

samarind

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

The Value of Extended Warranty



If you have ever experienced serious network down-time at work please read!

As we are all more than aware, today in business there is huge reliance on technology investments. That's why it's so important to purchase dependable technology, and it's equally important to ensure your technology remains available and operating at peak performance when you need it.

HP Care Pack Services allow you to extend or upgrade your standard product warranties so that – in the event of fault or failure – your PCs, printing and imaging products, servers and storage products will be back up and running when you need them. It's a smarter, simpler and safer way to take full advantage of business technology.

As a HP Business Partner Samarind know the value of warranty cover and always recommend you purchase a HP Care Pack to ensure your hardware is covered at the level you need it to be. One such example is an incident that occurred earlier this year for one of our customers, bedsdirect.com. A hardware failure caused the server to shut down. They could not process transactions or communicate with their customers and were facing serious financial loss if they could not get their system back up and running fast. Tim Norman, Operations Director at bedsdirect.com explains:

'In May this year a regulator card failed in our HP Proliant ML370 twin Xeon server. The fault caused the first power supply to fail and the second power supply unable to take over. The result was a dead server and the company unable to operate the sales order processing system or answer / send e-mails from and to customers. The fault occurred at about 5pm.

On contacting Samarind, we were advised that our HP Care Pack had extended the standard next business day warranty of our server and provided a 4 hour on-site response. On contacting HP an engineer was duly dispatched and by about 10pm the server was running on a single processor with a BIOS update thrown in. The company was then able to conduct normal business at start of work the next day.

The replacement parts including a new motherboard were with us the next morning. To my mind this demonstrates outstanding levels of support by HP which I feel may be of interest to other users.'

FAQ's

Which HP Care Pack do I choose?

It's easy. HP Care Pack Services are linked to different HP products. Simply call Samarind with your product information and we will let you know the relevant available Care Packs.

I bought my HP product a few weeks ago. Can I buy an HP Care Pack now?

Yes. You can buy an HP Care Pack as long as your HP product is still under standard warranty. Your product will be covered from its day of purchase, even if you buy the HP Care Pack a few weeks later.

Can I buy an HP Care Pack that lasts several years?

Yes, you can get up to five years of cover from day one. Simply buy a 1-year or 2-year post-warranty HP Care Pack at the same time as you buy your HP product – giving you cover for the standard warranty period (vary from 1 or 3 years) plus an extra 1 or 2 years. Or you can buy a post-warranty HP Care Pack when your standard warranty ends.

Can I extend the HP standard warranty cover?

Certainly. You need to look at the different types of HP Care Pack Services available for your HP product and decide which one meets your specific needs. Call Samarind and we'll help you find this information. If your HP product is still under standard warranty, buy a 3-year HP Care Pack. If your HP standard warranty has expired, buy a 1-year or 2-year post-warranty HP Care Pack.

Geographical coverage – where am I covered?

You're covered throughout Europe for HP desktops, thin clients, workstations, notebooks, tablets, handhelds and monitors. For worldwide cover, choose one of the global HP Care Pack Services.

To purchase a HP Care Pack for an existing piece of hardware please contact Carly or Joanne on 01244 288281 or email sales@samarind.co.uk

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contents

Front cover

The value of HP Care Packs and extended warranty

Page 2

Windows Vista
Internet Explorer 7



Page 3

Case Study:
JPH New Website

Employee Profile:
Peter Owen

Back page

Tips and Tricks:
Microsoft Visio

Xmas Giveaway!
Win a iPod Nano!



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software

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Get Ready for Windows Vista

Windows Vista will be available from early 2007 and introduces a breakthrough user experience that is designed to help you feel confident in your ability to view, find, organize information and to control your computing experience. There are five different versions and you'll need to choose the right edition to ensure you enjoy the experiences you want!

Windows Vista Business

Windows Vista Business will help you lower your PC management costs, improve your security, enhance your productivity, and help you stay better connected.

Suggested retail price is £159 with an upgrade cost of £105.

Windows Vista Enterprise

Windows Vista Enterprise is designed to meet the needs of large global organizations with highly complex IT infrastructures. Windows Vista Enterprise can help you lower your IT costs while providing additional layers of protection for your sensitive data.

Only available to volume licence customers.

Windows Vista Home Premium

Whether you choose to use your PC to write e-mail and surf the Internet, for home entertainment, or to track your household expenses, Windows Vista Home Premium delivers a more complete and satisfying computing experience.

Suggested retail price is £129 with an upgrade cost of £85.

Windows Vista Home Basic

Windows Vista Home Basic is designed to deliver improved reliability, security, and usability to home PC users who just want to do the basics with their PCs.

Suggested retail price is £105 with an upgrade cost of £55.

Windows Vista Ultimate

If you want all of the best business features, all of the best mobility features, and all of the best home entertainment features that Windows Vista has to offer, Windows Vista Ultimate is the solution for you. With Windows Vista Ultimate you don't have to compromise.

Suggested retail price is £210 with an upgrade cost of £136.

To install and run the core functionality of Windows Vista your PC will need: 800 MHz processor, 512 Mb of RAM, 20Gb hard drive with 15Gb of free space

PC's are now being shipped with the Vista Capable sticker but if you do not have this sticker on your machine don't worry, if you purchased a PC in the last two years then chances are good that you can run Windows Vista.

If you've bought a Windows Vista Capable PC it does not mean that you will receive a free upgrade to Windows Vista, just that the PC is ready for an upgrade from Windows XP. You would still need to purchase the edition of Windows Vista that you want to install on your Windows Vista Capable or Premium Ready PC. Upgrades are only available from Windows XP.



More information will be available in the new year when Windows Vista is launched, in the meantime if you have any queries please call and speak to Carly McKay on 01244 288281 or email carly@samarind.co.uk

Information source www.microsoft.com

Internet Explorer 7 finally released



Microsoft released the long awaited new version of their market leading web browser, Internet Explorer 7 on 18th October, and will be pushing it out to Windows users as a "high priority" update as part of the Windows Update system during November.

Internet Explorer 7 was originally scheduled to be released as part of the new Windows Vista operating system next year, but

continued criticism from users concerned with the regular discovery of new security holes – leaving the five year old Internet Explorer 6 dubbed as "the Swiss cheese of browsers" by some industry critics – has seen Internet Explorer losing popularity in favour of other browsers such as Mozilla's Firefox.

The situation obviously didn't sit well with Microsoft, leading to the launch date of the new version being brought forward amid much fanfare and promises of unparalleled security. While it's perhaps too early to tell if Internet Explorer 7 will live up to its promises to users, that is not the end of the story...

Your website and Internet Explorer 7

For many years, it was a safe assumption by web designers and web developers that the websites they were creating would be viewed almost exclusively with Internet Explorer.

At the time this did not really give cause for concern with Microsoft's near 100% share of the web browser market. However, not all web browsers are created equal; where in an ideal world all web browsers should adhere to set standards, and therefore a web page should look the same regardless of what browser it is viewed in, the uptake of newer "standards-compliant" browsers such as Firefox have highlighted that Internet Explorer is perhaps the least "standards-compliant" browser in the market!

Over the last two years, this has had limited impact, even with Firefox taking up to 15% of the browser market. Site owners have still taken the view that everyone uses Internet Explorer and hence their site is fine, thanks very much!

But here's the rub: Internet Explorer 7 is now standards-compliant, and this combined with the new security measures introduced in this version (and to a lesser extent the last service pack of Internet Explorer 6) means that sites designed solely around Internet Explorer may now start experiencing problems.

These can vary from simple display and layout peculiarities through to quite fundamental user issues. For example, have you visited a website recently where the designer has thought it would look jolly good if they used a fancy interactive Flash-based menu? You click on one of the buttons – and nothing happens! Now just move your mouse over that button again and you'll see a tiny popup message saying "Click to activate and use this control". That is just one example of an Internet Explorer security measure, but how confusing is that for a user who is just trying to navigate around your site?



Standards-compliance can no longer be ignored, and if you are commissioning a new website you should ensure that it displays correctly across all popular browsers. At Samarind, we embraced web standards, and all websites created by us over the past year are standards compliant. We test all our websites rigorously in many browsers before we allow them to go live, including Internet Explorer 5, 5.5, 6 and 7, Mozilla Firefox 1.0, 1.5 and 2.0, and Opera.

In fact, we're so confident that your Samarind-built website will not experience any issues with Internet Explorer 7, that if you do find a problem with any site we've developed over the last 12 months, we'll fix it for free!

Of course, we're happy to offer our web services, even if your site was not originally developed by us. Or perhaps you think it's now time that your company had a fresh, modern, and of course standards-compliant, website that will really drive new business to you.

Whatever your web needs, to discover the difference Samarind's web services can bring to your business, call Phil Turner or Matt Worrall on 01244 288281.

Good neighbours get online showcase



Samarind have provided an online make-over for their near neighbours JPH Furniture Retail Warehouse.

JPH has been supplying high quality furniture to the region for over 17 years and Samarind were pleased to be asked to help the company take this next step into its future. Samarind have designed and built a new website for JPH, providing a greatly improved online shop window for its range of home and office furniture.

Mervyn Lloyd, owner of JPH Furniture Retail, said: 'We're delighted with the website Samarind have built for us. It's very stylish and professional, and truly reflects the quality of our products and services.'

Samarind's Phil Turner, said: 'JPH has been a client for many years and we were pleased to be asked to help the company take this next step into its future. The new website provides JPH with a key marketing tool through which it can keep customers updated on a regular basis and increase the levels of sales enquiries as a result. It has been built with search engine optimisation and an online catalogue, too.'

'We've had a great response since it went live in August,' confirmed Mervyn. 'Samarind got us on the front page of the Google search engines and that has attracted plenty of new customers. They're coming in to the warehouse because they have found us through the site.'



'Other customers are using the website to view the furniture and then make inquiries. Everyone I ask say they have found it easy to navigate and very user-friendly.'

'Samarind did very well in interpreting what I wanted and putting it into action. I'm not techy at all myself but the team listened to me carefully and were very helpful in delivering the right product for me. You don't always get that with people who work in IT!'

From its Deeside Industrial Park warehouse, JPH supplies both contemporary and reproduction furniture in a wide variety of quality woods and finishes. The range includes furniture for the kitchen, dining room, lounge and bedroom, and also for the office.

To view the new website, visit www.jphfurniture.co.uk.

Employee Profile

Peter Owen



Peter's service is always bang on

Network engineer Peter Owen brought a world of experience to Samarind when he joined the company in 2001.

Peter served in the Royal Air Force for 23 years and travelled the globe with No.1 Squadron, based in Peterborough. He kept his feet firmly on the ground, however. He worked as an armourer on Harrier jets.

'Basically, an armourer handles anything that goes bang,' explained Peter. 'Bombs, ejector seats, that sort of thing. We'd do everything from servicing the ground equipment to storing the bombs, placing them on the plane and preparing them.'

'An important part of my duties was to support the squadron during service and on training exercises, so I saw a lot of the world.'

'I've worked in Norway in the winter when it was dark all the time and in Alaska in the summer when it was light all the time. I've spent time in Turkey helping to protect the Kurds and in Italy during our conflict with the Slavs. I've also spent a couple of seasons at Nellis Airbase, near Las Vegas. The desert round Las Vegas is used as a vast training ground for Nato forces. It's just a big empty space, ideal for war games in extreme conditions.'

'The ground crew stayed in hotels in Las Vegas itself. Vegas is a very strange place, exciting at first but you soon grow weary of it. It was a good opportunity to do some sight seeing, though. I'm pleased to have seen the Hoover Dam and the Grand Canyon. No picture can prepare you for how impressive those places are.'

Peter would spend about three months out of every year away from home, but absence must have made the heart grow fonder, because Peter and his wife Jill have recently celebrated their 25th wedding anniversary. The couple

have two sons: Steven, 23, who has followed his father's footsteps into the RAF, and Thomas, aged 14.

Peter is from Flint originally and Jill from Northwich, so it made sense for them to move out of Peterborough and back up north. They now live in Denbigh. Peter says he's pleased 'to be among hills again'. For him Lincolnshire is just too flat.

As part of Peter's globetrotting, the Owen family spent eight years in Germany. It was here that Peter first gained experience with computers.

'I ran the computer system when I was in Germany,' Peter explained. 'After my service came to an end, I got myself qualified. I'm now Microsoft certified, for Server 2000 and 2003.'

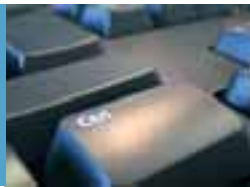
He added: 'I like what I do now. I don't miss the aircraft at all. My knees are knackered from crawling under them for 23 years! I enjoy working at Samarind because there's always something to do and it's a great team.'

'Working as a network engineer presents a whole new set of challenges but it's still about making sure good operation systems are in place. You make sure you get it right when you're handling bombs and aircraft and you carry that philosophy over to any service.'

'I get real satisfaction from sorting out problems for a company who may have been served badly by their former supplier. They never forget that service and I like the fact that years later customers will get back on the phone and ask for me by name.'

Peter Owen must be the only network engineer in the world who is also an armourer. Now you know who to call the next time your computer bombs!

tips and tricks Microsoft Visio



Show them your work, not the toolbars

If you want to use a drawing in a demonstration or presentation, show the drawing in Full Screen view. In this view, toolbars and menus, the status and title bars, scroll bars, and stencils are hidden, the drawing page grid is turned off, and your drawing fills the entire screen.

Note: This handy little tip works for several Office programs (as well as for Microsoft Internet Explorer).

To enter Full Screen view

With the drawing open that you want to view, on the View menu, click Full Screen.

To exit Full Screen view

Press the ESC key.

To navigate in Full Screen view

If your drawing has multiple pages, you can navigate between pages using the left and right arrow keys on the keyboard.

To go to a specific page, right-click the drawing, point to Go To, and then choose the page.

To follow a hyperlink on a shape or on the drawing page, click the shape or page.

Line up those shapes

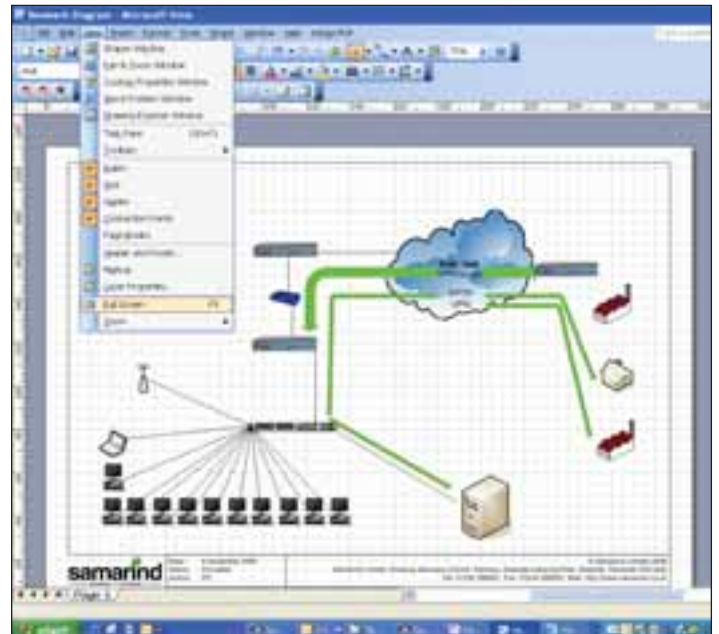
The quickest way to line up shapes that are just a little out of alignment is to nudge them using the arrow keys on the keyboard.

Note: Nudging was introduced with Visio 2002.

To nudge a shape

1. Select the shape.
2. Press the arrow key that points in the direction you want the shape to move.

Tip: To nudge a shape exactly one pixel over, hold down SHIFT while pressing an arrow key.



Use guides to position shapes

Guides, those non-printing lines that can be placed anywhere on the drawing page, are great if you want to position shapes precisely or to align several shapes and move them together.

To place a guide on the drawing page

1. Place your mouse pointer over the horizontal ruler (which is above) or vertical ruler (which is to the left) of the drawing page.
2. When the pointer changes to a two-headed arrow drag it away from the ruler.
3. Release the mouse button when the dashed blue line is at the location where you want the guide to be.

To attach a shape to a guide

1. Drag a shape to the place on the guide where you want to attach it.
2. When you see a red square on the guide, the shape is glued. This means that when you move the guide, the shape will move along with it.

Christmas Competition!

Play 'Find the Santa' on the Samarind website and win yourself a fantastic 4gb iPod nano!



Please note: this competition is only open to Samarind support customers.

How do I play?

To be in with a chance of winning this fantastic prize log on to the secure area of our website with your support username and password.

Once you're logged in search the site and find the Samarind Santa's! There are 12 in total and along with each Santa there's a letter. The 12 letters make up our 'Samarind Christmas Conundrum' and you must solve it to win!

How do I enter?

Once you have collected all 12 letters and 'unwrapped' the Samarind Christmas Conundrum email your answer along with company name and contact number to xmas@samarind.co.uk

It's that simple!

For your website username and password please email carly@samarind.co.uk

The competition runs from 1 December and closing date is Friday 16 December. We will announce the lucky winner on Monday 18 December and their new iPod nano will be winging its way to them before you can say Jingle Bells!

GOOD LUCK & A MERRY XMAS!



clue: festive word or phrase