Quarterly

Newsletter

A&T's 4th Newsletter—Support Costs Reviewed

For the time being at least

At A&T we are well aware of the current financial climate and whilst this year we had planned to increase both our retained and support costs, we've decided to freeze them for the foreseeable future.

At A&T we believe in offering services and products that are priced competitively similar to those larger organizations with better economies of scale.

This is achieved by our award winning remote access software, newly introduced support site and our ability to have continuous mobile communications for both email and internet access.

The remote access software, LogMeIn, has been adopted by some big names including AMD, DHL, HSBC, IBM, Rolls-Royce, SAP. These aren't small companies with a small user group, these are big multi-nationals.

A&T is committed to deliver the best service we can. We will continue to draw upon our broad knowledge base to ensure we deliver what your business deserves from an IT Company

We want your comments

We've been in existence for over 11 years becoming incorporated on the 18th March 1998. We have been, and always will be committed to providing our customers with what they need. In the past we've done this through being heavily involved our customers in their offices. Now with the introduction of our online support site and remote access we are aware our visits are less frequent.

So we need feedback, we need to understand if we are still delivering what you want, the best service we can offer and the service you expect.

So with this in mind we need to capture your expectations, what better way than a questionnaire?

Please visit http://www.atcomputersltd.com/yourcomments.htm to go through the form. This will be a permanent fixture of our site. The plan is to then publish the latest results in our newsletter every quarter along with a report on the selected responses we will include the best and worst comments from the site. We won't publish any names, however we will want to target those companies that may be experiencing what they consider to be a poor level of service.

Monthly Billing

At A&T we've made a decision which should fundamentally help both our clients and ourselves. With the current financial climate we realised that our quarterly bill landing in your in box after 3 months of work can cause a bit of a dent into your cash flow predictions. The obvious answer is to start generating our invoices monthly. We've invested in better systems to allow us to facilitate this. So with immediate effect we will start monthly billing.

Linked IT News

- Java's future secured as Oracle buys Sun for $7.4bn

- The latest Data Centre to be built in the UK and district heat exchange to combat CO_2 Footprint.

- UK Public Sector plans to make £7.2bn worth of cuts from it's IT budget.

- Tesco's wants a new IT system. Does it really have plans to become a UK bank.

In this Issue

A&T Continues to Grow

At A&T things don't stand still for very long. The company believes in being dynamic and delivering the needs of our clients is the number one priority

We are committed to delivering to our clients at sensible costs and maybe those are attribute that our clients want. Certainly now more than ever companies are watching their costs and so what better time for clients to join us.

Most recently we have proposed a solution which not only increases the clients broadband speed by 100% but reduces their annual bill by over 75%.

By switching to us they have reduced their fixed support costs by 45% and their hourly charges by nearly 40%. All this and whilst delivering more.

If you know of companies that are struggling with their IT systems, are looking for a fresh approach and think that they would benefit from the same quality of support and service that you have been receiving then forward this onto them. Just a few clicks to introduce your valued customers to our valued service.

Anti-Virus Software Review

Another quarter goes by and another few million virus's are created. You may remember from the previous newsletters that we featured some nasty and annoying pieces of software that would appear on your computers without you noticing. Well now we are going to tell you what you should use to protect yourself from them.

Recently Symantec has completely revamped the anti-virus solution and renamed it to Symantec Endpoint Protection. The software package comes in two parts, one part that is installed onto the server and the other which is installed onto client PCs.

Symantec Endpoint Manager

From the server we can manage new installations of the software to PCs, run scans remotely, monitor definition updates, and create security policies and so much more. This new centralised system makes it so much easier to monitor security on your system.

Symantec Endpoint Protection

The client-side software has 3 main types of protection technologies. With these 3 functions enabled the software has 3 ways to stop a huge range of malware from entering your system or doing any damage.

Here is an explanation of the 3 types of protection technologies and what they do

Anti-Virus & Anti-Spyware Protection

Protects against viruses, Trojan horses and spyware.
This protection function deals with the routine scanning of the system to detect any infected files or dormant viruses that could launch at any point.

Proactive Threat Detection
Provides zero-day protection against unknown threats.
This line of protection is great! Is monitors all of your files that are moving around your system and if it detects that there is a virus it will stop it in it tracks without delay before it causes any damage.

Network Threat Detection
Protects against network threats
This monitors your network cards traffic and will stop any malware before it even enters your system.

A&T understand that you want your system performance to be maximised. We have tested this software and can confirm that this requires an insignificant amount of resources.

If you would like to know more about this product then don't hesitate in contacting us.

symantec.
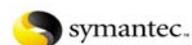
Contact Us

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

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