



Conquest Wildman Now Online!

The much anticipated Conquest Wildman website has now launched, boasting a host of useful features for our current customers as well as being packed with information for anyone wanting to know more about our products and services. Whilst online at www.conquestwildman.co.uk you can confirm an order online, all you need is your quote number, lodge an IT query or call back request with one of our friendly staff.

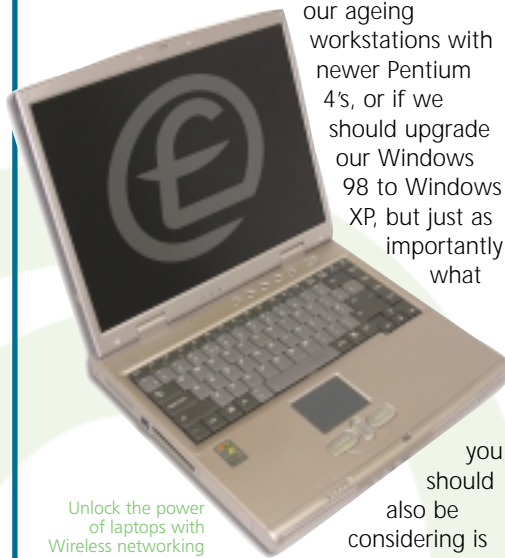
You can also browse our products and services section and if there is something that you want more information about, you can open and download a Specification sheet in pdf (portable document format). If you don't have one already you will need a copy of Adobe Acrobat reader, which is available free from www.adobe.com or you can follow the link from our Useful Links section, where you can also find many other helpful addresses from Microsoft Software Updates to Norton Anti Virus scans, as well as our new free Technical Guides section. Here you can download pdf's to guide you through many different IT tasks. See the backup and junk mail articles overleaf for more details.

We hope you find our new site a useful IT resource; we spent a lot of time thinking how it can benefit you the customer and help you get the information you need from us. We'd like to know what you think, email us on feedback@conquestwildman.co.uk with any comments you may have.

Making IT work for you

What can your IT really do for you? As we all know technology moves on a pace and we invest time and money trying to keep up with it, but are you really reaping the all the benefits that your IT investment can give you.

When it comes to computers we spend time considering whether or not to replace our ageing workstations with newer Pentium 4's, or if we should upgrade our Windows 98 to Windows XP, but just as importantly what



Unlock the power of laptops with Wireless networking

you should also be considering is upgrading your use

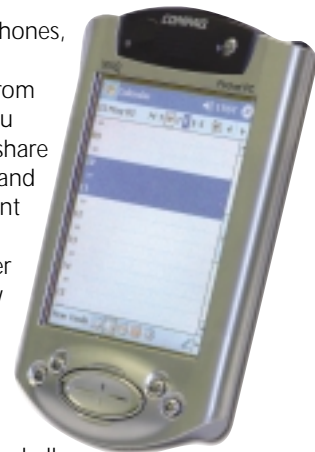
of this equipment, to make sure you are getting the most out of it and all that it can offer you.

Technology exists today that can transform the way we work, if only we knew how to use it. By combining our PC's with devices

"Technology exists today that can transform the way we work, if only we knew how to use it"

such as PDA's (personal digital assistants), laptops and remote access systems, such as web mail, you can take all of your critical information everywhere with you, so you always have a diary, contacts book and email at your finger tips. Utilising new technologies such as Wireless LAN and

Bluetooth mobile telephones, information can automatically update from almost anywhere so you can check your email, share your diary with others and even check management information from your accounts from wherever you are and the beauty is it happens wirelessly and automatically.



Carry your synchronised company calendar anywhere with you on a PDA

Many of these new technologies could benefit your business and all of it is available now. Surprisingly with new technology, it is also affordable and it actually works consistently and reliably. So whether you want your calendar to send you a text message reminding you of an appointment, or you want to be able to



Special Routers allow networking wirelessly

check out how your newest sales leads are progressing wirelessly from a laptop in your home, affordable technology now exists to make it happen.

If you've got any ideas you would like to discuss on how this new technology could benefit your business or if you want to know more about getting the most from your IT feel free to give us a call and we'd be happy to help. Make it a priority to get the most out of your IT investment.

Keeping tabs on your backups

With all sensitive IT equipment it is recommended that you check regularly that it is doing its job. If it has been sometime since you last checked whether your backup was working properly then perhaps its time you gave it the once over.

In general modern backup systems are very reliable but considering it would be your only solution if your server storage system were to fail or was stolen, then it is worth ensuring that it is always working correctly. Unfortunately many people only discover that their backup has not been working properly when they are in a situation where they need it the most.

If you haven't got the time to check yourself or would like the peace of mind of knowing it had been done professionally, Conquest Wildman now offer a Backup Verification Service.

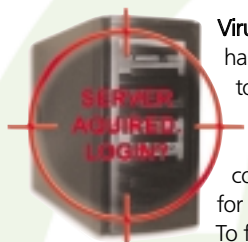
The service includes that at preset intervals throughout the year we will check your backup configuration, collect a backup tape, and perform a dummy restore onto our equipment to ensure that the backup software and hardware is working correctly. To find out more contact us on 01234 3031188 or download a Backup Verification Service sheet from our website.



Even the smallest disruption in electrical power can cause damage to your sensitive IT equipment. At the very least power problems can cause unexpected shutdowns or equipment damage, at worst "bad power" can cause data loss or damage equipment irreparably. Almost all manufacturers' warranties and many computer support packages exclude damage caused to equipment or data loss caused by utility power spikes or lightening damage.

So following in the wake of recent worldwide power outages, what can be done to minimise the risks to your IT system? To start with you should ensure that mission critical equipment, such as your server and network hubs are supported by a good quality UPS (Uninterruptible Power Supply). This provides protection against mains disturbance and power-cuts. In addition to this protection UPS's can also work in conjunction with server-based software that will ensure that your system closes down properly should the power go off for any length of time. This is an important feature as it will prevent data loss and corruption, as even the best UPS system will only delay the loss of power not prevent it completely. It is also worth considering putting other especially sensitive equipment like network routers and firewalls onto a UPS so that they are also protected from damage. If data on your workstations is paramount then a UPS will give you time to save your documents during a power failure, letting you get back up and running immediately once power is restored without suffering any loss of vital data. For those with UPS protection already you should ensure that the batteries are replaced at regular intervals as per the manufacturer's recommendations and consider getting the UPS tested occasionally to ensure that it will hold up in the event of a power failure. **For more information on UPS's call us on 01234 301133 or contact us via our website, where you can also download a detailed Specification Sheet on how the installation of UPS's can save you time and money.**

2003 IT Review – The security issue



Virus's, hackers, junk mail... Security has been the big IT story of 2003 and its a growing problem. The rise of broadband has brought us the Internet as people want to use it, but combined with the increasing number of computers connected to the Internet, hackers and undesirables have started to abuse that new technology. This year we have also seen more and more unprotected or inadequately secured systems being connected to the internet and as a result we've all had to deal with the effects of computer viruses, either by being directly infected with them or indirectly by incurring the cost of numerous security systems to protect us against them. With hacking software now available to scan the Internet for weaknesses in your system it is now essential to invest in protection from attack with Anti Virus and Firewall technology. To find out more about how hackers can affect your business, visit the Case Study section of our website.

But just as people seem to be starting to get the message about securing their systems, there is another potential problem looming on the Internet horizon – **Junk Mail!** In addition to the annoyance of finding your mailbox full of this rubbish and the time it takes you to delete the offers of cheap credit cards, discrete prescriptions and more offensive mail, Spam mail is now posing a real problem in terms of the load it puts on the mail servers that have to process it. Despite recent changes to government legislation, we are likely to see the problem of junk mail increasing, as many organisations responsible for clogging up our inboxes are already working outside the voluntary code of best practice and in most cases, the law. Therefore any changes to the code or even the law are likely to make little or no difference to the amount of dubious mail making its way to our inboxes in the near future. **So what is being done to solve the problem of junk mail?** Well there is some good news. Numerous organisations now monitor mail servers on the Internet and flag up potential "junk senders". By utilising new software your server determines whether mail being sent to it is spam by contacting one of these monitoring organisations and identifying whether that server has recently been used to send junk mail.



On a more personal level, new software is now available to scan your incoming mail for offensive content, or other tell tale signs of unsolicited e-mail, which when identified is deleted or separated from your main inbox automatically. Conquest Wildman are now in the process of installing this software for many of our clients. In addition to these software solutions there are also some very simple steps you can adopt to ensure that your e-mail address gets onto as fewer junk mail lists as possible. To find out how take a look at our special feature on junk mail in the Useful Links section of our website (address below), under the Technical Guides header.