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Correct Solutions

We are interested in getting to know you and your business. If you have questions or require assistance please contact sales or support.

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Ask us about the range of HP, i-mate & O2 mobile devices we supply!
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With this month's issue we bring you... a new look to our Newsletter! We've listened to your comments and we've developed a new layout that's easier to read! Our first article is an interview with one of our clients on how he uses mobile technology to be more productive while out of the office. Our second article is about how you can better manage the sales process and even learn to love it and in our third article we start to look at understanding what service packs, security patches and hot fixes are all about. We value your feedback! If you have any comments about this Newsletter please give us a call on 02-8831-8200.

the correct mobility solution!

Recently, Correct Solutions have implemented a new i-mate JASJAR for prominent Sydney solicitor David Balog of DC Balog and Associates fame. David has been using an integrated PDA and mobile phone for some years now and we asked him why he thinks these devices are of value to him and how the superior functionality of Windows Mobile 5.0 and SBS 2003 along with the support services of Correct Solutions have helped him save time, stay in touch and given him piece of mind while he's out of the office. Following is an excerpt from an interview with David conducted by Wayne Small:

Wayne - David, you've had PDA's for many years now, but over the last few years you've switched over to using a PDA that's also a phone - why have you done that?

David - It's actually quite simple really - with the mobile device I have all my contacts in the palm of my hand, when I'm in recess between court sessions, I can check my email, call clients and be more proactive about how we deal with them. Clients like that and it helps me stay on top of things.

Wayne - So this is really saving you a lot of time then when you're out of the office?

David - It sure does and it means that I can get home sooner to spend time with my wife and son, too.

Wayne - What about the security of the device?

David - I leave this up to you Wayne - of course there's the password security and you tell me that the data is encrypted when it goes over the internet from my SBS 2003 server in the office, and that because it's Windows Mobile 5.0, you can also erase the device if I've misplaced it. The security of my client data is very important to me and I don't want it falling into the wrong hands.

Wayne - So, aside from security and portability, is there anything else the mobile device gives you?

David - Sure, because it's linked to my server in the office, it shows me not only my email, but also my tasks, calendar and all my contacts. When we get a new client, my assistants back in the office add it to my contacts, book appointments in my calendar and this makes it so much more efficient for me than the old paper based diaries and day planners. Also because this is synchronised with my office, they can see where I am at all times. The ability to view documents on screen immediately using Word, Excel and Adobe Acrobat is brilliant. If I was asked the real benefit of the JASJAR, Windows Mobile, and Correct as a solutions team it would have to be the reliability, security, instantaneous communication and service of the whole package. It's superb!

Wayne - Can you tell me how Correct Solutions' support services helps you?

David - Well, I know with Correct if I have a problem you know the system backwards and can address it immediately. You explain it to me in terms I can understand and when necessary you tell me how to fix it to save me down time and costs. You show me ways to maximise the productivity and use of my hardware and software. Really, to have the JASJAR, Windows Mobile, SBS 2003 and not Correct is like having a Ferrari without petrol or a road map.

Wayne - Thanks David - I really appreciate your time

David - Not a problem.

April Special Offer!

Trend Micro is currently running a promotion giving customers who are currently running Trend Anti Virus Software a 35% Discount on Trend Anti-Spyware for SMB!

That means for: 5 Nodes it would only cost \$107.25 + Standard 2 hour site visit *
25 Nodes it would only cost \$446.88 + Standard 2 hour site visit *
60 Nodes it would cost \$986.70 + Standard 2 hour site visit *

* Services for installation should only take a standard 2 hour site visit, but this may vary depending on the size and current state of your network.

Call us for a quote today on 02-8831-8200! Offer ends 31st June 2006

**Loving the sales....process ?****Managing the Sales Process...**

When you talk to most sales people or sales managers the sentiment is often 'our sales people are good at the selling part and not so good when it comes to the paper work and documentation'. An issue often ignored or over looked when a sales person is getting good sales results. So what happens when their performance drops, or they move on to greener pastures? How do you pick up the pieces and move ahead with the sales pipeline they started?

Like most normal businesses in the marketplace, you need to keep information on prospects, and what your business has spoken, emailed, quoted and discussed with them. How good this information is; how well you can pick up the information and use this to keep the sales pipeline alive. It is true to say

**“Good Decisions + Effective Actions =
Highly Successful Results!”**

Part of the good decision is to have good work practices in place to keep the sales information in a single repository and to keep the information format consistent.

Despite what sales methodology you subscribe to the following rules usually apply:-

- Be Consistent
- Stay Persistent
- Keep the Message Relevant
- Timing

All of which is great, but the vehicle you use to allow the sales process to be managed is important if you want the sales team to 'love the sales process.' The process needs to be easy for them to keep current, and needs to assist them to achieve their goals. The system and/or software should be easy to use, and easy to get valid information from quickly. Information like the last conversation they had with a prospect, to the deals closest to closure so they can follow up and meet this month's target, to a list of prospects to follow up this week or month, needs to be readily available and easily updated.

If your business needs to improve sales management or better control sales opportunities, or you would like to investigate what can be done to improve your business processes please feel free to **call our Business System consultants on 02-8831-8200.**

**the difference between service packs,
security patches, and hotfixes**

It is important to know the difference between Security Patches, Hotfixes and Service Packs and to know what these differences might mean to your business. This article is the first of four articles we will be running in our Newsletter to help you to be informed about these differences, the issues involved with patching client PC's and servers and how Correct Solutions can help you handle these issues.

To begin with, let's look at differences between Security Patches, Hotfixes and Service Packs:

What is a Security Patch?

A Security patch is a small update released by Microsoft that is designed to close or patch a hole that has been found in a piece of software, eg. Internet Explorer usually gets 1 to 2 security patches per month as people find ways to exploit the software. This may be from a website that has code that uses the exploit to allow an unauthorised person to gain access to your machine or to copy personal details from your machine and send them back to someone outside of your network

What is a Hotfix?

A Hotfix is a special type of patch that Microsoft releases to fix a very specific issue in their software. A hotfix is designed to only be installed on machines that exhibit the very specific problem that the hotfix addresses. These patches are not intended to be mass deployed to all machines.

What is a Service Pack?

Service Packs are planned, regular releases from Microsoft, which contain a group of security patches, hotfixes, feature packs and extensions that are relevant to a particular operating system, such as Windows 2000, Windows XP, and Windows 2003.

Below is current Client and Server software and the service pack they are up to, please also note that other software products do have service packs too, eg Microsoft Exchange Server 2003 now has Service Pack 2:

Windows 2000 & Server 2000	Service Pack 4
Windows XP Home & Professional	Service Pack 2
Windows Server 2003	Service Pack 1

Next issue explains why we should patch machines at all and why service packs are important. If you'd like to find out more about Security Patches, Hotfixes and Service Packs or would like information about how **Correct Solutions can help you with our Patch Management Services, please give Belinda or Ryan Spillane a call on 02-8831-8200.**

Have You Updated Your Records?

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