Surrey Engineers

Trevor Harding 01483 565144

Tin Hut Reunion

Olaf Chedzoy 01278 741 269

West Gorton Reunion

Eric W Watts 01457 875080

Watford-Harrow- Feltham

Mike Ray 01895 230194

West Branch Engineers

Eric Reynolds 01452 712047

West Kent Reunion

Ron Harding 01732 761076

ICL Old Buggas

www.cuin.co.uk/oldbuggas/

Les Mowbray

OBITUARIES

ICL/Nortel Fund

BIR03	Exell	J C	14/07/07	83
BRA01	Colledge	G	03/08/07	89
BRA02	Robinson	Roy J	16/05/07	69
Bracknell	Warner	Brian D	10/06/07	71
Bradwell	Heath	Wallace B	16/05/07	76
BRS06	Leckie	Paul W I	15/06/07	72
BSN01	Raymond	Neil R	21/07/07	68
CRE01	Somerfield	Walter J	31/05/07	83
Duck'field	Derbyshire	Joan	16/04/07	82
	Dickinson	Herbert	26/04/07	80
EXE04	Spicer	Roland E	09/05/07	76
FEL01	Routledge	F	04/03/07	84
GLA01	Brown	David C	04/05/07	78
IRE01	Shaw	Euart A	10/04/07	76
KID01	Aston	C	05/05/07	77
	Broad	Frederick	20/05/07	85
	Brookes	James D	04/06/07	96
	McDonald	Douglas D	09/04/07	75
	Smith	John L	08/07/07	85
	Walton	R J	11/05/07	78
LET04	Sherwood	Peter	02/06/07	78
LET05	Abel	Norman E	25/04/07	72
	Aris	W A	05/04/07	78
	Atkins	R T	27/08/07	87
	Hill	Ronald	04/04/07	87
	Hitch	W J	21/06/07	85
	Hurley	Emrys J	01/08/07	66
	Longcroft	Kathleen	03/07/07	80
LET06	Gaunt	W F	25/04/07	85
	Lawrance	D G	30/05/07	85
	Worrell	Thomas W	21/07/07	86
LET	Leeks	Eric W	16/04/07	82
	Smith	Marian L	25/03/07	80
	Swann	G M	18/04/07	79
	Tomkins	S G	06/07/07	95
	Turner	W H	09/06/07	89
LON11	Upson	Albert	05/06/07	94
LON12	Sullivan	J	12/08/07	84
LON24	Dunsford	J D	15/03/07	85
LON30	Cheese	Ronald W	29/03/07	77
London	Papworth	A J	23/06/07	97
MAN01	Faulkner	E	10/07/07	88
MAN05	Bradshaw	John	06/07/07	84

	Brennan	Joseph	18/05/07	81
	Harffy	Thomas C	06/03/07	85
	Johnson	Kenneth C	12/05/07	80
	Watkinson	S C	30/04/07	84
MAN12	Hood	Richard J	12/06/07	82
	Preece	Ronald J	18/05/07	78
NEL02	Higham	Allan W	08/05/07	65
REA01	Saunders	James A	03/06/07	86
REA06	Gordon	Henry	21/04/07	85
REA08	Idle	Brian H	06/08/07	78
STE04	Strazza	Louis E	17/04/07	82
Sydenham	Ardran	David W	24/04/07	97
WAK01	Coates	S	14/08/07	84
WIN01	Clarke	Adrian L	18/07/07	81
	Merry	Ian W	18/04/07	81
	Jones	Marie	18/04/07	81
	Reid	G B	25/04/07	79
South Africa	Russell	Doug	29/06/07	86
Unknown Location	Chetwin	A	04/07/07	96
	Corbett	T	28/08/07	90
	Drake	D R	20/07/07	82
	Dunning	Frederick	08/08/07	81
	Farnes	Derrick	17/08/07	68
	Felstead	Margaret	25/06/07	92
	Harbour	B	20/07/07	82
	Harrison	Margaret	29/07/07	92
	Holt	A A	13/06/07	80
	Kinsey	Arthur W	06/03/07	77
	Moss	R	20/07/07	87
	Nancolas	D E	28/05/07	85
	Newhouse	O H	25/07/07	80
	Packham	L E	12/08/07	85
	Payne	C E	11/08/07	97
	Pearson	William	27/08/07	68
	Reid	Edward J	26/04/07	93
	Roberts	J R	03/07/07	92

ICL Fund

Includes people who died in service

BRA01	Kimbrej	Jennifer M	13/04/07	58
	Skinner	Michael J	28/02/07	64
CRE01	Conway	Ian P	28/06/07	48
HMC03	Stevens	Mark A	27/02/07	36
HOM99	Adam	Michael A	12/05/07	61
	Appleby	Alexander	07/07/07	77
IRE02	Whitehead	John A	28/08/07	77
IPS01	Penfold	William P	18/04/07	67
KID01	Buckley	Carole L	02/07/07	48
	Humpage	Harry	02/06/07	70
	Pass	Thomas C	06/09/07	74
	Stinton	Kenneth	29/03/07	77
KID02	Ford	Harry	25/06/07	69
	Lusher	Trevor	17/03/07	71
LON84	Cardenas	Jason R	02/07/07	34
MAN01	Parkes	Brian C	03/04/07	55
	Tudor	Lewis	25/07/07	72
MAN24	Watkinson	William K	04/04/07	62
MAN33	Walsh	David S	16/08/07	54
Sorbus	Bye-Richards	Julie	04/09/06	52
	Whitcombe	David J	28/04/07	69
STE09	Chivers-Price	Carol A	12/07/07	56
TEL01	Brown	Nigel P	25/03/07	31
WIN01	Bartlett	Peter R	26/04/07	53

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Fujitsu Siemens PCs for Pensioners

Correction

The information published in the last edition was correct at the time. Unfortunately there was very little response in the market place for this PC so Fujitsu Siemens "pulled it". Apologies to the three or four people who attempted to ring John Bradley - he no longer works for Fujitsu Siemens.

Pensioners' Directory

Tony Riley maintains the directory for those pensioners who are on the Internet and want their email address and career details published.

His email address is: tonyriley@europe.com

Pensioners' Website

The website for ICL Group pensioners is <http://uk.fujitsu.com/pensioner>

News items are published as they arise, and a monthly news update is published at the time that pensioners get their payslips.

The site has a members area including a directory of ICL Fund pensioners who have registered – over 3500 have so far. Members can contact others in the directory using a message relay facility.

Bits & Bytes is also published on the website and all previous issues are now available.

Saving Money

There are websites that can save you money. These list many items that you could buy on the High Street but can be delivered to your door for much less than even those shops that are "never knowingly undersold"

www.shopping.com lists suppliers of non-food items and www.ferretfixtures.co.uk compares supermarket prices and informs you where you get two for the price of one and other promotional offers.

NEXT ISSUE

Copy for the **Spring 2008** issue must be submitted by **1 February 2008**, but would be appreciated earlier.

Published and printed by the ICL Group
Pension Fund October 2007.