

# THE DOWNLO@d

ISSUE 79 September 2011



//COMPUTERCARE/  
I.T. SERVICE SOLUTIONS



## Wayne's Word

Working in the technology industry certainly provides its fair share of challenges. With new products and services coming out all the time, we are constantly adapting our range of services and skillsets to accommodate what is best for our clients. While I.T. is certainly a specialist area, there are plenty of self-appointed "specialists" out there touting whatever technology they think is the bees knees. Some of the latest and greatest have obvious benefits for your business, but this is not universal.

ComputerCare, as a technology advisor and consultant, invests significant resources and effort into evaluating what is happening in the market and identifying truth from fiction. We must remember that the NZ market is quite different from those overseas and not all assumptions about new technology benefits apply here.

If you have heard of something you think might be useful, don't forget to ask us before making a final decision. In some cases, asking a quick question might save you money and problems down the track.

## Bay Of Plenty Branch Expands with new Account Manager



Simon Ward, Account Manager  
ComputerCare Bay of Plenty

In what must be the coup of the year we are happy to announce the appointment of Simon Ward, formerly of Compaq NZ, as our on the ground Bay of Plenty Account Manager.

Simon joins us bringing a huge amount of experience from his decades in the IT Industry, particularly his previous national roles as Customer Response Manager for Compaq New Zealand, and most recently his work in contract Project Management for network roll-outs, VOIP and unified communications installations.

Simon has a keen interest in social media marketing, and is involved in development hockey coaching, the Tauranga Yacht Club and getting out on the golf course!

Simon has lived in Tauranga for a number of years and his affable style and genuine interest in being involved in the business community will be a great asset.

## Tauranga Chamber Annual Golf Tournament

Watch out for the ComputerCare Sponsored hole at the Tauranga Chamber Golf Tournament this year being held on Friday December 2 at the Tauranga Golf Club.

As well as spot prizes, there is also included a hole-in-one prize to win a car.



## \$40B HP Commitment to PC Portfolio

As in any industry, we have our own fair share of gossip, rumour and innuendo. Earlier in the month there was some chatter across the media about Hewlett Packard pulling out of its PSG (Personal Systems Group) laptop and business PC division.

Our Hewlett Packard Business Partners have made it clear in their communications with us that there is no shutdown of HP's PC business "despite the confusion you might be hearing from our competition".

They say the HP Board has decided "to evaluate strategic alternatives for the Personal Systems Group business". Given the changes in the market with TouchPads on the rise, the competition for the industry standard Operating System, Android versus WebOS versus Apple versus Google, all vying for supremacy, it seems not surprising that they may be examining closely where their decisions and investments in PSG products should be before jumping in feet first.

"At \$40 billion and growing, it is the largest PC business in the world with #1 market share and profitability world-

wide. We are not taking our foot off the pedal now and will continue to drive leading innovation across our PC portfolio now and in the future."



Hewlett Packard committed to PC Business

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# Dan's Tech Talk

While something of a change, I am now based back at Head Office in Palmy, working on strategic management projects closely with Wayne now I've worked through the initial start up of the Bay of Plenty branch.

It was a challenging and interesting experience, but I am happy to hand the reins of the branch over to Simon, who together with long time Computer-Care employee Mark, and more recently Cliff, are doing an excellent job in delivering high level, responsive, 'Big City' service levels to our Bay of Plenty clients. I am particularly happy to see Simon and the Technical Team so quickly become independently involved in the BOP community and all the opportunities it offers.

I can now focus more closely on my National Technical Manager role, rather than also wear the hats of Bay of Plenty Account Manager, Network Consultant and Team Leader. This is allowing us to work through some of the interesting topical issues that are taking place in the IT industry.

Perhaps the most challenging is the effect the 'Cloud' (offsite Server and Services hosting) will have over time on the IT Services industry. Although in its infancy, and as with any new technological step it has had its stumbles. However once we have the National High Speed Internet Infrastructure (fibre-optic) rolled out, the integration of onsite and hosted services will make a big impression on the traditional IT model.

The interesting scenario for us is that this is the natural step as we mature as an organisation. Already over the last few years we have seen ourselves evolving from basic break-fix and engineering work to consulting and developing our role as a trusted Business Advisor. We now increasingly work alongside our clients as their technology advisors, strategic planners and project managers. This enables our clients to focus on delivering their core business services while we manage the myriad of technologies and services on offer. This is especially so as we see the convergence of technologies such as VOIP bringing communications into the realm of the IT network. As clients are increasingly bombarded with conflicting information on the advantages, appropriateness and cost effectiveness of Cloud technologies, they more than ever need to rely on the advice of a trusted IT Business Partner like ComputerCare.

## New Risk Management Portfolio

After several months in development we have recently released our new Risk Management Portfolio.

The new portfolio realigns our previous Service Level Agreements into more applicable offerings, with a greater variety of customisable options.

The Foundation level offers a slimmed down cost effective version of our previous Service Level Agreements, while the new Priority Agreement is focused on more IT dependent organisations that need to minimise the risk of critical systems downtime. The "all you can eat" Managed Services Agreement has been further developed to integrate with our upgraded Server and workstation monitoring solutions.

We have been listening to our clients requests and have introduced a new set of Disaster Recovery and Business Continuity offerings that can be implemented to ensure you are both aware of your level of risk and appropriately managing this.

These include options to have a consultant determine the Disaster Recovery Window; the period of time it will take to recover your individual IT systems and resources in the event of an unscheduled Loss of Service. From here we can work with you through Business Continuity Consulting to developing a comprehensive Disaster Recovery Plan, testing the integrity of your back-ups and consulting on solutions you can consider to minimise your risk and Disaster Recovery Window.



## 'SkyNet' Laws Enacted

The new legislation for protecting copyright, the so called 'SkyNet' law, came into effect on September 1.

This is an effort to protect the rights of music, movie and digital content producers from having their income slashed by Peer to Peer networks sharing content that should be paid for by law. It allows for a three strikes warning system and the possibility of up to \$15,000 in fines and having your internet connection disabled.

The liability for the fine lays with the holders of the internet account rather than the individual who does the downloading. This can be your business if your employees are downloading while at work, or even the public if you offer an unmanaged wireless hotspot for customers.

With this in mind, it is important to ensure you have your wireless networks and internet connections properly passworded and secured.

There are various options for implementing solutions that allow you to manage your networks internet access. These include blocking non work related sites, individual data allowances and reporting on internet usage down to site history and time spent for a particular day.

A recent survey of Kiwis by the Copyright Council of New Zealand indicated that up to a third admit illegally downloading music and a quarter downloading movies. 70% of those surveyed said they would not continue illegal downloading if they received a warning.

Interestingly it appears the new laws may have made a difference given that several Internet Service Providers are now offering double the monthly data cap for the same price. It just might be hard to find what to use this extra data allowance on.

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