Company
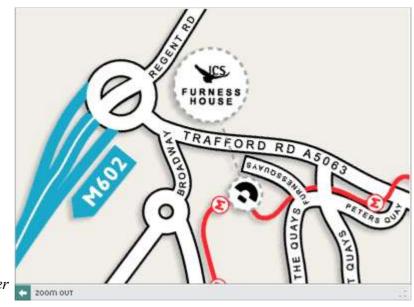ICS Ltd

Address
ICS
Furness House
Furness Quay
Salford Quays
Manchester
M50 3XZ

Interview
Friday, 15th July 2005 10am
Dave Grant – *Development Manager*
Possibly Christian Smyth – *M.D.*

Products
ICS has been developing successful RAD, CRM & BI products since 1994. netDrill™, a SQL Server and web based Business Intelligence tool, has recently been awarded an Innovation Grant by the DTI for its market potential, ease of use and innovative approach to empower end users in their decision making.

netDrill
- IE client to a SQL Server backend.
- Queries and user-generated reports generated against real-time data.
- OLAP (On-line analytical processing). Works against a multi-dimensional representation of relational data.

netCentre
- CRM (Customer Relationships Management) extended to TRM (Total Relationships Management – their acronym).
- Web forms contact entry. Task allocation and tracking; incident and issue monitoring.
- MS Office integration (export to Outlook).
- Sales support, documentation support.
- FAQ and knowledge base (is that per-application, or a global web KB?)
- Regular and Ad-hoc reports actioned on the real-time data. Can spot trends and sub-totalling?

RAD Tools
- iceStudio
    - for Unisys e-@ction ICE and e-@ction BIS. These appear to be Unisys related e-business solutions.

Outsourcing
Range from days to months.
Percentage? Specialised development team members for outsourcing?
Microsoft acreditation of all outsourcing staff

Customers

Heinz

Davies Managed System

Carmichaels

Exel

Royal Navy

Atos Origin

Virgin Balloon Flights

Mohawk Valley Water Authority

Partners

Cap Gemini

Software Sepctrum

SCC

Freeborders

IMS Ltd

Unisys

AshtonCourt

Forthform (actually part of the ICS group – split off from ICS's media department)