Quarterly

Newsletter

A&T

A&T start looking at more communication with our customers

In March A&T Computers Ltd celebrated their 10th Anniversary as a limited company. Leading up to this event the company decided to embark on several new projects.   We have always tried to be small and dynamic in our approach which has enabled us to deal with many diverse organisations. Our methodology has always been to deliver a solution that meets the customers needs but deploy it within our framework. This framework provides total flexibility to our clients with an ability to support their systems with as little additional information as possible.

This e-newsletter is something that we have been wanting to do for sometime but with our main focus on customer services this hasn't been of a priority. We now deal with many more issues via our remote support software, this gives us an edge both in terms of response time and costs. Certainly our intention has, and will continue to be providing this remote support as part of the maintenance fee to our clients. We are now looking to the future with our new investments to providing our clients with more and more services.

New Service to help when disaster strikes

Recently A&T has undertaken a major investment. We are now able to offer a service that allows for almost instant recovery of a business from a total disaster.

The system uses two high powered fully redundant servers to provide remote access to a live replica of your systems

We are able to continuously replicate your system so that in the event that your server is a total loss you can access a replica of your system stored within our new 16TB data server. It's not just the Raw data either, this is a full deployment of your system on our virtual server. Our hardware has the capacity and power to run multiple server in a virtual environment to enable you to have your servers live with us even when your equipment has suffered a total failure.

With the second piece of hardware and our two 8-Meg failover internet links you can then connect via any internet connection back into a copy of your own desktop.

If continuous replication isn't feasible then we can recover your system onto our virtual servers from any backup tape.

At the very least our servers can act as an offline backup replicating every evening to ensure your data is kept safely offsite.

Linked IT News

- UK to get 100mbps broadband boost with BT 21CN—10m homes will have VHDSL delivered by new fibre network by 2012

- Unified Messaging merges Voice & Data to give companies better customer response

- In finance, the Financial Services Authority has expressed concern that businesses are failing to check the security of their outsourcing partners.

In this Issue

Spam Filtering

Another addition to the increasing A&T system is our Sonicwall Email Security Device, we now have the ability to receive emails on your behalf and filter them for Viruses, Spam and Phishing algorithms.

Once we've checked the email we then deliver it on to your mail server. A daily report is sent out from this system to each user informing them of any retained emails and through our web portal you can retrieve any retained in error.

Any items retrieved are automatically added onto the personal white list for the user, and global white lists can be managed via the web portal as well.

We can generate monthly reports summarising the activity for your domain.

The system also acts as a backup email server in the event that your internet connectivity is lost or that your mail server is offline for maintenance.

Once connectivity is resumed mail is then streamed automatically on to your server.

We can also protect you from any company sensitive information being sent through your corporate mail system using our compliance module. We can search for keywords and patterns to prevent users sending out trade price lists or net premiums.

Data Extractions & Reporting

Many of our clients will already be aware of this service. As a company who prides itself on working closely with our customers we have a fundamental understanding of the terms you would use within your business and what key information businesses require.

We have previously been commissioned to perform a data extraction and archiving application to facilitate extended storage in more detail of a database than the original vendor supplied. Without altering their system, and thereby leaving warranties and support completely intact, we extracted detailed data on a daily basis automatically and then generated far more concise and pertinent reports for the client to capture and print for weekly and monthly meetings

Using the same tools we have assisted with the migration of data from two system that were unable to transfer data directly, our tailored middleware removes the need for businesses to have to re-key data into their system, thus negating transposition errors.

It also facilitates systems to be swapped with a minimum of down time, only being offline for the extraction from the old system, processing and insertion into the new system, often we can perform these tasks within sensible periods of normal breaks and reduce the final data transfer to that of new and amended records.

Contact Us

If any of this Newsletter contents is of interest, as always, feel free to contact us in the usual way.

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And finally

We will shortly be able to take your support calls via our online support site. http://support.atcomputersltd.com

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