

THE DOWNLO@d

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//COMPUTERCARE/
I.T. SERVICE SOLUTIONS



Wayne's Word

In a challenging economic environment we have to not only carefully manage our business operations and risks, but also ensure we are able to ensure Business Continuity. Missing out on opportunities simply because you do not have the required information at hand in the current environment is highly detrimental. Having your IT systems go down and losing productivity can be mitigated by ensuring you are running up to date hardware which is both covered by a warranty programme, and also supported by an IT Business Partner who can actually deliver the warranty support locally. Even with full warranty failures can occur and you simply cannot be without your IT systems.

FailOver allows an alternative backup system to automatically kick in seamlessly when the primary system fails. In many instances front line staff will not even notice that they are now operating off the FailOver System. Despite the complete loss of a Server they can tend to your customers needs and continue operating your business.

FailOver is different to Disaster Recovery. Where FailOver allows a nearly instantaneous transition to say an alternative Server, Disaster Recovery is the process you carry out to reinitiate the primary systems. Even with a comprehensive BackUp Regime, the restoring of files to a replacement Server may take hours if not days. This can be pushed out further if you are waiting on replacement parts in the meantime.

ComputerCare operates a Best Practice Policy with our clients. We recommend storing both an image of your Server as well as a back up of your data. We offer clients emergency loan Servers which the image and data BackUp can be loaded onto, delivered on site and connected to your network to your Service Level Agreement Response Times.

Hewlett Packard Services Elite Status

In a high speed ever evolving environment like IT our Business Partners are always developing new initiatives to ensure we are fully certified and offer clients top level support and professional advice they expect to complement their products worldwide.

ComputerCare is pleased to have been recently announced as a Hewlett Packard Services Elite Partner.

Being a Services Elite Partner recognises our ongoing commitment to Hewlett Packard technologies. Maintaining this requires we have a full complement of certified Technical and Account Management team members. This requires the completion of internationally recognised professional training programmes for staff across all our branches.

A prerequisite for entering this programme is to consistently perform considerably above the New Zealand industry average, and sees ComputerCare being placed at the top end of the New Zealand Reseller hierarchy.

The Services Elite Programme is one of four HP Partner Programmes we participate in. ComputerCare is recognised as being in the top ten Hewlett Packard Dealers Nationally.

Christmas BackUp Schedule

Just a reminder before we all get excited about dusting the BBQ off and enjoying the Christmas break.

If you are off for an extended time we can schedule your BackUps to run on the last day you are in the office, and then restart again on your return.

If you would like us to schedule this for you please contact the Support Desk to calendar your Site Technician to carry this out.

HP Client Event - Bandwidth, Bandwidth, Bandwidth

Mark Fabbi of Gartner Research recently spoke at the Hewlett Packard Networking Breakfast event on the latest emerging networking trends. While its always an early start to get down to Wellington for a breakfast seminar, especially for our clients in Wanganui and Hawkes Bay, this was an opportunity to hear one of the most quoted and referenced IT researchers on networking speak in person.

ComputerCare National Business Development Manager, John Stroud, says it was an eye opening experience and reminds you just how quickly technology and new developments are moving ahead. Where Gigabit (1,000 MB), network cards and switches are now the norm, after jumping up from the industry standard 10 and 100 MB some years ago, we are now on the cusp of moving to 10Gb (10,000 MB/second) as standard.

One of the key messages delivered was that as we move to more media rich web and communication environments with the likes of IP Telephony and Skype like applications being the norm, the bottleneck in our business IT infrastructure is not so much the end point computers, which can easily be refreshed on 3 year rolling leases, but it is in ensuring we allow for the core infrastructure backbone with bandwidth. The rate at which we are consuming bandwidth grows exponentially as we work harder and become more savvy at making the web, network and new communication technologies work for us.

Hewlett Packard has recently released their Flex Fabric technology which allows for 10gigabit per second transfer rates between the core infrastructure, backup, and disaster recovery solutions.

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Dan's Tech Talk

Its been 'The Cloud' recently, before that we had 'Convergence' and 'Business Continuity' and now its 'Fabric'. It seems the IT industry is a treadmill of trendy catch phrases, you only just read up on one, and another is added into the mix.

Before we had the extensive mobile network which is still being upgraded and rolled out across the country, we had the Local Area Network (LAN), the hard wired network in the office. Often with branch offices we connected through a remote network across the internet to the Head Office, joining the branch network to Head Office giving us the Wide Area Network (WAN). As wireless networks became popular and the transfer speeds increased we soon started adding a Wireless Access Point into our offices and often at home as well. Now as cellphone technology allows us to use the country-wide mobile network to also connect our SmartPhones, Laptops and iPads (if we are lucky enough), we seem to be able to connect anywhere.

In effect we now have a whole set of disconnected networks, all using differing types of technology that allow us to link into the office and all the systems we need to respond to customers needs from anywhere.

'Fabric' refers to this overlap of networks and connectivity options. Its worth exploring the options and consulting on how you can best manage this. Its not uncommon to have a staff member overseas and be thankful you can connect to them and discuss that urgent matter while they holiday on a beach, only to get a nasty shock when you see just how much all that connectivity costs later. An errant staff member can easily clock up large bills using their devices through foreign networks back to the office, or browsing the web aimlessly off their SmartPhone.

We need to manage the Fabric, not only to develop policies to allow it to be seamless, so you can connect to all the information you need where-ever you are, but to ensure its carried out in a cost effective manner. It just doesn't make sense to have Laptops or SmartPhones connecting through the more expensive mobile phone network, when they are at home or an office where you have a wireless network. Yet devices and networks need to be enabled so that by default they 'pick up' the most appropriate option with a minimum of user hassle.

ComputerCare Signs Soccer Academy Sponsorship Deal

Being involved in business in regional New Zealand brings with it a responsibility to support and give back to the community.

ComputerCare sponsors a number of community events and organisations, ranging from Chamber of Commerce events, to New Zealand Masters Games and Hockey Manawatu.

We are very pleased to announce we have just come on-board as a major sponsor of the YoungHeart Manawatu Soccer Academy Programme.

The Soccer Academy is a development programme for young up and coming soccer players from 6 to 16, who have been identified as having potential that needs to be fostered and encouraged. The academy aims to develop young local talent that will some day play for our local ASB premiership team YoungHeart Manawatu.

The high performance programme will offer the opportunity for our aspiring young players to develop to a higher level. YoungHeart Manawatu Senior players will be coaching and passing on their skills to the next generation of players. The academy hopes to ultimately act as a pathway through to the senior teams in the Manawatu region and the YoungHeart Manawatu team.

Christmas & New Years Hours

As the busy end of the year quickly approaches many clients are teeing up their network upgrades.

ComputerCare Palmerston North, Wanganui, Hawkes Bay and Bay of Plenty will be closing on the Statutory Holidays to let our staff have a well deserved rest and polish up their BBQ skills.

However as usual our after hours on call service is operating 24/7 and there will be engineers available around the clock for any needs to help look after your business and clients.

PC Sales to Jump in 2011

Gartner Research has released its latest forecast which sees a jump of nearly 15% in PC sales for the coming year. Over 350 million PCs are expected to ship in the coming year.

This indicates that businesses holding off on purchases through the last year and extending their usual three year roll-over leases on IT are seeing its time to roll out a refresh. As we have been working through the recession many businesses have seen that we are now seeing the light at the end of the tunnel and productivity gains we have made in working smarter can now be amplified by integrating more effective and efficient IT systems.

Moves towards Tablets with the functionality of the iPad and SmartPhones with web and email access are also expected to see these mobile yet 'cut-down' devices with limited functionality displace around 10% of the PC units sold by 2014.

Contemporary businesses are seeing the advantages of a highly contactable mobile workforce who can be responsive to requests regardless of where they are. With us all working longer and harder this allows us to just put in that extra 10% from home, or respond that little bit quicker than the opposition giving us that competitive edge when we are on the road.

5 IT Predictions for 2011

- Security incidents will increase exponentially with the data of multiple clients consolidated at shared Data Centres proving too attractive to hackers.
- Organisations delaying refreshing IT Hardware and pushing out the 3 year revolving lease programmes will face increasing stability and reliability issues.
- The implementation of FailOver solutions will rise exponentially as businesses realise the loss of income outweighs the investment.
- Dual and Triple screens will increasingly become the norm as organisations roll out Workstation refreshes.

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