

samarind

complete **NETWORK** and **SOFTWARE** solutions

We're accredited for Avaya IP Phone Systems!

AVAYA

As mentioned in our Autumn 05 newsletter, we have expanded our portfolio of services with the Avaya IP telephony range of products. You may remember we were aiming to be fully Avaya accredited within six months? Well, we are!

Now fully accredited for both Avaya sales and technical services, our team is totally equipped to provide you with all the professional advice needed to help you choose an ideal telephony solution to suit your business. Of course, we can also support your system on an ongoing basis and if you're already benefiting from being a Samarind support customer, we can support both IP Office and your existing data systems under a single support contract.

IP Office is incredibly cost-effective and it provides genuine class-leading technology, bringing many of Avaya's corporate features into the reach of SME users. Here's just a few of the sophisticated applications that you and your customers can benefit from:

- Voice mail - with call forwarding and dial by directory your customers will never reach an empty office. You can even retrieve phone messages via the PC Soft Phone.
- Auto-Attendant - your customers will benefit from an easy-to-use system, meaning they can reach the right person, even without the assistance of an operator.
- Integrated Messaging - automatically forward your voice messages to an email address.
- Phone Manager - this is a powerful desktop application, which allows you to control and manage all of your phone calls directly from your Windows desktop.
- Open CTI interfaces - IP Office integrates easily with many popular contact management applications such as MS Outlook and of course, Samarind CRM.
- Compact Contact Centre - this provides a full management toolset including; real time agent, group management, remote agent support, and standard and custom reporting.

IP Office has many more features that amazingly also includes IVR technology (interactive voice response). IVR will allow you to provide your customers with a customised self-service option, helping reduce call queuing times for simple enquiries and enable you to provide your customers with help outside normal business hours.

Only a few years ago the thought of being able to offer this type of technology to SME users would have been unthinkable. Avaya are renowned for their innovations and IP Office truly brings corporate level communications to the SME market at a fraction of the original cost.

We've implemented IP Office in-house at Samarind meaning we're already benefiting from this class-leading technology. It has enabled us to bring our users who work from home onto our network at the office and means that instead of dialling their number, we just dial their extension as if they are sat in the next office!

Because of IP Office's intuitive characteristics we are also able to communicate much more effectively with our customers - both in and out of hours. Interested to see how we can help you to do the same? Contact Phil or Sadik on **01244 288281** or e-mail sales@samarind.co.uk to arrange a demonstration of the system. There will also be more information available soon on our website at www.samarind.co.uk.



Summer 06 Newsletter

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networks

software

web

consultancy

support

Complete virus and spam protection

SOPHOS
WWW.SOPHOS.COM

Viruses remain biggest fear to SME's

On-line reseller WStore says that viruses remain the biggest concerns for small businesses with regards to security. In its most recent customer survey, the company found that over 84% of SME customers see viruses as their biggest security threat. The first ever PC virus was introduced in early 1986 and 20 years on, there are more than 150,000 malicious programmes in existence.

To minimise this type of threat, it is vital that all businesses have an up-to-date, antivirus solution in place. As an experienced provider of network security solutions, Samarind is constantly reviewing the latest products on the market. With so many different brands and types of security product to choose from, selecting the right solution for your business is often a daunting experience. How do you know what's best?

Samarind can confidently recommend 'Sophos Anti-Virus' for your endpoint security needs. Sophos is a trusted, global provider of integrated security software, protecting businesses against viruses and spam. Headquartered in the UK, Sophos sells and supports its products in more than 150 countries through a global network of subsidiaries and partners, and protects more than 35 million users.

Why Sophos? Sophos can provide:

- On-access and on-demand scanning with minimal impact on system overheads;
- Centralised management and configuration across an enterprise network;
- Automatic installation on multiple desktops/laptops;
- Proactive threat protection through Genotype virus detection technology;
- Automatic hourly virus updates.



Sophos Small Business Suite

Sophos Small Business Suite has been designed specifically for smaller, hard-working businesses and offers the best possible defence against viruses and spam. At the organisation's gateway it blocks emails containing viruses, while anti-spam technology keeps inboxes free of unsolicited bulk emails. It also detects and disinfects viruses on desktop computers and file servers, and protection extends to employees' laptops when they are working remotely. With completely automatic updating against the latest threats, organisations can be safe in the knowledge that their entire network is protected. Unlimited 24/7 support is included with every licence at no extra cost.

Sophos Enterprise Solution

Sophos Enterprise Solution provides a powerful integrated endpoint and gateway security system that is ideal for medium to large businesses. Medium and large organisations have to face the constant challenge of protecting their IT environments – providing their network administrators with increased levels of pressure. To ensure your networks are covered around the clock, Sophos is fully backed by 24/7 support.

Exclusive 'Switch to Sophos' Offer

For a limited time only, Sophos are offering significant price incentives to customers switching to their brand. Whether your existing licence is due to expire or you're only halfway through your current agreement, you can take advantage of some considerable savings. For example;

- Buy a 2-year licence and get 1 YEAR FREE!
- Buy a 3-year licence and get 2 YEARS FREE!

Plus, we can even help you with the stress-free removal of your existing software.

If you would like to know more about Sophos security products, please feel free to contact Samarind on 01244 288281 or visit <http://www.sophos.com/products>.

Samarind Website!



Some of you may already have spotted the change but for those of you who haven't yet logged on, the new Samarind website is now live!



Our new website has many useful support tools, including a What's my IP address and a Test My E-mail Address function. There are live feeds with the latest Microsoft Security Bulletins and virus alerts, to keep you up to date with all the latest system threats.

We have a helpful section on Spyware, including how to use different spyware programmes and links to the actual downloads. This also includes

some handy hints to avoid getting spyware in the first place!

Our new website has many additional features for our existing support customers. We now have a secure section which will give you access to our on-line shop. Get the latest deals and bargains, without even having to pick up the phone! There is also a secure file space for support customers, which allows you to upload file attachments. Particularly useful if you need to send us a large file, rather than burning a CD or sending a huge e-mail attachment. For your username and login please call Carly or Joanne on 01244 288281 or e-mail sales@samarind.co.uk

For those of you not familiar with the Samarind website, please log on at www.samarind.co.uk We offer a wide range of services, from network design and installation to bespoke software and web development and if we can assist your company in any way please give us a call!



Employee Profile

Les Veal



Senior Network Engineer Les Veal is always prepared to go the extra mile in his work. Fifteen years ago this was literally true – Les was so determined to carve out a career in IT that he would commute from North Wales to a job in Cornwall!

Les's rich accent immediately gives away his Cornish upbringing. He's from St Ives originally and met his wife Sue when she and her family moved into a nearby farm. Later they all ran a pub in Bodmin together – Les is a fully qualified chef.

Les married Sue 22 years ago and they have three children, 17-year-old twins Benjamin and Lauren and 10-year-old Sophie. Sue's family are from Mold originally, so Les joined them when they moved up this way in 1991. It wasn't great timing – Les had just got his first job in IT, but it was down in Cornwall, hence the extraordinary weekly trek to work.

'I was determined to see it through, because IT is my passion and I was desperate to get out of catering,' Les explained. 'Back then I had no formal training in IT, no qualifications, so it was difficult to get a break. But I knew my stuff and had loads of self-taught experience, so finally somebody decided to give me a try. It was hard, it meant living with my mum in Cornwall during the week, then driving all the way up to see Sue at the weekends. But I wasn't going to throw the job away.'

After a while, Les was transferred up to the Wirral, which made things a lot easier. He joined Samarind in 2000.

It would seem, though, that if you live in the far South West corner of Britain you get used to going the distance to get what you want. As a young lad, Les, a huge fan of Northern Soul, would regularly make the even longer trip up to the famous Wigan Casino to enjoy his favourite music on a Saturday night.

In his varied career, Les has also been a DJ. He would sit in with his uncle, Miles Wilson, who hosted a show on Radio Caroline, learning the patter and getting to know

future radio stars like Kenny Everett, Dave Lee Travis and Johnny Walker. Later he also met lots of musicians thanks to record label promotions. He once met Johnny Rotten and Sid Vicious of the Sex Pistols!

'I reckon I own about 9,000 singles and several hundred LPs, and I wouldn't part with one of them,' said Les. 'But the only band I'd be bothered to see live these days is Status Quo, and that would be out of pure nostalgia. I saw them in 1964 at Butlins Minehead when they were still called The Spectors, and I've been a fan ever since!'

Despite his massive record collection, it's still computer discs Les really likes to see spinning. 'I've always been fascinated by computers,' he said. 'Long before it became my career, it was my hobby. I began back in the early 80s with the first home computers – BBC, Spectrums and the like. Today I have numerous servers at home and VPN connections to my twins, who are currently in college down in Cornwall, staying with my mum. It's computers at work, then more computers at home! I'm the sort of person who can't stand being beaten by a problem. If I haven't solved it at work, I'll reproduce the problem on one of my servers at home and try and solve it there.'

So, what has kept a former DJ and chef so enthusiastic about IT? He said: 'It's always moving on and you've got to keep up with it – that's the challenge and the excitement. There's always something new. I was in at the beginning of home computers, and I was in at the beginning of the internet revolution. I can't wait to be in at the beginning of the next big thing, whatever that will prove to be. You never know what tomorrow will bring – that's the joy of it.'

Case Study

Assured Vehicle Rental Ltd



Martin Conlon, MD of Assured Vehicle Rental Ltd, had no hesitation in choosing Samarind for IT support when he set up his business three years ago.

'Before I launched Assured Vehicle Rental, I'd been involved in a similar company that had also employed Samarind,' he explained. 'I was already aware of their quality of service, so had no hesitation in calling on them to supply me with the reservation system I required for my new venture.'

The Northwich-based car rental brokers have carved out something of a niche market. The team's combined experience of more than 80 years means that they know intimately all the ins and outs of vehicle rental, allowing them to not only offer exceptional deals to their customers but also to ensure there are no nasty surprises during the rental period.

Assured Vehicle Rental offers a comprehensive, international service, accessing all major rental companies, as well as independent firms, to find the right car for the right rental period at the right price.

Says Martin Conlon: 'Car rental companies, even the biggest, can't always supply every vehicle that's required, or at the terms asked for, and that's where we come in. We can find it!'

To handle and store all this information takes an exceptional database, not least at the customer interface end, where a considerable amount of data has to be processed. Martin wasn't happy with existing off-the-shelf packages and lost no time in calling in Samarind.

'There's a lot of information to handle, such as customers' details, the type of vehicle required, the length of the rental and the pick-up and drop-off points,' said Martin. 'Then there's the payment side of it. Samarind carefully went through all my business processes with me, then provided me with a bespoke system, absolutely tailored to my requirements.'

'And what's marvellous is that Samarind have been able to grow my database as my company has grown, bolting on new information management features as and when they were required.'

'It's a great service. I know I can get whatever the business needs from Samarind and that they'll supply it quickly, too.'

Samarind's Phil Turner said: 'Working with Assured Vehicle Rental is always a pleasure, particularly as we have a similar ethos. With a broad range of customers that includes private individuals and small business users right through to large corporate users with long term leases, flexibility and attention to detail are key parts of AVR's service, and this is mirrored in the software itself. As each group of customers has its own particular needs, the software needed to manage even the most complex requirements whilst remaining intuitive and easy-to-use for AVR's staff.'



Phil Turner
Samarind Ltd

'With Samarind's vast experience of developing business critical applications, we were able to achieve all of this, and the system continues to manage the key processes of sourcing and booking vehicles for AVR's customers on a daily basis.'

In addition to building Assured Vehicle Rental's database, Samarind also provide full network support for the company. Their latest task is to build a new, search engine optimised website.

'Most of our business comes from corporate clients but we do get individual applications from the website and this is something we can build on,' said Martin. 'Our current website just wasn't performing well enough, so I got in touch with Samarind. I wouldn't think of going to anyone else.'

tips and tricks Powerpoint



Keyboard shortcuts:

Action	
Ctrl + C	Copy to clipboard
Ctrl + M	New slide
Ctrl + N	New presentation
Ctrl + O	Open presentation
Ctrl + P	Print presentation
Ctrl + Q	Quit PowerPoint
Ctrl + S	Save presentation
Ctrl + V	Paste
Ctrl + W	Close presentation
Ctrl + Z	Undo last action
F4 or F7	Check spelling
F5	Run presentation
F6	Add speaker notes
F12	Save presentation
With Presentation running	
- sign	Hide cursor
Ctrl + H	Hide cursor
+ sign	Reveal cursor
Ctrl + A	Reveal cursor
N	Next slide
P	Previous slide
B	Blank screen
W	White screen

I. Quick start

Presentation is all important when addressing an audience, whether it is your peers or a group of customers or prospects. If you're giving a presentation using PowerPoint; always make the process as slick and as foolproof as possible. When you've created a final version of your presentation, save it as a slide show:

- On the 'File' menu, click the 'Save As' option.
- Select the relevant name for your presentation.
- In the 'Save as type' list, click the 'PowerPoint Show' option.
- Your slide show file now will be saved with a .pps file extension.



To make things really easy for yourself save a copy of the file to your desktop; helping you to find it quickly.

To execute the presentation you need a simple 'right click' on your mouse over the 'file icon' and then select 'Show' from the list. Your PowerPoint presentation will run automatically.



Look organized

If you've ever given a presentation using PowerPoint, no doubt you'll have had to answer a series of questions at the end. It's also likely that you've had to refer back to a particular part of the presentation eg a graph showing your projected sales figures for the next quarter or a particular product diagram, etc. If you need to refer back to a specific page in the presentation quickly then here's a tip on how to do it, and look slick:

Keep your PowerPoint presentation running on the last page - show a relevant statement or graphic eg your company logo with the presentation's title. Assuming you have printed your speaker notes and/or you have a list of your slides to hand, you should know exactly where the relevant content is within your presentation. To go to the relevant slide within the presentation simply type its number and press enter!

E-mail the presentation to someone for review

It's always a good idea to ask someone to review your PowerPoint presentation before you present it. As with other Microsoft applications, there's a really useful way to email a PowerPoint file to someone else. You don't have to go through the whole process of saving it, closing PowerPoint, starting a new email and attaching the file from where you saved it. Instead simply click 'File' on the menu, choose 'Send To' and pick 'Mail Recipient for Review' from the 'Mail Recipient' options.

This opens Outlook and starts a new email with your PowerPoint file already attached, in one easy step. All you need to do is insert the relevant email address, add your message and send it.

What's Hot



Portable USB Passport Hard Disk Drive - 40 GB

Store your files, your photos and your songs safely and securely in this Personal Storage drive. Ideal for the home and office, it's simple to install - just plug in the USB cable and the storage solution automatically appears as another drive on your computer. Perfect for the home PC or laptop user who needs extra storage in a hurry. Use the extra capacity to free up the space on your PC or to add more of your favourite files. Light and compact with a shock-absorbing outer case to protect your valuable data.

- USB Cable included - 56cm
- 2 years warranty
- Dimensions (WxDxH) 8.9 cm x 14.4 cm x 2.1 cm

£55.00+VAT

Compatible with:

Microsoft Windows 98 Second Edition, Microsoft Windows 2000, Microsoft Windows Millennium Edition, Microsoft Windows XP, Apple MacOS 9.2.2, Apple MacOS X 10.1.5 or later.

Larger capacity drives are also available (up to 120 GB), please contact sales@samarind.co.uk if you would like more information.

Perfect Personal Firewall and VPN Security Solution

The ZyXEL ZyWALL PI Internet Security Appliance is a personal VPN Firewall which is portable, easy to use and designed for use by individual users who need secure access to their corporate VPN networks from remote locations.

Firewall Security

In a secure and trusted LAN, such as a customer site or branch office you still need personal and private protection. This compact all in one unit is equipped with advanced safety and security features and will work with any broadband connection. With a powerful SPI Firewall and Network Outbreak Prevention, it behaves as frontline protection for your individual PC or laptop from Internet attacks. It will also allow you to block Java, Active X and cookies.

Personal VPN Appliance

A light-weight, compact device, the ZyWALL PI provides VPN connection for mobiles users to create a private secure hotspot whenever they go. No extra sophisticated software installation and configuration effort needed. Once you're connected over the VPN, it's just like being attached to the local network.

Compared to software-based applications, the ZyWALL PI is a truly plug-and-play, hardware-based personal security device and a familiar web browser interface and setup wizard makes installation and configuration easy.



For more information, please call Sales on 01244 288281 or e-mail sales@samarind.co.uk