



that's correct

The latest in Smart IT Solutions by the Smart IT Company

feb 06

CRM Solutions

Customer Relationship Management (CRM) is an area of business that everybody talks about, an area of business that everyone realises needs to be better run, managed and controlled. However many companies never get a true understanding of what they need and how to get the best possible CRM results for their company.

There are many CRM systems in the market place, offering all sorts of benefits for a business. Correct Solutions provides two CRM systems – Microsoft CRM, and Legrand CRM. We offer these two solutions because they fill different needs for different companies.

The key thing that each individual business looking at CRM needs to understand is:

(Continued on page 2)

Anti-Spam and Anti-Phishing—Are you Protected ?

What is Spam?

Spam is any e-mail including hoaxes, chain letters, and jokes and unwanted advertising that is unsolicited. Spam is a threat to your business because it:

- Reduces productivity
- Wastes network resources
- Wastes employees times

What is Phishing?

- A fraud practice used to obtain personal, confidential information
- Users can receive email appearing to be sent from a legitimate company,

(Continued on page 2)

Correct Solutions

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

> Telephone:

**1300 CORSOL
1300 267765**

> Facsimile:

**1300 CORFAX
1300 267329**

> Email:

info@correct.com.au

> Web:

www.correct.com.au

Castle Hill

Unit 32, 7 Anella Avenue
Castle Hill NSW 2154

Narellan

Suite 1,
320 Camden Valley Way
Narellan NSW 2567

Postal Address:

PO Box 7567
Baulkham Hills DC
NSW 2153

Our Monitoring & Patching Services

On April 12th Microsoft will remove the block currently stopping a number of Windows XP computers from upgrading to Service Pack 2. After this date, depending on automatic update settings, each computer on your network may automatically download up to 250MB and install Service Pack 2, which for example, if you have 20 computers in your network, would cause a total of 5GB download. This would cause slow performance on your internet connection and may also cause you to exceed your download limit, dependant on your plan.

So why is patching important?

If any of your computers are not set to automatically download updates your network may be at risk of being compromised in a number of different ways. Some of the exploits penetrate your system when you visit a website on an unpatched computer. This would allow a hacker to gain full access to your network! Firewalls in this case are unable to stop this style of attack as it starts from inside your network! Patching is essential to ensure that your systems stay up to date and secure as can be.

Service Pack 2 is a major upgrade for Windows XP computers that includes technology to:

- Make your computer safer from hackers
- More secure when you visit websites

- Block the majority of popup advertising

Correct can make this process easier—by

- Deploying free Microsoft software to your SBS server
- Configuring your network to only download a single copy of all patches for Windows operating systems for ALL your computers
- Performing a server health check on your server and give you a report on it's current status
- Test and approve patches, preferably within 48 hours of release by Microsoft
- Connecting your network to our patching service for fast distribution of approved patches on your network
- Configuring your SBS server to automatically send your server status reports to us with its backup logs
- Review the backup logs on all business days and provide a response back to your nominated person

How this benefits to your business:

- Remove the worry for you to check the patches and apply them to workstations manually
- We will take the responsibility to test patches before installation on your servers and workstations
- We provide a proactive service that will detect issues within your network before

(Continued on page 2)

Special Offer for February 2006 Newsletter

GFI have announced the release of **GFI MailEssentials** Version 12 –
now with optional anti-phishing protection

Order the MailEssentials Now and receive **FREE** anti-phishing (offer valid to the 31st March, 2006)

For pricing and more information call Belinda on 1300-267-765





(Continued from page 1)

CRM Solutions

What does your business do ?

What do you need / want from a Customer Relationship Database?

Is it to:-

- Manage the sales pipeline ?
- Deal with customer service issues ?
- Generate and manage quotes ?
- Share information on customers within the business ?
- Work offline in the field ?

These are broad questions, but these questions need to be addressed for you to have a clear understanding of your needs.

If you need help with this process Correct does offer services to do a **Needs Assessment** for your business system - allowing you to take this documented information and business knowledge to then match your needs to the CRM solutions that best fits.

Call us and speak with Marianne on 1300-267-765 to get more information on what this type of assessment involves.

Always remember – that this process of assessing and implementing a CRM system gives you the perfect opportunity to look at how you, manage the business and how you need / want it to change so you can grow – the key concept is “Change to Improve the Business”

As a little introduction to CRM - **Legrand CRM** is a Customer Relationship Management (CRM) solution that is both powerful and easy to use. Powerful yet practical, functional yet affordable, Legrand CRM is the ideal customer database management solution for workgroups and small to medium sized businesses.

The centralised database is easily shared by all staff members in the office. All customer information is right at everyone's fingertips, thereby ensuring that everyone is fully informed on all customer communications and activities. A robust data synchronisation routine enables laptop users to operate a local database which they can synchronise with the main data over the office LAN.

Legrand CRM is available in two editions to meet your size and functionality requirements. For an overview of the different versions and whether Legrand CRM is the solution for you call and speak with Marianne on 1300-267-765

(Continued from page 1) - Our Monitoring & Patching Services

- they escalate, such as anti-virus software not starting, or backup failures
- We are able to see trends occurring over time that point to issues that would not otherwise be considered problematic

What are the costs involved?

We've put together two packages of services, Server Monitoring and a Patching Service, both at a fixed price to minimise the cost to your business. The initial setup of the Patch Service includes a site visit to setup the software on your server and ensure that it is current with ALL of the latest

patches. This includes those not normally covered by the patch management service such as Exchange Server and ISA Server. The ongoing patch management and monitoring fee will include the testing of the patches for your server and workstations.

Patching Service:

Initial Setup Fee: \$490 (ex GST)
Ongoing Fee: \$15 (ex GST) per workstation
\$50 (ex GST) per server

Server Monitoring Service:

Initial Setup Fee: \$100 (ex GST)
Monthly Monitoring Fee: \$150 (ex GST)

(Continued from page 1)

Anti-Spam and Anti-Phishing Protection at Server Level

directing them to a web site to update their details

- The users confidential information can then be used illegally

The Solution? GFiMailEssentials for Exchange/SMTP

With fraudulent, inappropriate and offensive emails being delivered in vast quantities to businesses every day, anti-spam software is a vital component of your network's security strategy. Spam wastes time and network resources, and can also be dangerous. GFI MailEssentials offers spam and phishing protection at server level and eliminates the need to install and update anti-spam software on each desktop.

Features & Benefits:

- Fast set-up and a high spam detection rate
- No configuration required
- Very low false positives through automatic whitelist
- Automatically adapt to your email environment to constantly tune and improve spam detection

- Eliminate over 98% of the spam from your network!
- Detect and block phishing emails
- Add disclaimers to the top or bottom of an email in text or HTML format. Create multiple personalised disclaimers and associate them with a user, group or domain
- Blocking foreign language spam based on character set
- Email monitoring of particular user or department email communications
- Central store of email communications making searching for email or content easy
- Fake non-delivery reports (NDRs)
- Personalised server-based auto replies with tracking number
- POP3 downloader
- Web interface for searching email archive

Please see the bottom of page 1 for details on GFI's MailEssentials 12 Special Offer!