

THE DOWNLO@d

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//COMPUTERCARE/
I.T. SERVICE SOLUTIONS



Wayne's Word

We have seen the provision of IT services to the business market become increasingly "commoditised" over the past several years. IT has become more pervasive throughout the organisation, and as a result overall IT related costs may have risen. Countering this is that support costs per unit are significantly lower with software and hardware now more reliable.

Stemming from these trends is the call for more predictable IT expenditure patterns. ComputerCare have been working on a fixed cost Managed Services offering which is now being released in the next few weeks. A single monthly fee will provide all your reactive, proactive, strategic planning, reporting and help desk services. The objective is to avoid the boom bust cycle of IT expenditure experienced by many organisations and to save you money on your support costs.

If you are interested in this as an option, please give our support team a call and they will arrange for one of our Account Managers to come and discuss this with you.

Thailand Flood IT Shortages Ease

The recent floods in Thailand causing an estimated \$45 billion of damage also devastated many high tech computer component production facilities.

In particular this has constricted the availability of hard drives, a frustration as much for us as for our clients.

As one of the key components in many of our Disaster Recovery and Business Continuity Storage Solutions, as well as servers, workstations, and laptops there is no easy way around this.

Unfortunately not only has a lack of these vital components caused some time delays, but also pushed the prices up; yes the good old supply & demand curve....



Thankfully hard drive supplies are now coming back on line with the prices starting to drop and we are only seeing issues with some of the high demand models.

Luckily we are able to leverage our close relationships and buying power against our suppliers to push our orders up the queue as much as possible, and if need be replace customer orders with higher specification models with little price increase.

Being recognised by our vendors and suppliers like Hewlett Packard as being committed to being fully trained and certified goes a long way in the IT Industry to having long term reciprocated business relationships where they'll go the extra mile for us and our clients when we need it.

IT Bucking the Price Hikes

Except for big screen TVs it seems that everything from cheese to veges are costing more each year. But if we look at what bang we get for our IT buck for computer components it seems we have bigger, better and faster for less.

1998 12 GB Server Hard Drive \$748

2012 500 GB Server Hard Drive \$627

(more than 40 x bigger)

1998 64 MB Server Ram \$237

2012 4 GB Server Ram \$166

(more than 60 x bigger)

1998 17" Monitor \$1,079

2012 24" Monitor \$260

(30% larger and only 1/4 the price)

The 'commoditisation' of IT and the industry habit of big vendors constantly buying out smaller fish, who then get eaten by an even bigger fish has meant there are more than ever huge economies of scale in producing and supplying IT kit.

Where once a PC or Server supplier would place an order for say 1,000 Ram modules or hard drives at a time, they now place orders for 10,000. That's a lot of buying power to demand a bulk purchase discount.

Coupled with this is the exponential growth in computer specification and performance which sees a single workstation now offering greater performance than a Server of only a few years ago.

Its easy to see how businesses can leverage IT efficiencies by ensuring they have a planned IT Lifecycle Management policy, and rolling out both Server and Desktop refreshes as they fall due.

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Dan's Tech Talk

Five years ago when designing a backup solution for a customer we would recommend a tape drive with the appropriate backup software. This solution did and to a large extent still does meet the "backup" requirements of 90% of our customers. Though this solution does not meet the "Disaster Recovery" requirements for many customers.

Backups and Disaster Recovery, although interrelated, need to be considered as two separate strategies and should not be confused.

Access to your server data may not be the most critical aspect of your business. Several of our customers have businesses that can live without their servers for several days, but rely heavily on constant access to the Internet for the functioning of their business. These customers need to be thinking about multiple redundant Internet connections and not necessarily redundant servers and data backups.

We need to be considering what is important to the day to day running of our business, what can we live without and for how long. Only once you have decided on this can you begin to design a strategy that will meet your requirements. There is no one size fits all approach, real time and effort needs to be applied to your DR strategy if it is to meet to goals of your business.

Keeping Up with your UPS

Perhaps the forgotten cousin in your Server Room is that plain wallflower, your UPS. Carrying out a vital role ensuring your data and key hardware survives both power cuts and brown outs (where the power level drops), we often leave the UPS to trudge on without ensuring it is still fit for its purpose.

We have recently come across several instances where old batteries have expanded and damaged the UPS chassis beyond repair. We are now sending out reminders once your UPS hits three years to ensure you can replace the batteries before this happens.

We suggest you also ensure your VOIP phones are attached to a UPS so you are contactable in a power cut.

UltraBooks to Meet Tablets

On the tails of the highly successful MacBook Air, the super thin brushed aluminium full feature laptop, there are more than 75 Ultrabooks in the pipeline for release this year.

Intel and Hewlett Packard are putting their muscle behind this new form factor of thin and light laptops. In hopes of taking on the Tablet market, which is slicing into traditional laptop sales, plans are afoot to merge the benefits of still having a keyboard with Tablet features including incorporating a touchscreen.

Going one step further there is talk around the industry of making Voice Recognition a standard feature. HP's new UltraBooks are due for release in NZ this quarter.

Death of the NetBook?

With Tablets becoming more and more prevalent in our homes, businesses and campuses, are we seeing the end of the NetBook?

Many suppliers have finished or are in the process of closing their NetBook production in favour of Tablets. Hewlett Packard however are bucking the trend and are full steam launching a new model.



The key difference of opinion being that Tablets are still referred to as a 'companion device'. In many instances they are a secondary computer, where you still need a main computer for your everyday needs and they act as an auxiliary on the road, or around the house PC.

The advantage the NetBooks bring is that you get the full functionality of a computer with easy access through a keyboard, but the ease of lightweight and low cost device.

Using Intel's latest Atom processor HP's new NetBooks offer significant improvements for graphics and applications over NetBooks we have previously seen as a budget cutdown toy laptops.

The recently released model runs Intel's Atom N2600 dual-core processor at 1,6GHz, 320 GB Hard Drive, sports a 10.1-inch screen that now handles high-definition Blu-ray video, wireless networking, webcam, microphone and speakers for Skype and has a nine hour battery life.

Broadband Via SmartPhone to your Laptop

Have you wished you could just jump on your work network when you are on the road, or staying somewhere with no wireless broadband? Can you get mobile broadband on your SmartPhone, but trying to access the web on such a small screen just doesn't cut it? Or would it really help if only you could email that altered spreadsheet or quote from your laptop while you are parked on the side of the road?

If you can't find a Wireless Hotspot and your SmartPhone can receive 3G BroadBand, chances are you might just be able to use your Phone as a portable router.

Your Laptop or Tablet simply uses your mobile internet access your Phone has and allows your Laptop or Tablet to talk through it to the internet.

There are a couple of tips and tricks we might be able to organise for you that can help you have this easy access anywhere there is mobile broadband access.

Watch out for your Invite

Client Events Summer 2012

Register & Attend

Win 1 of 4 Hewlett Packard MiniNote Laptops

Wanganui, Palmerston North, Napier, Tauranga

Sustenance & Beverages Provided

March 2012

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