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NEWSLETTER



Christmas 2014 Edition

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INTRODUCTION

Welcome to the Christmas 2014 Barcellos Holdings Newsletter.

As another exciting and challenging year draws to an end, I would like to personally thank you for your custom in 2014 and say that we are looking forward to supplying you in 2015.

Our move to the new premises went swimmingly. Mark's plans were second to none, and we are now well and truly settled in.

Our festive opening hours are on the final page, please ensure that you pass this onto the relevant people who will be working over the Christmas period. Rest assured that full support will be given, as all our staff have the capability of remote access from their homes.

I hope you find our Christmas 2014 Newsletter of interest, and enjoy our Christmas Quiz this year.

It just remains for me to wish you all A Very Merry Christmas and a Happy New Year.

debbie@barcellos.co.uk



Bigger - Bonnier - Better

Bigger – Office move summer 2014

Yet again I donned my project planning cap as we were on the move to larger better premises. We had outgrown our premises at Swan Street and needed to find bigger offices to allow for our growth during 2014/15. Finding a suitable place that ticked all the boxes was hard, but we did it, and on Wednesday 6th August we moved into our brand new offices at Leicester Business Centre. This has been a positive move, with everything going as clockwork (or should I say “as I planned it!”).

Full customer service was provided throughout the moving process which we were really proud of.

Our new office went from this.....



To this



In just under 4 weeks. This included all fixed wiring, telecoms and all fixtures and fittings.

Now that we have extra room and more facilities on site, 4 conference rooms catering for 6 to 20 delegates and even an on-site café we can move forward with our business, knowing that we are in the right place to do it.

Bonnier – Glasgow 2014

In between organising the move from Swan Street to Leicester Business Centre I had a few trips north of the border to Glasgow.

On the back of the success of the London Olympics we were asked to provide the same solution for the laundries at the Glasgow Commonwealth Games 2014. Not as large as the Olympics, but never the less a pleasure and an honour to be asked back to provide the tried and tested solution.

As expected the installation and retrieval of the systems went like a dream. Even the Scottish weather was superb with the sun shining throughout all my visits.

Just a single picture as proof that all laundries do look the same, it was like being back in London 2012 all over again.





We are now extremely organised in providing this sort of solution and due to that fact; I must get my passport updated. Hopefully I will be requiring it during 2016 to go somewhere very hot. The only clue is that Barry Manilow sang a song about this world class beach!

Better – Health during 2014

Both my dog Harvey and I have had a much better 2014 health wise. 2013 was, as the Queen put it, ‘an annus horribilis’ for us both.

Harvey has made a full recovery unlike me. I still have some facial palsy which I do struggle with at times. People tell me that I look fine but chewing can still be very awkward and I still cannot smile as I did before, but “hey ho” there are people out there much worse off than me, so I must count my chickens.... Or should it be turkeys at this festive time of year.

Finale

2014 has been a brilliant year for new customers and I would like to take this opportunity to thank them for choosing Barcellos as their preferred software supplier, and hope that we can all work together for many years to come.

Not to forget the existing customers who have been with us for one or many years, we appreciate your custom and hope that you have seen the benefits of using our systems and will continue to use them for many years too.

Let’s all keep up the good work into 2015 and hope for a prosperous New Year.

We are working on several new projects now and into 2015, so keep an eye on the website and the bi-annual newsletters for further details.

Have a Merry Christmas and a Happy New Year.

mark@barcellos.co.uk



Rudolph's Festive Information Diary

As you may already be aware or have read somewhere else in this newsletter – we moved offices back in August. It's been a nice upgrade to where we were previously, in terms of both comfort and space, and we were settled in no time at all.

The RFID side of Barcellos has certainly come to life during 2014 with new customers joining us and integrating these facilities into our software. They've been very interesting projects to be involved with. Nick is of course the guru when it comes to the software side of the laundry system; so I've been more hands on with the RFID, computer and network hardware.

In-house we've had upgrades to our laptops. Each of us now operates from an SSD (solid state drive) rather than a standard HDD (hard disk drive). The speed difference is phenomenal! Boot / shut down times and data copying have been massively improved upon. There are many variants on the market these days – some very cheap, some very expensive. We've had Samsung EVO model devices which are perfect as a main drive (operating system and programs) and sit around mid-range. An upgrade that is highly recommended!

We still have a limited stock of hand held scanners available that were used at the Glasgow Commonwealth Games. So if you have any requirements for such devices; or indeed if you're interested in RFID, SSD's or anything else IT related please get in touch. I've booked the days off in-between Christmas and New Year – so beyond Christmas Eve I'll be back and available to customers old and new from Monday 5th January. Please check details on the back page of this newsletter (or our web site) for details of opening hours and staff availability during the holidays.

If we don't have any contact before the 5th of January – have a great Christmas and New Year... see you in 2015!

gavin@barcellos.co.uk



Workwear & Linen Improvements – paul@barcellos.co.uk

I can't believe the Christmas Newsletter has rolled around so quickly!

We have been busy again enhancing our Linen RFID product, which I am sure Nick will talk about in his article, but needless to say it's all very interesting and exciting stuff, so make sure you have a read. As well as that development we have been busy updating our product to give it a more user friendly look and feel, so that things like the Contract Enquiry screen now allows you to search and find by clicking on the relevant header button. Yet another time saver when it comes to speaking to your customer over the phone. We have also been working our way through the user reports making as many as we can exportable into the windows world. This allows the ability to take one of our reports and tailor it to fit your own needs. All of these enhancements come as part of a simple upgrade.

So what's Santa been up to this year I hear you all cry? Well after introducing his Risk assessment of children that would or wouldn't be delivered too last year, he is now looking at using Elf Nick's new software. This will allow him to make sure that his bags are chipped and loaded correctly, so that should he try to leave a bag of parcels in the wrong house he will get an alert that is linked to Rudolph's nose that changes colour. This then means that he cannot carry on until the correct parcels have been delivered.

His upgrade also gave him all the new bits 'n bobs that have been bolted into the system. This allows Mrs Claus to keep her finger on the pulse. We have introduced 'Closure Dates' that allows Mrs Claus to defer deliveries to the North Pole on the days after Santa has finished his deliveries and is in need of a sleep and some rest. She simply keys in the 25th and 26th December into the closure dates window, then any deliveries/appointments due to Lapland on these days (like children sending next year's requests, and toy manufactures wanting to show case the latest toys for next year), all get automatically deferred to the next available delivery date. This should help ensure that Santa gets his well-deserved rest.

On a personal note it's been another busy and interesting year. A year that saw the demise of the England Cricket side, which have more chance of winning a wooden spoon than winning the Cricket World Cup. Whatever happened to Monty (not the John Lewis Penguin), but the England Spin demon? Andy Murray, the Great Scotsman, saw a less than convincing year after his back operation, and spare a thought for poor Tiger Woods (well not so poor with the cash he has in his Bank), but yet another sportsman that has fallen from the dizzy heights. As for my beloved Albion, well let's not go there, not too sure where we seem to be going under the leadership of Mr Ervine (well I do, down is the direction we are currently going). I can see him get an OBE for Christmas (Out Before Easter!)

I just love Christmas, and with less than 13 sleeps left as I pen my article, it's not too long left to wait. The only thing that would make it that little more special would be a nice falling of Snow Christmas Eve evening and waking up to it on Christmas Day. Anyway I must dash; I have got to finish off my boxing lesson in readiness for the Boxing Day sales. If Black Friday is anything to go by I think I'll need more than boxing lessons.

Let me just take this opportunity to say 'Come on Santa!' and wish you all a Very Merry Christmas and a Prosperous New Year, and I look forward to seeing you all in the New Year!



“Ohhh Yes We Can”

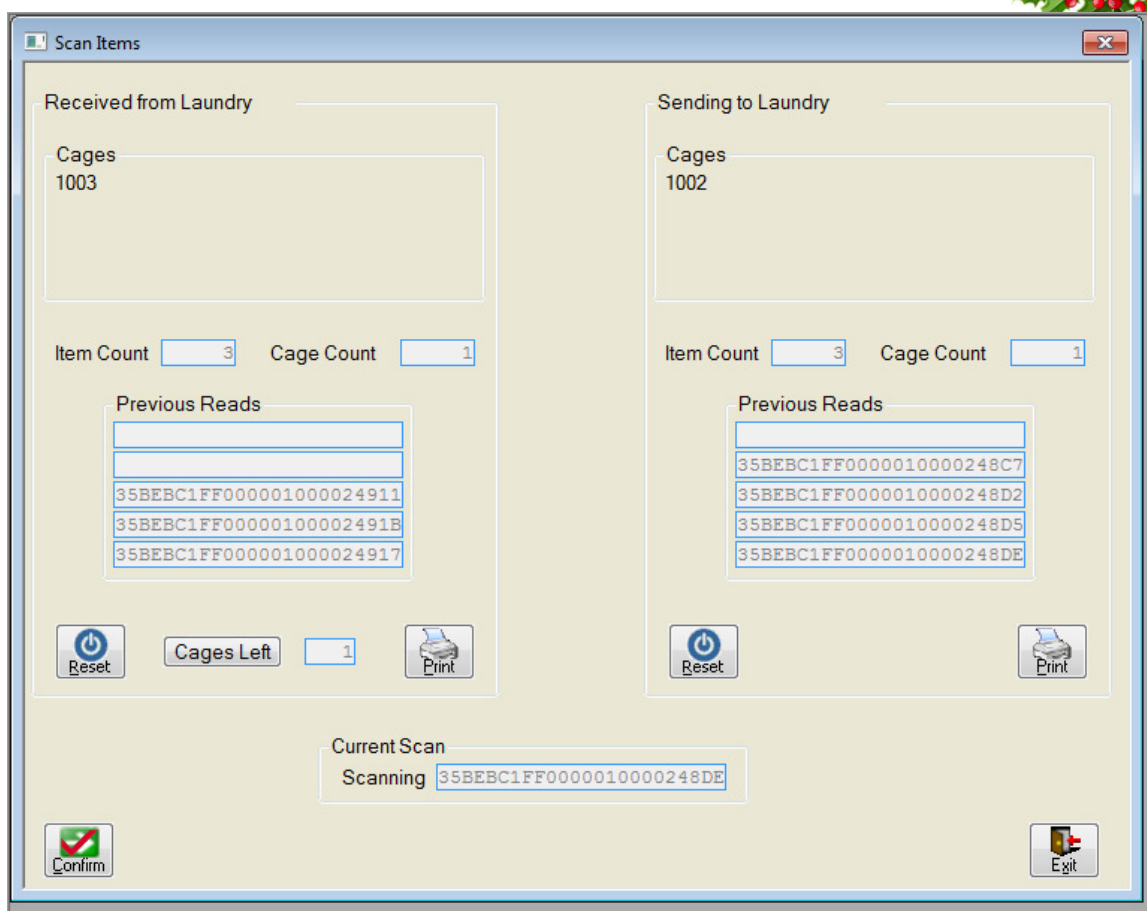
The Christmas Panto. A creation of all things fun and mostly fictional.

I’m glad to say that, here at Barcellos; we have been turning the fictional into reality, whilst still having a good deal of fun along the way.

Here’s a few of the last years highlights.

By far the most important change we have made is the introduction of RFID technology into hotels. Real-time scanning becomes an extension of the laundry management software, providing proof of delivery and collection at the customer’s premises. Both containers and contents are fully tracked, and we even let you know if you try and deliver the wrong cage. You can also print a list of what you have delivered and picked up, and as you would expect, this information is recorded forever in our new location history database.

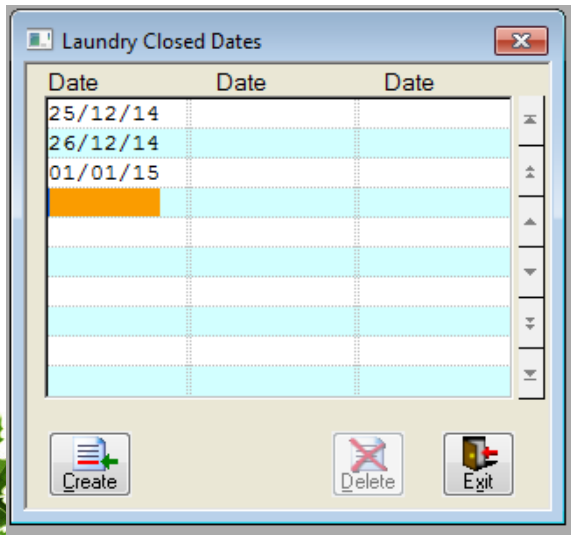
All this from a simple wall mounted touch screen, some clever software and a little RFID hardware neatly tucked away somewhere.



Combine this with the new laundry container packing screens, and we have gone a long way to closing the circle between laundry and customer.

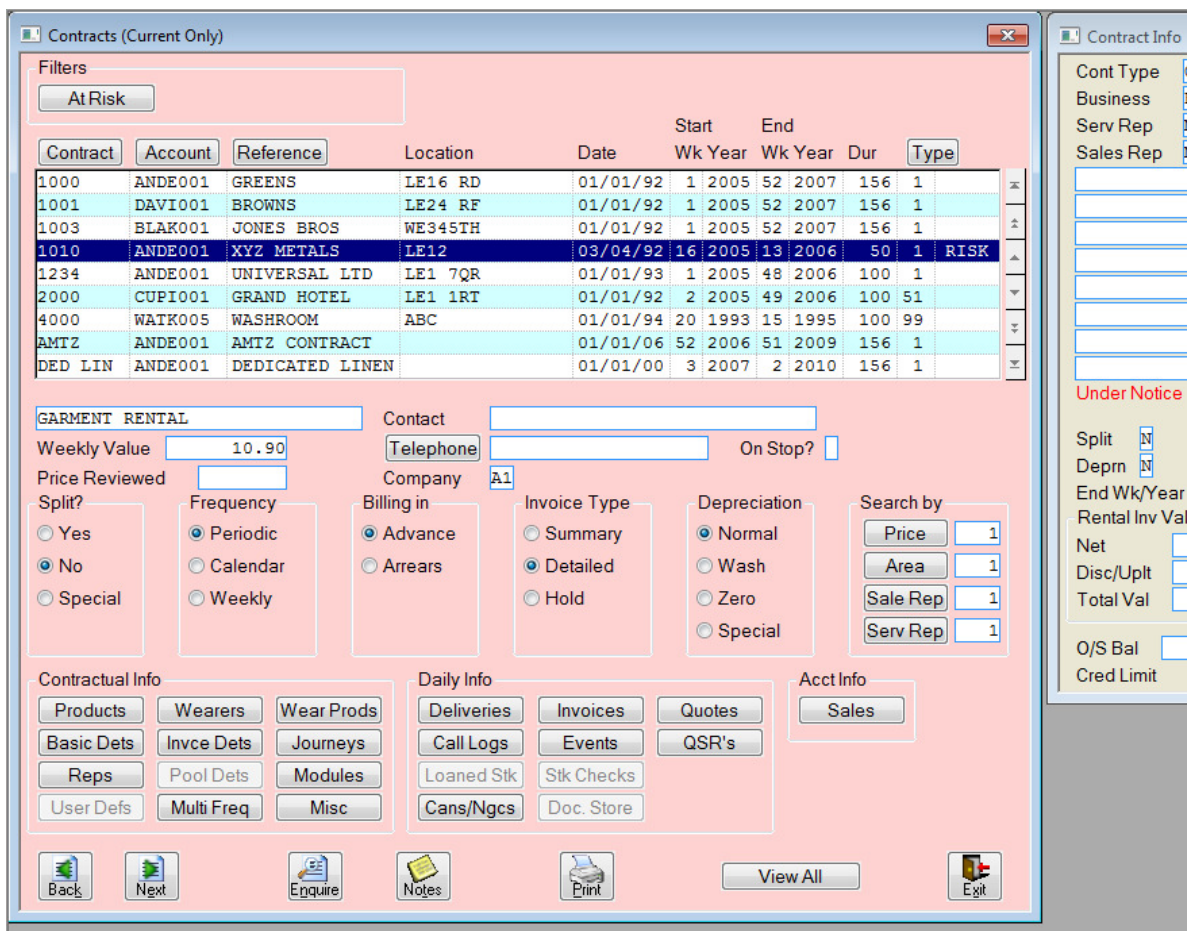
On the ‘checking In’ side, we have also now incorporated manual counting and scanning into the one routine, so items that are not tagged can be easily recorded.





We have also now incorporated a facility for entering dates you, as a laundry, are closed. All deliveries will be automatically forwarded to the next available 'open' delivery day.

Another new addition is the 'At Risk' categories we have introduced. You can provide your own risk reasons and colours to make the customer stand out from the rest. The contract enquiry can filter customers by individual risk categories as required.



While we are looking at the contract enquiry, lots more buttons and 'drill-downs' have been added to try and make hunting for information even quicker. Customer/Product/Wearer screens now only show current (in use) records by default – Use the 'View All' button to show all the 'no longer in use' records.



There have been module changes too. Call logging now has the ability to attach windows documents, pictures, spreadsheets etc., and you can also setup an email group to ensure multiple people receive the log details.

Non-returned short term hire can now be set to produce a lost invoice or alternatively set to be on permanent rental.

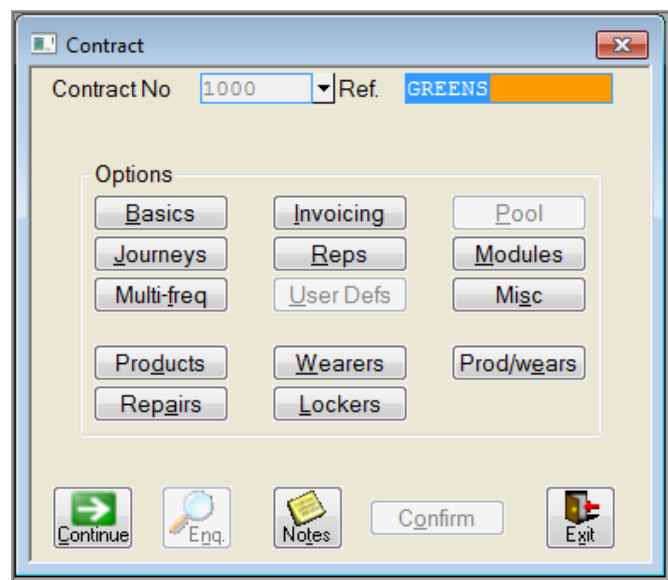
Linen can be counted by weight if required. Linen billing now has the option to charge a fixed price with over-sends only being billed as extra if required.

Within the Route Management Module, individual routes can be merged together now, as well as being copied to other days.

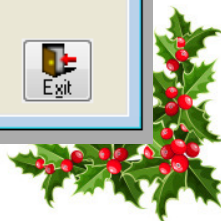
Attention codes placed on garments now include an activation date, so will only show as an alert once the date has been reached.

Weekly/Monthly invoice runs have been sped up with the introduction of new indexes on several of the billing tables.

A new contacts table has been added to the customer. So you can now store those important telephone numbers and email addresses.



All contract maintenance can now be done from one screen with the introduction of lots of new buttons.



Lots of reports have been updated with extra ranges and options – too many to mention here.

Next year will hopefully see an expansion of the hotel (remote customer) software as we continue to roll out this option.

We are also at the beginnings of looking at some form of laundry workflow/scheduling system, and if you are interested in this further then please get in touch, as we want to ensure any good ideas get into the design specs which are in the process of being written.

**So whilst many festive pantomimes are shouting “Ohhh no you can’t”,
Barcellos continues to shout “Ohhh yes we can”.**

It just leaves me to wish you all a Happy Christmas and a Peaceful New Year – nick@barcellos.co.uk



Great interest from MOD contractors

As has been mentioned previously the DIO (Defence Infrastructure Organisation) was putting out to tender some very large contracts using the PSA schedules, covering the whole of Great Britain and Northern Ireland. They have now been let, later than initially stated, and there has only been one successful bidder. They have purchased our system and have a large number of users. Needless to say we are extremely excited by this. Subsequently a number of their subcontractors have contacted us, so it looks like we are going to be very busy. Besides most of the Psa schedules the NHF (National Housing Federation) Version 6.1 Schedule is being used and this has a very large addendum. It is now complete, together with a large program change that was required.

The Psa schedules in pdf format are proving to be very successful and popular of late. Carillion recently relaxed their original security requirements with us; so we are now able to supply pdf's in line with competitors. No more complex software or USB dongle hardware installations! Note that you do not need an Adobe license to operate our pdf's and have the freedom to access the files on any Windows computer (local or network) – or even mobile device with pdf capability; via on-board, memory card or even cloud storage. Printing is now available with no time or quantity restrictions. Each file is watermarked between the purchaser and Barcellos (as the supplier) and requires a password to be viewed within a pdf reader application. Please contact me for further information and prices.

We have welcomed quite a few new users since the last newsletter. Some existing users have picked up new contracts requiring additional schedules, in quite a few cases they have been using either Psa or Nsr schedules and have been appointed to use the other type of schedule as well. Assuming that they will all be run on the same computer then the program does not need to be purchased again, just the schedules.

We wish you all a very pleasant Christmas and look forward to speaking to you in the New Year.

john@barcellos.co.uk





Christmas Carol Quiz

Name the carols described by each clue



1. Oh member of the round table with missing areas

2. Boulder of the tinkling metal spheres

3. Wanted in December: top forward incisors

4. The lad is a diminutive percussionist

5. Sir Lancelot with laryngitis

6. Decorate the entryways

7. Cup-shaped instruments fashioned of a whitish metallic element

8. Oh small Israel urban centre

9. Far off in a haybin

10. We are Kong, Lear & Nat _ Cole

11. Duodecimal enumeration of the passage of the yuletide season

12. Our fervent hope is that you thoroughly enjoy your yuletide season

13. Listen, the winged heavenly messengers are proclaiming tunefully

14. As the guardians of the woolly animals protected their charges in the darks hours

15. I beheld a trio of nautical vessels moving in this direction

16. Jubilation to the entire terrestrial globe

17. Do you perceive the same vibrations that stimulate my auditory sense organ?

18. A joyful song of reverence relative to hollow metallic vessels which vibrate and bring forth a ringing sound when struck

19. Parent was observed osculating a red-coated unshaven teamster

20. May the deity bestow an absence of fatigue to mild male humans

21. Rose-coloured uncouth dolf is aware of the nature of precipitation, darling



Christmas Carol Quiz

Answer Sheet

1. Oh member of the round table with missing areas
O Holy Night
2. Boulder of the tinkling metal spheres
Jingle Bell Rock
3. Wanted in December: top forward incisors
All I want for Christmas is my two front teeth
4. The lad is a diminutive percussionist
The Little Drummer Boy
5. Sir Lancelot with laryngitis
Silent Night
6. Decorate the entryways
Deck the Halls
7. Cup-shaped instruments fashioned of a whitish metallic element
Silver Bells
8. Oh small Israel urban centre
O Little town of Bethlehem
9. Far off in a haybin
Away on a Manger
10. We are Kong, Lear & Nat _ Cole
We Three Kings
11. Duodecimal enumeration of the passage of the yuletide season
Twelve Days of Christmas
12. Our fervent hope is that you thoroughly enjoy your yuletide season
We Wish You a Merry Christmas
13. Listen, the winged heavenly messengers are proclaiming tunefully
Hark! The Herald Angels Sing
14. As the guardians of the woolly animals protected their charges in the darks hours
While Shepherds Watched their Flocks by Night
15. I beheld a trio of nautical vessels moving in this direction
I Saw Three Ships
16. Jubilation to the entire terrestrial globe
Joy to the World
17. Do you perceive the same vibrations that stimulate my auditory sense organ?
Do You Hear What I Hear
18. A joyful song of reverence relative to hollow metallic vessels which vibrate and bring forth a ringing sound when struck
I Heard the Bells on Christmas Day
19. Parent was observed osculating a red-coated unshaven teamster
I Saw Mommy Kissing Santa Claus
20. May the deity bestow an absence of fatigue to mild male humans
God Rest Ye Merry Gentleman
21. Rose-coloured uncouth dolf is aware of the nature of precipitation, darling
Rudolph the Red-Nosed Reindeer

