In this issue:

ISTC news

Simon Butler appointed president-elect

The ISTC Council has agreed to appoint **Simon Butler FISTC MBCS** as president-elect of the ISTC. Simon has been a member of Council since 2004 and was instrumental in managing the development of the new-look ISTC website. He has also implemented a number of enhancements to the site features and has more planned. The ISTC Council is confident that Simon has the drive, enthusiasm, and commitment to take the ISTC forward.

ISTC publishes career guidance flyer

The ISTC intends to send a flyer to 1,750 careers advisers through the Association for Careers Education and Guidance (ACEG). The idea is to explain the nature of technical communication as a career and the entry routes into it for school and college leavers. We would welcome your thoughts on useful points to include, especially from those of you who have had children of this age or experience in education. What do you think about our profession as a career and what do young people want to know when they choose a career? Please send your ideas to **Marian Newell** at journal.editor@istc.org.uk.

Remember to renew your ISTC membership

You may have started to receive your renewal subscription invoices for 2007, there has been an error on some of the invoices showing the period of membership to be 01 January – 31 December 2006; it should read 01 January – 31 December 2007. Please accept my apologies, amendments will be with you shortly. Please also note the payment options on the reverse of your invoice, especially if you wish to join the Direct Debit scheme, and remember that the last date for applications is **15 December 2006**.

The office will be closed for the Christmas holidays from 4.00pm on Thursday 21 December 2006 and will re-open at 9.30am on Monday 8 January 2007.

Merry Christmas and a Happy New Year to everyone from the administration.

ISTC History Project – ISTC and other similar organisations

The ISTC is in the process of documenting its history and you might be able to help.

This time we are trying to find further information regarding a former Council member, **John Douglas McIntosh**, who sadly died in 1983.

J. D. McIntosh is one of the frequently recurring names in the history of the ISTC from the 1970s

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and until his death. As part of the ISTC History Project I am trying to get in touch with his family to obtain further information about him for the history. Do you have any idea where his family used to live, or where they might live now?

You may well be in possession of some vital information or material relating to the history of the ISTC. Emma can be contacted at emma.bayne@comhem.se.

Bob Hewitt joins *Newsletter* team

This month the ISTC is pleased to welcome **Bob Hewitt** to its *Newsletter* team as the new *Newsletter* Layout Editor. Bob specialises in the migration of technical documents and graphics from one desktop publishing (DTP) system to another as well as supplying DTP and graphic services to manufacturing companies.

Bob has worked in technical publications all his life. After leaving college he worked for two agencies involved with The Central Electricity Generating Board (CEGB) in the UK before moving to Germany. Bob worked in Germany for about 17 years before deciding to return to the UK and work for himself, which he has been doing for the last 6 years. "In my time, I've worked for almost every German car manufacturer. I helped VW to migrate from manual illustration to electronic illustration even earning a credit on IsoDraw version 2. I've also worked for the German and Dutch military," says Bob.

Bob replaces **Sophie Watson** who the ISTC would like to thank for her valuable contribution.

Hyperlinks disclaimer

The appearance of external hyperlinks does not constitute endorsement by the ISTC of the linked websites, or the information, products or services contained on those sites. All external hyperlinks were accurate and working at the time of writing. However, the ISTC does not exercise any editorial control over the information you may find at these locations, so the ISTC cannot be responsible for changes to content found at these locations or any material on those sites that may be inaccurate, misleading or offensive to you.

All links are provided with the intent of meeting the mission of the ISTC and its *Newsletter*, and the ISTC disclaims any responsibility for the accuracy, completeness and availability of any linked site.

Please let us know about existing external links which you believe are inappropriate or inaccurate and about specific additional external links which you believe ought to be included.

Conference news

*By **Alan Fisk FISTC***

Council has decided that the first Spring Conference should be planned for a weekend in 2008. At present, it is intended that the Spring Conference should have more of a "social" element than the Autumn Conference.

If you already have an idea for a presentation to give at the 2007 Conference to be held in Liverpool in October, contact **Alan Fisk FISTC** at conference@istc.org.uk with a description.

Presentations last about 40 minutes, including time for questions. We will provide items such as flip charts and projectors for computer slide shows.

A page for the 2007 Conference will soon be added to the ISTC website. www.istc.org.uk.

Winner of free membership

The ISTC is pleased to announce the lucky recipient of a year's free membership, drawn from the survey forms from Conference 2006.

The winner is **Emma Bayne**. Congratulations Emma.

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Affiliate news

IBM Systems Journal focuses on collaboration

The latest issue of *IBM Systems Journal* doesn't just focus on business collaboration, it lives it. Some of its papers are co-authored by groups that cut across research and product lines. Some of the work is interdisciplinary and on the research side, the contributions are from both computer scientists and social scientists.

IBM believes that such business collaboration is increasingly important. Management experts and financial analysts, among others, have touted collaboration as critical to innovation and new business models, both considered crucial to survival in today's global business environment. Successful collaborations created outside the traditional business world, such as Wikipedia and open-source development, are held up as models for enterprises. These models can help enable enterprises to be more flexible and creative and more responsive to their customers' needs in the connected world.

Among the papers in the journal is an ethnographic study which examines how collaborative "knowledge work" gets done in a process-oriented environment. The study is aimed at identifying support that could benefit knowledge workers and making recommendations for tools that might provide such support.

Another study presents SCOUT, an application that examines the machine-generated messages within an e-mail inbox, extracts information about the tasks the recipient is asked to perform, and displays these messages in a graphical interface.

You can read articles in the *IBM Systems Journal* at www.research.ibm.com/journal/sj45-4.html

Businesses returning to film

APT is experiencing a revived interest in businesses returning to film, a "corporate cinema" stage upon which companies are reaping the rich rewards found in the latest cost-effective digital formats available.

APT says that many clients approach the company with sometimes "dusty" corporate videos that they want to dub into several different languages. One of the first decisions they need to make is whether they will use a male or female voice. "Male" they'll respond, "...but maybe a female voice might..." Sounds like a simple decision? Often in matriarchal countries like Italy and Spain, a female voiceover may not "suit the sell" – if it's instructional or advisory, the Italian or Spanish man doesn't respond well to advice from the opposite gender. However, if it's the "sensual sell" like cars, cologne or candy-feel-good merchandise, then they're all ears.

If a company's corporate video is looking a tad tired – often the norm in the fast-evolving

electronics and engineering industries – then a new corporate video is more cost-effective and flexible if shot as a voiceover narrative. In avoiding actors and dialogue and deploying montage scenes with voiceovers, a client can save a lot of time, money and headaches.

Voice recording/dubbing

The actual recording rate for voiceovers, including the studio and recording mixer, will depend on how many takes you need to go for, and the skill of the voiceover artists etc. APT usually estimates up to an hour per language.

For the voiceover recording, APT would simply need a DV tape of the film, preferably with the client's audio to date on it as well as a guide. APT captures this into its audio system, Pyramix, and then records the voiceover to the picture.

APT can deliver the recorded voiceover to the client as separate clips (as WAV or MP3) or as one long clip that the client could then edit themselves. As each clip has a specific time code, APT can also deliver broadcast WAVs (BWAVs) that have this time code embedded in them. However, software like Pinnacle or Premiere sometimes does not support BWAV.

For delivery-format, APT would either burn the existing audio to DVD/CD, or if the

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client brings over a firewire drive, APT would simply copy the cues directly to that.

Music

Various libraries of music are available from which the client can choose tracks. APT does not charge for this, but the music needs to be cleared for corporate use through the normal MCPS system.

Another exciting option which is fast becoming a superior and cost-effective direction for companies seeking to promote their unique market identity is to employ established composers to write "background" music and create the client's theme. This is not always as expensive as one might expect.

Editing

For further editing/finishing of the audio in APT's systems, APT would need to get the audio from the client's system into APT's. If they've only got one track of audio, or two if

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stereo, then this could be exported as a WAV file and APT would work with it from there.

If a client has multiple tracks of audio in Pinnacle or Premiere, then APT would export as OMF, or broadcast WAVs, or possibly export as multiple WAV files and manually place them in the company's system at the right time codes.

If substantial editing or tidying of the imported/existing audio is necessary, APT usually requires the source audio clips. In other words, the entire clips, not just the bits the client has used. This is because it's often necessary to have "handles" on the audio to create cross-fades to make an edit work well. Sometimes an audio "filler" is needed to mask the joins.

Movement of media from one system to another is sometimes fraught with tricky pitfalls – the manufacturers have yet to sort out a common file standard that everyone supports equally well. Once a workflow is sorted out, however, it can be made to work smoothly – as smoothly as computer software will allow.

For a full list of the ISTC's current Business Affiliates, see www.istc.org.uk/Business_affiliates/ba_home.htm.

You can read more about the scheme at www.istc.org.uk/Membership/business_affiliates.htm.

Industry news

iProfile announces industry rates

iProfile, a company that enables users to create their CV online, has announced salaries and hourly rates that technical writers can expect to earn in the UK.

According to iProfile, these figures are as follows:

	Range	Median
Annual salary	£27 000 – £33 250	£31 250
Hourly contract rate	£32 – £47	£40

New guidance for translation services

The British Standards Institution (BSI) has published a book for translation service providers (TSPs) on how to implement the translation services standard BS EN15038:2006, *Translation services. Service requirements.*

The Translation Service Provider's Guide to BS EN 15038 is a step-by-step guide for TSPs to achieve conformity to the standard. The author, **Chris Cox** of GeoLang Ltd, advises how businesses can benefit from implementing the standard, and how to choose the most resource-efficient method. The book is written for those not familiar with standards in a language that individual translators or micro-enterprises can easily understand.

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The book also gives detailed advice on the variety of methods of conformity assessment available to service providers, so that once you are compliant with the standard, you can tell your current and potential clients about your new-found status and begin to reap the benefits.

The charities with the best online accounts

African Children's Education Trust, Chesterfield Philharmonic Choir, and Islamic Relief were among 14 charities celebrated for their transparency at the Charities' Online Accounts Awards 2006 on 29 November in London.

Designed to raise the standard of online reporting in the charitable sector, the Awards recognise charities for the availability, clarity, accessibility and web-friendliness of their online financial reports. The competition is sponsored by CAF (Charities Aid Foundation) and supported by the Institute of Chartered Accountants in England and Wales (ICAEW).

An independent panel of judges drew up a shortlist from five categories and the charity with the most transparent and technically accurate accounts in each category received £5,000. Second and third place charities received £750 and £250 respectively. To read about this year's winning charities please visit www.cafonline.org

Graham Ward, chair of the judging panel, commented, "We've seen a fantastic number of charities enter this year's Awards and in many cases the standards have been excellent. Some charities, however, are still failing to embrace the opportunities of online communication."

"These organisations will simply lose out as internet usage continues to grow and potential donors demand ever greater and ever clearer information on the activities of charities before they decide to give."

New publishing director appointed for Inspec

The Institution of Engineering and Technology (IET) has announced the appointment of ***Simon Thomson*** as publishing director and general manager of Inspec. Inspec is an English-language bibliographic information service that assists engineers, scientists and others in their research to locate relevant journal articles, conference papers and other documents.

Joining the IET from the Taylor & Francis/ Informa Group, Simon will take charge of the IET Research Journals portfolio and the Inspec bibliographic database.

The IET was formed in 2006 by the Institution of Electrical Engineers and the Institution of Incorporate Engineers and has a worldwide membership of more than 150,000.

For more information about the IET please visit www.theiet.org

Graphics of the Americas adopts Web-to-Print emphasis

Graphics of the Americas-Xplor, the second largest US-based annual international graphic communications exhibition, has added more events features to its conference and exhibition to be held on 28 February to 4 March 2007, at the Miami Beach Convention Center. For the first time, Graphics of the Americas will feature a Web-to-Print exhibition pavilion, information area and conference symposium.

The pavilion is dedicated to Web-to-Print solutions including storefront, brand management, portal and online procurement models. In addition, a Web-to-Print information area, adjacent to the exhibition area, will be part of the overall pavilion. Information provided by the Printing Industries of America/Graphic Arts Technical Foundation (PIA/GATF) will allow attendees to explore different Web-to-Print solutions and business models, helping printers and end-users understand the technology as it applies to their businesses. Information compiled by the PIA/GATF and the Printing Association of Florida will also be available.

Graphics of the Americas will also host an educational symposium to demystify Web-to-Print technologies and strategies, allowing attendees to evaluate an array of technologies.
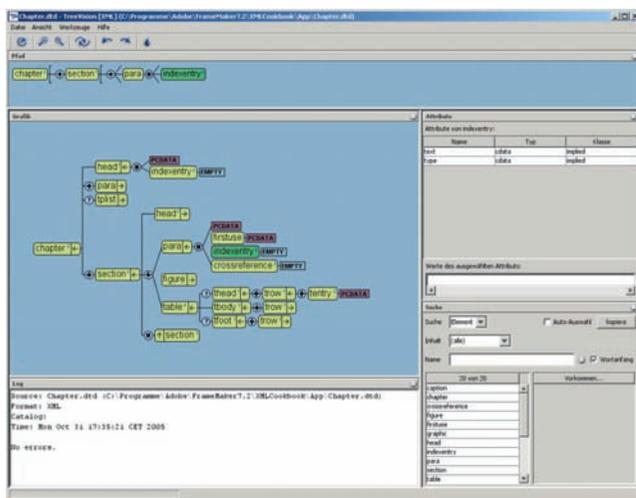
For more information visit www.graphicsoftheamericas.com

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Software news

Ovidius TreeVision in use at Eurocopter Germany

TreeVision, a software for visualising and analysing complex Document Type Definitions (DTDs), has been successfully deployed at Eurocopter Germany. The software, developed by Ovidius, allows the visualisation of XML and SGML DTDs and provides a feature for exporting entire DTDs as a tree.

Eurocopter Germany has been using TreeVision for six months, deploying it primarily as a tool for analysing the complex DTDs used for technical documentation in the aerospace industry. Eurocopter is leader in military and civil helicopters and uses the ASA/AIA S1000D and ATA iSpec 100 and 200 standards for content creation.

Walter Watzl, head of Technical Support Services at Eurocopter says, "TreeVision helps us with our day-to-day work and permits us to easily handle specifications while easing development and system maintenance of our technical documentation. Together with DTDHelp and MetaMorphosis, Ovidius provides us with a comprehensive and powerful set of tools for handling XML and SGML data, which we use for documentation and data exchange or in configuration files."

DirecType 2.0 available for Mac

The DirecType 2.0 software is now available for all Mac users too.

Numerous creative agencies have sought the possibility for image personalization to run on Mac OS X. Until now, there has not been an application for the community of Mac users.

You can download the Mac version of DirecType Designer 2.0 LE free of charge from www.directype.org.

AuthorIT Website Manager released

AuthorIT has released the AuthorIT Website Manager, which enables organisations using the AuthorIT Component Content Management system to create websites of all sizes. The product stores content separately from design and function, then assembles and delivers the requested page dynamically, tailored for individual visitors. The software makes it possible to deliver websites that adjust to visitors based on browser, language, and device used, including palm pilots, PDAs, Pocket PCs, Blackberrys, and Braille browsers. Controlled authoring and workflow ensures that only approved content is released to clients. Organisations can save time with their localisation projects, by using the fully integrated AuthorIT Localization Manager translation management tool set.

across now also in Italy and Spain

across Systems, a spin-off of Nero AG and a manufacturer of Corporate Translation Management(CTM) software, is now also present in Italy and Spain.

Christian Weih, International Sales Director at across, explains, "In the course of the international rollout of across, further subsidiaries in Europe, USA, and Asia will follow. We will be present in all relevant markets within months."

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Events listings

This page introduces new listings and includes reminders of the most relevant events in the next two months. ISTC events are listed in bold.

You can view previous events listings on the ISTC website's *Newsletter* archive at www.istc.org.uk/Publications/Newsletter/newsletter.htm. To include an event in the listings, please e-mail events@istc.org.uk.

December

4–14   *International Joint Conferences on Computer, Information, Systems Sciences, and Engineering*. CIS2E 06 provides a virtual forum for presentation and discussion of the state-of the-art research on computers, information and systems sciences and engineering. The virtual conference will be conducted through the Internet using web-conferencing tools, made available by the conference. Online only.
www.cisse2006online.org

5–7   *<xml2006>*. The world's oldest and biggest XML conference. Cessna or Boeing? Yahoo or Google? Microsoft or IBM? For once, you don't have to choose. They're all coming to present at <XML 2006> in Boston, along with Oracle, Sun Microsystems, O'Reilly, the World Wide Web Consortium, Elsevier, and over 50 other companies and organizations and 95 industry experts. Boston, Massachusetts, USA.
2006.xmlconference.org/programme/

6   *The Sign Design Society*. A talk by **Richard Kindersley**. Richard comes from an Arts and Craft background; his father worked as a pupil to **Eric Gill** and later developed his own career around lettering and typography. He was made an Honorary Fellow of the Royal Institute of British Architects in recognition of his contribution to architectural lettering. London, UK.
www.signdesignsociety.co.uk/

6   *User Generated Content and Web 2.0*. Designed for decision makers, this intensive one-day course offers an opportunity to learn more about the threats and opportunities arising from user-generated content. Department for Continuing Education, Rewley House, Oxford.
www.conted.ox.ac.uk/cpd/electronics/courses/web_2.0.asp

7   *Acrobat Users Conference 2006*. A full day of talks and hands-on sessions dedicated to Acrobat. Washington, DC.
acrobatconference.figleaf.com

7–8   *In Depth CSS XHTML Techniques by **Eric Meyer.*** This special two-day workshop will give you everything you need to know to build top-quality CSS XHTML websites. As an in-depth course this workshop is the perfect grounding in CSS, XHTML and other important aspects of site accessibility. London, UK. tinyurl.com/ydfwbx

12   *Microsoft's Launch of Exchange, Office and Vista*. This launch day will give you the complete overview of the power of these products and how they will help you to do your job more efficiently whilst saving costs and meeting the business requirements. Products covered: Exchange Server, Microsoft Office Smart Client Applications, Office, Outlook, SharePoint Portal Server and Windows. Reading, UK.
https://msevents.microsoft.com/cui/EventDetail.aspx?culture=en-GB&eventid=1032314416

2007

February

20–22   *Future of Web Apps 07*. Three days of inspiration and insight where speakers will be discussing the future of the web industry, emerging technology and how it will change the way you build web applications. Speakers from digg, TechCrunch, Yahoo!, Google, Amazon, NYTimes.com, Vodafone and others.
www.futureofwebapps.com/index.html

March

25–28   *Fifteenth Annual WritersUA Conference*. Registration is open for the Fifteenth Annual WritersUA Conference. The WritersUA Conference includes over 60 sessions. The 2006 roster represented 45 of the United States, 5 provinces of Canada, and 9 other countries. Long Beach, California.
www.writersua.com/ohc07/agenda.htm

April

19–20   *Tekom spring conference*. Interfaces in Technical Communication. The focus will be on the link between Technical Communication departments and other departments. Bamberg, Germany.
www.tekom.de/tagung/tagung.jsp

Training news

Translation companies support Translation Graduate Apprenticeship Scheme

Roevin Translation Services says an acute shortage of native English-speaking translators in the future is highly likely and those who do graduate in translation studies will not necessarily be "work ready". The shortage is the likely result of several factors, namely:

- the significant decline in the numbers of British students taking languages at A-level (fewer than 5% of the total entries),
- a lack of students studying language to degree level and beyond,
- a shortage of modern language teachers at secondary school level and
- failure to introduce foreign languages in primary school and early childhood.

In an effort to help raise the profile of the translation industry and help bridge the gap between education and the commercial world, Roevin Translation Services has joined the Steering Group for the much-needed Graduate Apprenticeship Scheme. This is a pilot scheme, which aims to offer MA students in Translation Studies high quality structured work placements within professional translation organisations.

Funding has recently been secured from the Department for Education and Skills (DfES) Gateways Development Fund to run a pilot Graduate Apprenticeship Scheme. The funding proposal, submitted by CILT, the national centre for languages, aims to encourage recruitment and retention within the translation profession.

As well as CILT, members of the Steering Group include Roevin and four other translation companies, the Association of Translation Companies and the Universities of Aston, Salford, Leeds, Westminster, Imperial College (University of London) and London Metropolitan University.

More MA Technical Communication graduates from Sheffield Hallam University

*Course leader **Dr Mike Beaken**, graduate **Brid Mercer**, who achieved a distinction for her dissertation, senior lecturer **Anne-Florence Dujardin** and graduate **Kathryn Valdal Fourie**, who obtained the degree with distinction, outside City Hall in Sheffield.*

The pool of skills in technical communications continues to grow as 29 students graduated last month from Sheffield Hallam University (SHU) with postgraduate qualifications in technical communications. The MA/Postgraduate Diploma/Postgraduate Certificate in Technical Communication is the UK's only postgraduate distance learning course in technical communication and is well regarded nationally and internationally.

Seven students were awarded Masters' degrees at the graduation ceremony held at The City Hall in Sheffield on November 15. ***Petre Dimitru-Nistor***, ***Brid Mercer***, ***Mark Owen*** and ***Kathryn Valdal Fourie*** were awarded Masters in Arts in Technical Communication and ***Philip Barnes***, ***Jonathan Edney*** and ***Roger Morton*** were awarded the Masters in Arts in Technical Authorship.

Graduate ***Brid Mercer*** says, "Although the high standards on the course were sometimes difficult to live up to, it was definitely worth the effort required to achieve them, as it has greatly enhanced my skills and confidence."

Anne-Florence Dujardin, who is a senior lecturer supporting students on the MA Technical Communication and other Professional Communication Master's course offered by Communication Studies at SHU, says there were a broad range of dissertation topics. For instance:

- the value of video to support the online synchronous completion of forms

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- English-speakers and French-speakers' perceptions of website features
- the user of hedging phrases in the completion of clinical evaluation forms
- the author-reader relationship in a corpus of bee-keeping manuals
- information formats used by an online community and
- intercultural email collaborations document and product usability.

"These topics show the wide range of interests that are represented on the MA course and also the various specialisations that technical communicators have," says Florence.

Training courses

Listings are restricted to scheduled courses that are low cost or are in some way unusual. Listings are a service to members. A listing does not imply ISTC endorsement.

If you hear of any training courses that you think might be of interest to *Newsletter* readers, please contact the *Newsletter* Copy Editor (newsletter.editor@istc.org.uk).

December

4   *Flash Intermediate*.
This course is intended for web designers and animators with some experience creating Flash animations, who want to build more efficient, optimised animations that allow for greater user interactivity. If you book with the Flash ActionScripting course offered by Mekon Learning, you get a discount. Sutton, Surrey. Mekon Learning, www.Mekon-Learning.com

6   *Proofreading problems*.
The course covers general and scientific texts, and deals with problems such as poor typesetting and heavily edited copy. A proof collation exercise is also included. London. Society for Editors and Proofreaders. www.sfep.org.uk/pages/courses.asp

13   *Website accessibility*.
This course is designed for technical and non-technical staff who need to ensure that their web-based communication complies with The Disability Discrimination Act as it applies to the Internet. Sutton, Surrey. Mekon Learning, www.Mekon-Learning.com

2007

January

25–26 *Flash Introduction*.
This course is aimed at web designers and animators who need to create dynamic and exciting animations. After completing this course, you will know how to create custom Flash animations for use on the web. You will create frame-by-frame, shape-tweened, and motion-tweened animation using both custom and imported graphics as well as text. Sutton, Surrey. Mekon Learning, www.Mekon-Learning.com

Back page

Public told to flee fire on donkey

The BBC reports that Scotland's fire services have had to recall hundreds of leaflets due to a translation error. The translators of the leaflet by the Scottish Executive for the eight fire and rescue services used the Urdu word for donkey instead of for cushion as the words are similar. As a result, the leaflet told the public to jump on a donkey when escaping from a burning house. To read the full article please visit news.bbc.co.uk/2/hi/uk_news/scotland/glasgow_and_west/6125322.stm

Christmas and New Year's quotes

Basic Jokes lists some good quotes from celebrities. Here are some from the site at www.basicjokes.com/dquotes.php?cid=32.

Poem of Quotes (www.poemofquotes.com/funny-quotes/christmas-quotes.php) cites some clever Christmas quotes including:

"What do you call people who are afraid of Santa Claus? Claustrophobic." – Anonymous

"Why is Christmas just like a day at the office? You do all the work and the fat guy with the suit gets all the credit." – Anonymous

"Christmas is a race to see which gives out first – your money or your feet." – Anonymous

"I stopped believing in Santa Claus when I was six. Mother took me to see him in a department store and he asked for my autograph." – **Shirley Temple**

"The Supreme Court has ruled that they cannot have a nativity scene in Washington, D.C. This wasn't for any religious reasons. They couldn't find three wise men and a virgin." – **Jay Leno**

New Year's quotes from Amusing Quotes at www.amusingquotes.com/h/n/New_Year_1.htm

include: "A New Year's resolution is something that goes in one Year and out the other." – Unknown

"New Year's Eve, where auld acquaintance be forgot. Unless, of course, those tests come back positive." – **Jay Leno**

The following quote is from "Funny Christmas Quotes by Simran Khurana" on About Quotations at quotations.about.com/od/specialdays/a/christmas6.htm

"Once again we find ourselves enmeshed in the Holiday Season, that very special time of year when we join with our loved ones in sharing centuries-old traditions such as trying to find a parking space at the mall. We traditionally do this in my family by driving around the parking lot until we see a shopper emerge from the mall, then we follow her, in very much the same spirit as the Three Wise Men, who 2,000 years ago followed a star, week after week, until it led them to a parking space." – **Dave Barry**

The following card comes from Satirewire.com with permission.

You can find more amusing cards from Satirewire.com at www.satirewire.com/cards/index.shtml

Sophie's infinite series lives on...

Insert each ECL connector into the back side of the distribution panel...

The underlying philosophy is to maximise design as a marketing tool by ensuring that not only do products within a range exhibit a common "style" BUT that the company's product submissions for an environment project a quality and consistent image that reflects our Brand Image and promotes the perception of the company as a Hi Tech, Hi Touch problem solver.

Wishing you a happy Christmas and a prosperous New Year!