



NEWSLETTER

CHRISTMAS 2004



WELCOME TO OUR CHRISTMAS NEWSLETTER

2004 has seen many changes in IT, from the rapid spread of broadband to the growth in wireless technologies. At Laverton Computer Solutions we follow all the latest developments so that we can pass on the best advice and information to you.

We would like to thank all our customers for their support over the last year and we look forward to continuing to work with you in 2005.

Wishing you a Merry Christmas and a Happy New Year.

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You know you're computer illiterate when.....

you need a manual to understand Word for Dummies.

... and you think software is a nice warm jumper.

OUR CONSULTANCY SERVICES ARE GIVEN TMB ACCREDITATION



Laverton's consultancy services have recently been awarded Technology Means Business (TMB) accreditation.

TMB is the UK government's Department of Trade and Industry and Business Link backed accreditation scheme which has been devised to provide quality assurance for clients seeking IT related business advice.

TMB Accredited Advisors have shown an ability to:

- Understand the uniqueness of your organisation and the issues you face as an SME.
- Identify the most appropriate IT solution for you rather than just looking to make a quick sale
- Tailor advice to your individual business needs, minimising the use of jargon
- Help you to plan and implement IT projects within you organisa-

CASE STUDY

Pukka Pools

Web based business Pukka Pools (www.pukkapools.com) turned to Laverton when they decided to implement a broadband connection to their offices in Harrogate.

After reviewing the company's existing systems, and discussing their IT strategy we were able to not only provide an ADSL connection, but to ensure that their network was secure from viruses and external threats. We also setup an online backup system which proved invaluable a few weeks later when Pukka Pools system suffered a serious hardware failure.

Charles Davey, Managing Director said "I now realise the importance of ensuring that you have a good backup system. If our computer systems had crashed a few days earlier it would have been a disaster. Thanks to Laverton we did not lose any data and our systems were back up and running in no time at all."



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OUR CUSTOMERS ARE NOW BENEFITING FROM OUR REMOTE MAINTENANCE SERVICE

We have recently finished testing a new remote maintenance software package and have now started using this software for our contract customers. Using secure tunnel technology, the system allows us to connect directly to our customer's systems, quickly, securely and safely.

We can now:

- Get online to our customers' systems - from any location, now!
- Download our customer's system inventory - hardware & software - instantly
- Solve the majority of customer problems remotely without you having to wait for a visit
- Improve our response time to any problems

This service is now included for all our contract customers.

PRODUCT REVIEW: SMALL BUSINESS SERVER 2003

During 2004 much of our work has been in new Server installations, specifically Small Business Server 2003. For companies with less than 50 users this is the ideal server system, as it provides a complete business server solution with email, intranet, backup, and centralised faxing at a fraction of the cost of a standard server solution.



With Small Business Server customers can:

Create a central and secure place to store critical business data

Access to data and applications is centralized, improving employee productivity by ensuring all your employees can get the information they need from their computers.

Access information from anywhere, anytime and any device

Remote Web Workplace, the remote portal, allows authorized users to access remote access features by using the Internet.

Improve team performance through enhanced collaboration

A pre-configured internal Web Site based on Microsoft Windows SharePoint™ Services allows co-workers to share information, including document libraries, announcements, events, and links.

Reach more customers and serve them better, all day, every day

You can host your own e-mail, create a company Web presence, and access business information remotely. These benefits enable you to conduct business in a professional manner and assure customers that you are the right choice for their business.

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LAVERTON NOW OFFER BROADBAND SERVICES

Broadband is rapidly leaving other forms of Internet connection behind.

We can now provide Broadband through our partnership with Entanet, the UK's fastest ISP, which provides a dedicated customer care team, 24 hour technical support and comprehensive Internet solutions.

Entanet is consistently positioned within the top 3 Web Hosting ISP's within the UK by performance testers www.webperf.net.

TOP TIPS TO PREVENT SPAM

There are a few simple guidelines that you can follow to reduce the scale of spam before it becomes a problem.

- Be careful when giving out your email address. Think twice before subscribing to online newsletters or providing your email address in online forms.
- When you do give out your email address make sure that you tick the box to receive no further emails from the company's partners.
- Consider the company you are signing up with. You wouldn't give your phone number to random strangers would you?
- Never reply to unsolicited mail. By doing this you are validating your email address and become much more valuable to companies that sell email lists. The same applies to the 'remove' link that many spammers include.
- Don't give out your business email for anything that isn't work related.
- Remove email addresses from your website. Have an online form with a phone number instead.

If Spam is already a problem for your company, why not talk to Laverton about a solution to address this issue?

For more news visit us on the web

www.lavertoncs.com