

IT Counts



Five New Years Resolutions For Your IT System

Happy New Year from Conquest Wildman! Now you're back at work we've put together a list of five things that you should consider looking at for you IT infrastructure this year.

GET ORGANISED WITH OUTLOOK

See our headline article (right) on Groupware solutions about how you can share contacts, a company diary and task system to organise your business.

PROTECT YOUR SERVER

It is quite possible that your server could become damaged or suffer software corruption by an electricity power failure or spike, causing hardware damage or an improper shutdown. If this happens you would be completely reliant on your backup tapes to restore your data. An ultra compact Conquest Wildman Un-interruptible Power Supply (or UPS) Solution attached to your server would significantly minimize the risk of damage, allowing timed shutdowns and automatically protecting against power surges. And what about that backup that you were so reliant upon? This is equally susceptible to corruption. When was the last time you checked them properly? We can provide an extensive backup verification service where we take a backup tape of your system away and test it on a completely separate system to see whether it is indeed working properly. *How much is your data worth to you?*

REVIEW YOUR IT SECURITY

2003 has been called the year of the virus and there is no reason to suspect it will be any different in 2004. Businesses with inadequate security are also prime targets for hackers remotely accessing their systems and using them for their own purposes (see our case study on our website). We offer extensive products to protect your system, comprising of advanced hardware firewalls and industry standard

Continued Overleaf...

Get Organised In 2004

If one of your New Year resolutions is to get your business organised, then a Groupware package such as Microsoft Exchange Server or ALT-N Groupware may be just what you need. Groupware is a means in which a group of people can share their information and work together more productively as part of a team. Generally back end solutions such as Microsoft Exchange server and ALT-N's Groupware are programs that run on your server, which allow Microsoft Outlook more flexibility in the way that it stores your information.

As you would expect, companies that make proper use of Groupware solutions not only find they significantly increase efficiency, but also find it helps to enhance the customers' perception of the organisation. Most businesses now make extensive use of e-mail and may even use Microsoft Outlook to keep their diaries and contacts. However, if your company is not using a Groupware back end (server) for Outlook, such as Microsoft Exchange, there is still a great deal more that Outlook could be doing for your company.

If you don't do it already, imagine how much easier it would be if everyone in your organisation shared and updated one central set of contacts, tasks, appointments and meetings. For example, if one of your contact details changes, as long as someone within your organisation updates it, everyone else will automatically be up to date, instantly. You can track peoples movements, schedule holidays, tasks for yourself and others and request meetings via email that require responses and agreements from others to ensure that it happens on time and when everyone is available. It also creates a permanent record of what has been organised and when, handy for looking back in time as well as into the future, for billing etc.

If you use PDA's (Psions, handhelds or Palm computers) then the information that you share within your organisation, such as your contacts, appointments and tasks list, can be taken out of the office with you, so that you always have the latest information to hand. This is extremely useful as it allows people to keep track of your movements and schedule

appointments for you while out of the office. Combined with modern mobile phone technology, you can link them into Exchange and download all of your contacts. This not only makes calling people from your mobile easier, because you have their number in your phone book, but allows you to see who is calling and easily identify missed calls. If you use a laptop, with Groupware you can take your whole Outlook system with you and work remotely whilst continuing to receive your emails as normal. It also allows you to synchronise any changes you or others in the office have made by remotely accessing and updating the information that has been entered on to the system.



"...imagine how much easier it would be if everyone in your organisation shared and updated one central set of contacts..."

Diaries can not only be used for people's movements, but can also be used to track company resources, holidays or meeting rooms. Permissions to view, create and amend appointments can be individually granted to each of your staff, so that the system is easily tailored to provide exactly the right solution for your needs. You can use tasks to keep track of your own work and work you have delegated to others (providing they keep their tasks updated you can instantly see the progress of every task you have delegated) and be notified when they have been completed.

So a Groupware solution like Exchange is not just a software add on for your email system; it is a comprehensive and efficient way of organising your work and your business, whether people are in the office or not. If you don't currently have a Groupware solution, or if you suspect your system is under utilised or inappropriately configured, then contact us to help you get organised in 2004.

Norton Anti virus software, if you want to know more visit our Products and Services section to download a detailed Specification sheet. If you already have a Conquest Wildman solution installed remember to keep your Windows updates and anti virus definitions up to date or you could very quickly become a victim of the first new virus of 2004.

CONSIDER AN IT SUPPORT PACKAGE

If you've invested in your IT infrastructure over the last year or just wish to safeguard your current system, it's worth considering a Conquest Wildman IT Support Package. We offer a completely bespoke service tailored to your businesses requirements, offering a Rapid Response to your initial IT problem and guaranteed response times to fix your workstations and server. To find out more, request our IT Support Package leaflet via the response form on our website.

JUNK THE JUNK MAIL

See this quarters article on combating the rise of junk mail on the internet, and more importantly, in your companies inbox. A Conquest Wildman Junk Mail Solution can significantly reduce the amount of offensive and nuisance spam you receive as a business everyday and can guard against employees viewing potentially offensive content delivered over their employers' computer system. Also see our website to download a detailed product sheet or call us for more information.

We hope these IT New Years Resolutions may be useful to you, if you want to find out more about one or more of the services mentioned above call us on 01234 301133 or email an enquiry to sales@conquestwildman.co.uk

Let Us Be Your Guide

New for 2004, we have produced a series of useful IT guides to help you with a wide range of IT issues. The guides are available free to read and download as Adobe Acrobat pdf files from our website (www.conquestwildman.co.uk) in the Useful Links section. We will continue to produce more free guides throughout the year, but the titles currently available are:

1. How to configure a VPN connection to your office network
2. Managing junk mail
3. Checking your backups
4. Email address spoofing
5. Quick start guide to Spam Inspector
6. Looking after your Brother printer
7. The responsible use of email marketing
8. Keeping your Windows updated

Please check back regularly for updated titles. You can request guides via email on support@conquestwildman.co.uk and if there is an IT subject that you think may make a useful guide, please send your suggestions to the same address.

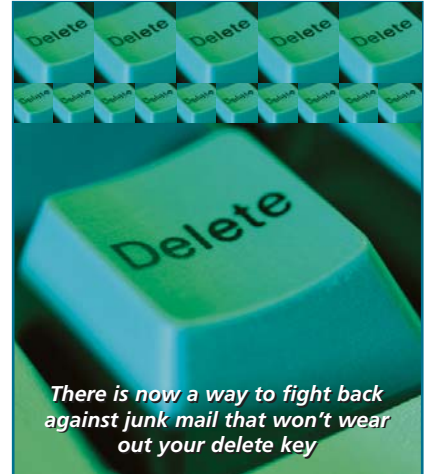
Spam, Spam, Spam...

Junk mail or Spam has always been a nuisance, but over the last two years we have seen such a rise in Spammers that it now accounts for almost half the emails sent. This rise is having an adverse effect on the internet and worse still, is effecting the day to day administration of businesses, many of whom now rely on email.

Until recently, there has been very little businesses could do to stem this unwanted tide of often offensive email, but now a range of products exist to counter this rise. Correctly utilising new filtering software, businesses can begin to fight Spam at its source. A Conquest Wildman Junk Mail Solution can fully integrate with Outlook and start learning which is Junk Mail and which is not, update itself regularly from the central Spam database and begin to block mail coming to your business from recognised "spamming" servers. The software can also recognise new Spammers and can be configured to report these to the central database, so that other companies benefit from this knowledge, thus reducing the amount of Spam on the net.

Of course, not all emails sent are Spam and perfectly legitimate businesses recognise the potential of using email for marketing purposes because of its cost effective nature and speed of delivery. Because Spam has become such a problem however, the government have introduced a set of new laws to govern the use of e-marketing. So if you are a business who regularly email your customers, be warned, the law has changed. If you want to know more you can download our free Technical Guide – The Responsible Use of Email Marketing from our website at www.conquestwildman.co.uk and clicking on the links section. If you are a business looking into e-marketing to promote yourself and your products we can provide a wealth of knowledge and services to help you reach you goal, from simple advice to a Conquest Mdaemon Mail Server Solution. This too, as well as help market your business, can be an effective way to reduce the amount unsolicited mail reaching your inbox (whilst also working as a shared contacts and address book).

So if you want to fight back against Spam, or want to know more about the Conquest Wildman Junk Mail Solution or even a Conquest Mail Server, call us on 01234 301133 or visit our website to lodge an enquiry and download a Product Specification sheet.



There is now a way to fight back against junk mail that won't wear out your delete key

Your Biggest Supporter?



IT is now an essential part of many businesses infrastructure and when something goes wrong, it can be costly in terms of both money and time lost. An effective way to manage your IT budget and minimise your company's downtime, is to invest in an IT Support Package.

This is effectively a fully tailored service to support your entire IT system should something go wrong, all covered under a monthly fee to make your IT spend more manageable. With a Conquest Wildman IT Support Package you can specify guaranteed call out times on your Network Server and workstations and unlike many other Support Packages available on the market; we will work with third parties

(normally involving specialist software manufacturers) to keep your whole system up and running. Another unique feature of the Conquest Wildman IT Support Package is the Rapid Response Service, where customers receive a unique fault reporting number, linked to a guaranteed response to your query within 30 minutes. To read how effective an IT Support Package can be in action, you can download a case study by visiting www.conquestwildman.co.uk and clicking on the Case Studies link. Whilst online you can also read about the features of our Support Package in further detail, in About Us.

If you wish to ensure against IT causing you potential problems in 2004, maybe its worth considering an IT Support package this year.