

# PRESS RELEASE

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## **Graham Oakes Limited achieves unique certification**

North West-based IT consultancy, Graham Oakes Limited, has become the first company in the UK to be awarded ISO9001 certification for assisting organisations to develop strategies for Customer Relationship Management, Enterprise Content Management and Collaborative systems\* under an innovative new scheme set up by the Professional Contractors Group.

ISO9001:2000 certification is awarded to companies as a stamp of their commitment to continuous improvement and customer service. It is a 'must-have' for companies tendering for public sector work and is widely recognised in other sectors.

Graham Oakes, who started the consultancy in 2003 said: "It's great for us to be awarded this certification. The organisations we work for need the personal attention and dedicated expertise that small consultancies excel at, but they also need assurance that consistent, high quality processes will be followed. This certification demonstrates that Graham Oakes Ltd can deliver both as we help people find ways to achieve their customer and information management objectives."

Graham Oakes' clients include National Savings and Investments (NS&I), one of the UK's largest savings and investments providers with 26 million customers and over £70 billion invested. The government-backed financial services provider commissioned Graham Oakes Ltd to consult on their IS Strategy over a six month period from May to October 2005.

Joe Dall, Head of Information Systems and eBusiness at NS&I said: "Information systems are an integral part of NS&I's continuing drive to be the

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\* One other NW company focused on safety systems for railways has been certified under the scheme, and other companies in the UK have been awarded the certification for disciplines such as project management.

UK's leading savings and investments provider. Graham Oakes Ltd has done an excellent job in helping us to build and develop that information systems strategy. This certification confirms the experience we have had working with Graham Oakes Ltd."

Graham Oakes Ltd achieved certification through the quality scheme recently launched by the Professional Contractors Group. PCG (QS) is designed to suit small consulting businesses and incorporates a tailored UKAS accredited ISO9001:2000 certification process. It highlights businesses of the highest integrity, and opens doors for small consultancies to compete on a level footing with larger organisations.

Simon Juden, chairman of the PCG said: "We're pleased to see another small consultancy demonstrate that it can compete with the big players. Expert consultants are notoriously difficult to find. This scheme will help organisations find the expertise they are looking for, while giving them the comfort of knowing that the people they are bringing in are committed to the highest standards."

**Notes for Editors:-**

As Director of Graham Oakes Ltd, Graham specialises in helping people to understand how to use technology to transform their business. He has helped many clients in both the public and private sector, including Oxfam, Yahoo Europe and Cisco Systems, to build a clear picture of their organisation and to understand how systems can better support their efforts.

**Images** of Dr. Graham Oakes are available on request and media interviews can be arranged.

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