



STER KINEKOR OUTSOURCES SERVICES MANAGEMENT TO QUINTICA

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Quintica has concluded an agreement with Ster Kinekor for the management of its third party maintenance agreements – and the monitoring of the companies associated with them – covering its head office and 48 cinema complexes throughout SA. In terms of the agreement, Quintica will interact on Ster-Kinekor's behalf with companies providing IT maintenance and support services - ranging from computer hardware infrastructure and software development and support organisations.

According to John Campbell, Ster-Kinekor's IT executive, the move is in line with the movie giant's intention to focus more on its core business and outsource other tasks to specialists. "Quintica is probably better known as an IT infrastructure library (ITIL) software supplier utilising the Service Desk product from MARVAL, however its services management methodology – that it is in the process of implementing at Ster-Kinekor – will assist us to distance ourselves from the day-to-day, "break-fix" issues which are time- and resource-consuming," says Campbell.

Charles Osburn, a director of Quintica, says his company is ideally positioned to assist Ster-Kinekor because of its ITIL best practices methodology, which is in line with Ster-Kinekor's corporate governance objectives.

"Quintica will now become the first link in the chain between Ster-Kinekor and its contracted support organisations. The relationships are underpinned by service level agreements and agreed warranties at all levels," he says.

Osburn says the focus will be on maintaining uptime on all Ster-Kinekor systems and Quintica's services will be evaluated from an overall efficiency standpoint. "We will also be addressing the educational aspects of the process, assisting Ster-Kinekor staff members as well as service suppliers to develop better ways to streamline and manage their own day-to-day processes and procedures," he says.

Osburn believes the agreement between Quintica and Ster-Kinekor will pave the way for other service orientated organisations to adopt ITIL best practices – or best processes – to replace "best effort" routines currently prevalent in the service sector.

"The groundbreaking aspect of our relationship with Ster-Kinekor is that it's not based on Quintica's technical abilities, but rather its positioning as a 'process competent' organisation," he adds.



As part of the agreement, Quintica will establish an on-site service desk at Ster-Kinekor's head office in Sandton, which will have immediate on-line, real-time access to Ster-Kinekor's cinemas and contracted support companies throughout SA on a 24 x 7 basis.

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