

# Fringe gets a few notes from Tripod

*Musical links make festival a natural choice for sponsorship*

**Any good business should be willing to put something back into the local community, and Tripod IT has made a major contribution to the local music scene by sponsoring the 2005 Stroud Fringe Festival.**

The choice of music as the beneficiary was not hard as both John McLellan and Wendy Clifford are involved in the music scene. In fact they met through music, when John saw Wendy singing with well known Stroud band Spies in the Sugar.

## Paris tour

John plays guitar with Patsy Gamble, the nationally-known saxophonist and singer, and this summer went on a 'mini-tour' to Paris with her at the invitation of several city bars which had heard her latest album and been impressed by it. There is now talk of an invitation to do the same in Budapest.

## Digital recording studio

Patsy and John play as six-piece and four-piece combos as well as in a duo. You can catch the Patsy Gamble Band at many bars, clubs and festivals through the year, including the main stage at the

Stroud Fringe Festival. Tripod recently built Patsy a digital recording studio so she could start work on her second album. John says, "Tripod IT are computer specialists and we were delighted to specify and build a PC for such a specialist purpose. We also build graphics workstations for CAD work and PCs for video editing and similar uses."

## Music in the family

Wendy sings with the Tonalis Company of Singers, a locally-based choral music enterprise. John and Wendy's 15-year-old son Lachlan

has inherited the family interest and plays with a local band called Low Life Conspiracy. Their younger son Murray is already a keen drummer at just eight years old – in fact Tripod IT supplied two drum kits to Rodborough Community Primary School so that Murray could have lessons without making too much noise at home.

**"As a successful local business we want to put something back into the community"**



*John McLellan gigging with Patsy Gamble*

**Find out more about Tripod IT at [www.tripod-it.co.uk](http://www.tripod-it.co.uk)**

**Contact John, Wendy, Louis, Tanze, Tim, David or Gary on 01453 750747**

**Tripod IT Ltd, 2B New Mills, Libbys Drive, Stroud, Gloucestershire, GL5 1RN**

tripod **it**

# News from

YOUR LOCAL BUSINESS COMPUTING EXPERTS

autumn 2005

tripod **it**

## 250 clients find Tripod has the answers

When Tripod IT started up in business, the aim of principals **John McLellan** and **Wendy Clifford** was to provide information and communications solutions for small businesses which needed the expertise and personal service that only a small local company could provide.

Five years on, the company has seven staff and more than 250 clients and is fast developing a reputation in Gloucestershire and beyond as the place to go for expert, independent advice on all kinds of business computing issues.

"Tripod IT is a solution-oriented company" says John. "This means that we are more interested in

what you want to achieve within the business than in marketing any particular product.

**"Between us we have over 40 years of experience in the installation, configuration and maintenance of computer systems"**

John himself has designed, written and implemented software and systems for some of the biggest names in British business, from Direct Line to Marks & Spencer.

### WHAT WE DO

- Computer Hardware
- Computer Software
- Computer Networking
- On-site support
- Remote support
- Fixed price support and maintenance contracts
- IT consultancy
- IT outsourcing
- CRM and Business Process Automation
- High speed internet access (ADSL)
- Remote access (VPN)
- Web hosting
- Website design and construction

### Adam's going places - fast

Young **Adam Gould** is going places in a hurry, with a little help from Tripod IT – at just 18 he is well on the way to becoming a full-time rally driver.

Adam's involvement in motorsport and Tripod's sponsorship were sparked by his father's involvement in rallying - Andy Gould is a client of Tripod's in the medical equipment business. After nearly five years of



*Continued page 2*

Continued from front page

competing successfully in various formulas, beginning with Autograss racing and moving up to the British Junior Rallycross Championship, Adam is following a natural progression into stage rallying, where he ultimately aims to go professional.

Adam, from Bristol, drives a Group N 1400sc MG ZR Group N simply means it's as close to road spec as

possible, though it does have a roll cage, competition seats and belts, sump and tankguards and mudflaps. Some basic mods are allowed such as the removal of trim panels, uprated suspension and of course rally wheels and tyres.

His ambition is to be World Rally Champion one day, so Tripod IT are more than happy to get him off to a

good start by sponsoring him to the tune of £2500 in the British Rally Championship 'Stars of the Future' class.

Adam's remaining events for 2005 are the Trackrod Rally in Yorkshire and the South of England Tempest Rally. More info on [www.adamrally.com](http://www.adamrally.com)



### Working for Microsoft Certified Partner status

Tripod IT has been a Microsoft Registered Member for over 4 years now, so for the benefit of clients we're entitled to business-critical support at any time and it doesn't cost you a penny. Now we're planning to hit the next level by making further investment in staff

training so we can apply for Microsoft Certified Partner status. This will take Tripod into the select band of IT companies which enjoy high-level support from Microsoft. Benefits include dedicated account management, top-level critical support, pre-sales

backup and the use of a wider range of software. "This will be quite a feather in our cap" comments John McLellan. "We will be able to draw on Microsoft support in many ways that are not open to other IT suppliers."

## Customer Focus - helping businesses to focus on sales

Tripod IT has been appointed sole distributor for Gloucestershire and Worcestershire for Customer Focus, an advanced yet affordable suite of business planning and automation software designed to make more businesses more efficient while focusing on sales.

Customer Focus, which starts from as little as £150 for a single-user client management system, is a complete software system designed to offer the functionality of a total business system to small and medium-sized companies at an affordable price. Building on the core modules that you would expect from a conventional accounts-based software package or contact management system, it offers a wide range of additional fully-integrated modules to help develop your business processes and increase profitability.

Available as a complete system for wholesale, distribution, manufacturing and service companies or as specialist modules linked to other systems, Customer Focus comes in a range of packages to suit different business requirements.

#### The seven Customer Focus packages are:

**CMS - Client Management System** - The ideal tool for sales and support staff – allows integration, planning and implementation of all sales activity.

**CMI - Campaign Management and Implementation** - A package containing customer and product databases for direct marketing and information management.

**MSP - Marketing and Sales Productivity system** - The ultimate sales and marketing tool, combining database, catalogue and content management with opportunity management, project database and quotation management.

**SSTM – Service, Support and Task Management** - A comprehensive operations centre enabling you to track and manage customer queries and requests.

**MDBS – Marketing-Driven Business System** - Turns your company into a sales-driven organisation by introducing a sales and marketing methodology.

**SBS – Standard/Starter Business System** - An entry-level version of MDBS that can be upgraded as your business expands.

**M-ERP** - An enterprise resource planning system combining the functionality of MDBS with a comprehensive and easily-configured ERP system for manufacturing companies.

For more information about Customer Focus - contact John McLellan.

# Who's who at Tripod IT

An introduction to the Tripod team and what they do



Tim Marshfield, Wendy Clifford, John McLellan and Louis O'Sullivan

Tripod IT principals John McLellan and Wendy Clifford – who are married with two daughters and two sons – set up Tripod IT in September 2000. It wasn't long before they were joined by Louis O'Sullivan.

#### Rock band roadie

Louis, from County Cork, had a colourful career before he settled down to the relative tranquillity of Tripod IT – he was a 'roadie' with a number of rock bands as well as the world-famous Irish singer Mary Black and her band.

He joined four years ago under the Government's New Deal scheme and it wasn't long before he'd proved his worth to the company and was put on the payroll permanently.

Louis is in charge of web development and manages Tripod's web hosting business. He looks after the web server as well as designing and building websites for Tripod IT clients.

#### Admin graduate

##### Tanze Abbott

(her name is derived from the German for 'dance' because her mother was taken by the word while she was in Germany

and pregnant with Tanze) joined the company as a Modern Apprentice in early 2004. She has since graduated in business administration, so she is well qualified to manage the office and organise the rest of the team. In winter she may sometimes be spotted tearing down Alpine slopes on a snowboard.



Tanze Abbott

#### Server expert

##### Gary Mackenzie

our technical support engineer, began his career with Tripod as a 'Saturday boy' while still at school. With an aptitude for all things technical, Gary, in spite of his youth, has a particular facility with servers and emerging technologies. When not at work he can usually be found relaxing in Spain.



Gary Mackenzie

#### Multimedia degree

Tripod's team has expanded to seven following the recruitment of Field Engineer David Richards. David,

an experienced software engineer, has joined us from Gloscat and has a degree in multimedia. David's spare-time interest is beekeeping, which came about because of his problems with hay fever. When he learned that eating honey from locally-raised bees is a good way of tackling it, he bought his first hive. Eight years on, he has nine hives - and no hay fever.



David Richards

#### Published photographer

The main reason David has been recruited is to enable Senior Field Engineer Tim Marshfield to devote more of his time to our business software package, Customer Focus. 6ft 7in Tim, who joined Tripod in 2003, is an experienced computing systems expert with a background in computer hardware and telecom billing systems. His spare-time hobby is photography, and his images are good enough to have been published commercially in several places including the covers of the magazine Undiscovered Cotswolds.

As the business grows the company is continually looking for good new staff and the hunt is currently on for a technical Modern Apprentice and a salesperson.

