

## WELCOME

... to the fifth edition of the Newsletter, When I penned the first edition I stated that this would be an infrequent means of informing you of new developments. It is more infrequent than I intended and is turning into an annual event. Hopefully I will be able to increase the frequency.

Colin Edwards

## FIREWORKS

This is taking up more time than I expected as I am now working as a firer for two companies as well as doing the odd show in my own right.

It is a welcome relief from sitting in front of a computer and the job satisfaction gained when a show goes well is tremendous.

Until I started working I had no idea of the work involved in some shows – one took five days to set up and clear up (average 12 hour days) for a fifteen minute show!

In April I shall, once again, be part of the Jumping Jolly Blokes team taking part in an amateur competition. There will also be demonstrations by professional companies.

It is a private event with admission by invite only. If any customer would like to come along on the day and meet up please let me know and I will organise tickets. They are, however, strictly limited so will be allocated on a first come, first served basis.

## CUSTOMER SUPPORT FORUM

This has been tested over the past six months and has proved to be a success.

Thanks go to the JTS customers who carried out the testing and put up with the early teething problems.

The information generated during the test has been removed and the forum went live on 1 February 2006.

It allows customers to raise issues by starting a new topic in a dedicated, private, password protected forum. Solutions and follow up information can then be posted as a reply and will be available for a period of time to allow both the customer and us to see the problem and solution.

All customers will be contacted to see if they wish to use this medium and service agreements will be updated accordingly. The forum will be checked on a daily basis and should allow a better level of support to be guaranteed.

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## CRICKET SCORER TRAINING

For a number of years I have been involved with running courses for cricket scorers under the umbrella of The Association of Cricket Umpires and Scorers. During this time I have developed full and comprehensive training material to include handouts, multimedia, internet delivery and PowerPoint.

Following a decision to part company with the Association at the end of January this year negotiations are in progress to ensure that the training course is still run.

There has also been interest expressed in the take up of the course from other instructors. In 2005 the course attendees enjoyed a 100% pass rate in examinations including one candidate who had never seen a score book before the course who passed with 100%.

Dedicated forums will be set up for the courses to enhance the internet delivery.

## CONTACT

For all general enquiries:

[enquiries@wisdommedia.co.uk](mailto:enquiries@wisdommedia.co.uk)

For information on specific products:

[products@wisdommedia.co.uk](mailto:products@wisdommedia.co.uk)

If you have any questions please e-mail me at:

[colin@wisdommedia.co.uk](mailto:colin@wisdommedia.co.uk)

Visit the new forum at:

[www.wisdommedia.co.uk/forum](http://www.wisdommedia.co.uk/forum)