



# the newsletter of

## SMITH & OUZMAN LTD

Commercial Print Solutions - Brampton Road, Eastbourne, Sussex BN22 9AH

**Under the Microscope with Alan Ouzman – Chairman**

**Clay Shoot Eastbourne Tennis – Ladies Day**



**New Equipment CTP & Delphax Taking on the Fraudsters**

**Six-a-side football Word Search Staff News**



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## Company Honoured by a Royal Visit

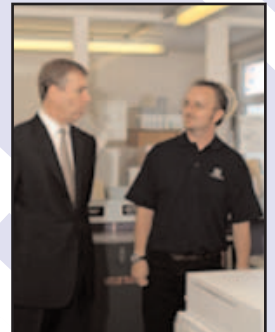
His Royal Highness, The Duke of York, spent the morning visiting Smith & Ouzman on Wednesday, September 8, in his capacity as Special Representative for International Trade and Investment.

On arrival, the Duke of York was greeted by Managing Director, Chris Smith and Company Chairman Alan Ouzman, then introduced to Phil Ouzman, Production Director, Nick Smith, Sales Director and Len Smith, Finance Director.

The Duke's party toured the 25,000sq. feet factory, meeting members of staff and was introduced to some of Smith & Ouzman's overseas customers who had travelled from Kuwait and Ghana for the occasion.

In 2000 Smith & Ouzman were awarded the Queen's Award for Export Achievement. This was in recognition of significant increases of trade for specialist security printing of personalised ballots, electoral forms and certificates that are largely exported to different countries of Africa.

Chris Smith, said "We are naturally, tremendously proud of our family company and our progressive reputation in printing worldwide. To receive HRH, the Duke of York today is a great privilege for all our staff."



shoot

'em up



A Smith & Ouzman corporate event held in June went with a real bang, literally, when several existing clients and a top prospect were invited to try their hand at knocking clay pigeons out of the sky at the Lower Lodge Shooting Grounds near Billingshurst in Sussex.

After arriving to a cup of coffee and biscuits, the enthusiastic novice shots were given a safety briefing, split into teams and all were given the chance at 25 clays to wet their appetites before lunch.

Many stories of busted clays were exchanged over an excellent buffet lunch back in the restaurant before the serious shooting commenced for the S&O trophies.



Everybody had a total of 50 further clays at a variety of traps located within the beautiful setting of the shooting grounds' pinewoods.

Once the smoke cleared, all were paired off to take part in the grand finale - the 'Flurry' - which involved 25 clays being shot out of a high tower, one after the other in quick succession, with an instructor reloading for you as fast as you could pull the trigger. A truly intense experience!

The day was rounded off with post-competition drinks consumed whilst the Top Shot (Darren Nicholls) and Best Novice (Natalie Hobden) of the day were awarded their trophies. Everyone left with an engraved crystal S&O souvenir paperweight and a very big smile on their faces.

new equipment ...

## DELPHAX CR1300T

Smith & Ouzman recently identified the need to streamline the production of certain security and variable data products. This change in operational direction has been driven, in part, by changing product requirements and the need to increase operational capacity and production speeds in order to meet tight print windows. The current method of utilising sheet-fed printers was felt to be inadequate and it was quickly realised that a web-fed digital solution would be the answer.



After viewing all that was on offer at the recent DRUPA print exhibition in Dusseldorf, the decision was made to purchase the CR1300T Printing System from Delphax Technologies along with a comprehensive PReS software package from PrintSoft. The machine is a high speed, monochrome digital duplex web printing press with the option of having various in-line finishing devices dependant upon the final product. The machine is capable of running at a gross throughput of 300 duplex feet a minute at 600 x 600 dpi print quality on substrates ranging from 40gsm up to 226gsm.

VOUCHERS



Towards the end of 2003 S&O joined the 'Voucher Association' which is the Voucher Issuers Association and 2004 has been a testament to this Associations purpose and use as S&O have been chosen by five new voucher customers as the source for their printing and dispatch of vouchers. These five new customers require the printing of over 20 million vouchers annually, which needs the involvement of every production department within S&O. Next year's printing will benefit from the purchase of the new Delphax continuous digital printer to enable much faster turnaround of numbered and barcoded vouchers. Each specification is individual to the customer and depends on their requirements and how the vouchers are issued. To enable customers to remotely call off their vouchers and provide the necessary delivery details we have performed considerable bespoke computer programming to create software solutions for each call off method and we can also provide the customer with a tailored report to monitor voucher use. S&O also perform the job of packing and dispatching the vouchers to stores and homes across the country. S&O have been involved in the production of vouchers for over fifteen years and with the customer support, software solutions and production capabilities that S&O have invested in, it makes us the supplier of choice for our customers.

## Anyone for Tennis ?



Smith & Ouzman hosted a sunshine and Pimms tennis day at the 'Hastings Direct' (an S&O customer) International Ladies Tennis Tournament in Eastbourne during June. The day was a tremendous success and we were lucky to be blessed with one of Eastbourne's sunniest days of the year. Some were more interested in the tennis, others more so in the food and drink, but all were glued to the TV screen at the end of the day to watch England-v-Switzerland in Euro 2004!!



new equipment ...

## CTP COMPUTER TO PLATE



After several months of research Smith & Ouzman have decided to upgrade their pre-press department with the purchase of a Dainippon Screen Computer to plate system comprising of a PT-R4100 thermal plate setter utilising Sword Excel plates from KPG, Trueflow3 Workflow, Archive Manager back up and an Epson 7600 proofing system.

The advantages of being able to image the plate directly rather than using film is that the dot is sharper, the process is quicker and the position of the image will always be in the same position on the plate thereby speeding up press makeready. The Sword Excel plate has been proven to produce runs of up to 700,000.

The Trueflow3 Workflow will enhance productivity and reliability as the system is based on a "RIP once" principle. This means that the data is held on a server thereby preventing errors that can occur when a file is opened for each application, eg, sending to a proofing device, submitting proofs via ISDN, correcting once back off proof, etc. The workflow also incorporates a product called Riteonline which is a browser based print ordering and editing system. This will allow us to create templates and publish these to customers via password security access and customer editable fields can be provided. The Riteonline server accesses the required files and will deliver an on-screen soft proof to the customer. The Archive Manager will allow us to back up the whole system to DVD on a daily basis if necessary, thus enabling full data recovery should the need arise. The Epson proofer produces full colour proofs on a sheet the same size as the press, this will allow more accurate checking that the job is imposed correctly and that the trapping is correct.

## taking on the fraudsters

Document fraud is one of the biggest threats facing businesses and Governments today. With low-cost home computers, a scanner and the right software it is possible to produce very genuine looking replica documents.

In 2001, UK clearing banks discovered 20,000 altered, forged or counterfeit cheques and the number is rising year on year and fraud is not exclusive to cheques either. Pharmacists are now paid £70 every time they identify a prescription fraud. Other targets are travellers cheques, benefit vouchers, share certificates, gift vouchers, transport tickets as well as till receipts.

Till receipt fraud actually involves three crimes in one. Firstly, one genuine item is purchased (usually from a shop chain) then multiple matching goods are stolen from a specific shop. Next, a corrupt employee steals till rolls from the shop, then passes them to the fraudster who forges till receipts to match the genuine one. The goods are then returned for a refund to shops in the chain where they were originally stolen, each with its own till receipt.

Identity Fraud extends to passports, driving licenses, plastic cards, certificates and utility bills. All these documents now incorporate varying levels of security. Watermarks, fluorescent inks, holograms, copyvoid messages and embedded threads etc are all designed to hinder the fraudster. However, new technology is making it easier to counter these measures so more complex features are having to be designed.

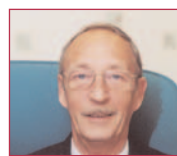
Reactive chemicals, inks that change colour, machine readable programmable threads and even ultra thin micro-chips are now appearing on some high security documents.

### Is it a counterfeit or a forgery?

Counterfeiting is the illicit *reproduction* of a document with the intent to deceive.

Forgery is the illicit *alteration* of a document with the intent to deceive.

The battle goes on to stay one step ahead of the determined criminal. Science is leading the way in designing and producing new counter measures, but without the whole-hearted determination of governmental, financial and institutional organisations, we will all have to be on our guard for some considerable time to come.



under  
the **M**icroscope  
Alan Ouzman  
Chairman

### Why did you get into printing?

At the time it was a true craft based industry and I wanted to be part of it.

### If you had your time again would you be in printing?

Yes, although the industry is very different now.

### What would be your dream job if you could choose anything?

The restoration of old books and manuscripts.

### What is your favourite piece of print?

A document using the Intaglio process.

### What is the best advice you have ever been given?

Stay calm and time will prove you right.

### What is your proudest achievement?

Completely restoring a 1931 Austin Seven, found in a ditch in 1955, or surviving National Service.

### What is your favourite food?

Risotto Portafino.

### Who or what makes you laugh?

Someone dressed in a Dinner Suit and trainers.

### Where is your dream holiday destination?

Another visit to Israel.

### Have you got a hobby?

Gardening, woodwork, photography - repairing anything that should work but doesn't.

### Do you have any hidden talents?

None that I am aware of.

### Who do you admire most?

My wife for having put up with me and the Print Industry for 40 years.

### What is your worst fear?

Heights.

### What really annoys you?

School run 4x4's and caravans.

### How would you like to be remembered?

With some understanding.

## Social Club News Six-a-Side Football



Smith & Ouzman took part in their second season of Football Mundial's 6-a-side Eastbourne League, they finished 11th out of 14 teams, which was a disappointment after finishing 5th in their first season. However, some good points came out of the season, Adrian Yeo became a regular spectator and photographer for the website (<http://smithandouzmanfc.nibbley.com>). The Greens also managed to do very well in the cup competition for the first time, they qualified from a very hard group, finishing second. The Greens used a total of 14 players during the course of the Summer League and scored a total of 28 goals. The heaviest defeat was 5-0 to Smugglers Inn, but they reversed that score to record their highest ever win against Willingdon Wanderers. S&O ended the summer season "doing an England" and crashing out of the cup semi-final on penalties, yet the lads were not too disappointed. It had been a hard season filled with injuries and inconsistency in both play and line-ups, but S&O had proved to themselves that they can compete against the best, even though some of them can't take penalties! On 9 August **James Ouzman**, son of Phil, made a welcome sub for the team – his youth and obvious skill made him a welcome addition to the team and the following week he scored a goal against Mercedes Benz.



### retirements...



Gordon Martin (Printing Machine Operator) retired in August - he had been with the company for a remarkable 34 years - in his farewell address, Phil Ouzman reminisced that when Gordon joined the company in 1970, Apollo 13 had landed safely, the Beatles split up and Ted Heath had taken over from Harold Wilson as PM.

### Answers to Crossword No. 1

*Across* - 1. Superb 7. Armbands 9. Trick 10. Enslaved 11. Ruth 14. Em 15. Malawi 16. Bishop 17. VE 19. Tied 21. Sedative 23. Alert 24. Clueless 26. Heater  
*Down* - 1. Suture 2. Privet 3. Rake 4. BR 5. Cataract 6. Adhesive 8. Mishap 12. Umbrella 13. Hostages 15. Mobile 18. Editor 20. Inert 22. Ease 25. Sh

**The Board of Directors wish everybody a Merry Christmas and a Happy New Year.**

## WORD SEARCH

A X C C T H J O A P A T E D R B R C U I  
D S Y L O H O C L A S N Q J E E F K M O  
T H V A E X L O Z L C O A D D J C N B B  
A R A S S E R P E L E F C L I A A O K L  
B E S R Q P N Y H E D G O L I B M R A A  
D D F H K S S V X T R F I I A T E A E N  
S A P L A N N I N G O O T C D J H Q M K  
S E L P W S Y R S P T R U S L K A O G E  
D E E P Y T Y E S T I M A T I N G V R T  
L O R R T N E M A R U E G T A K B D E A  
E Z E X Q W A O I A F C E T A L P E G N  
T T N O L E K T Y P E A D R V M M I O  
T S I S A D R S J P P T S A E G B A S I  
E E T C P T F U H I K P Z A M R Q W T T  
R F O A C R R C E N B A W L L P A Y E I  
P H L K M N O P S G T P V X E A E A R S  
R A L E J S U C A O H E V D R K I R P O  
E A I D O C T C K P A R E R C L W K A P  
S S U R E D A S K E O Y L I B B N O S M  
S O G G T E O D U C T M H O M I A V A I

INK  
MAC  
COPY  
DUCT  
FONT  
TYPE  
FORME

LITHO  
PAPER  
PLATE  
PRESS  
SHRED  
DAMPER  
FOLDER

HICKEY  
PALLET  
ALCOHOL  
BLANKET  
CUSTOMER  
PLANNING  
REGISTER

SPROCKET  
TRAPPING  
ESTIMATING  
GUILLOTINE  
IMPOSITION  
LETTERPRESS

## S & O Staff News...



### ...Wedding

Phil & Dinah Ouzman married on 8 April in a small ceremony with family and close friends followed by an evening reception to which the whole company were invited.

### promotions...

Paula Jacks to Finishing Manager  
Alex Pooley to Finishing Supervisor  
Dave Byers to Print & Personalising Manager

### new staff...



Sarah McCutcheon  
Customer Account Manager



Debbie Warren  
Finishing Department



Adam Peck  
Machine Minder



Kevin Myddleton  
Packing Department



Paul Saunders  
Machine Minder



Richard Hymans  
Guillotine Operator



Sindy Hesling  
Internal Sales



Simon Payne  
Estimating



Kevin Parker  
Xerox Operator



Colin Paul  
Finishing Department