

New Year; a new system to support you

Improving  
the way we do business...



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The latest in Smart IT Solutions by The Smart IT Company

January 2008

## Off The Press:

Ryan Spillane stars  
on Microsoft Partner  
TV!

To see his interview with  
Wendy Smith,  
Microsoft's Channel  
Development Manager...

[CLICK HERE](#)

## This month...

- Ryan Spillane updates us with a glimpse of what's to come in 2008...
- We take a fresh perspective on Microsoft Office 2007 - a change after all is second only to a holiday...
- If you've heard us talking about ConnectWise you're probably wondering what the fuss is all about. We give you further insight on how our new system will work for you...
- Has your mailbox reached its size limit, yet again? We bring you details on a great tool for managing your email...

Questions? Comments? We value your feedback!

Call us (02) 8831 8200 to discuss any matter further...

## 2008, The Year To Come...

Let me start off by saying Happy New year, by now most people will be back at work and wishing they could go back on holiday again!!

But let's look forward to the year. This year will see some big changes to IT yet again. Microsoft will be releasing their new Server 2008 product, which means they will also be releasing their new Small Business Server version too; it's called "SBS Cougar" at the moment, but will be given a standard name before launch.

Whilst we can't talk too much about SBS Cougar due to Non Disclosure Agreements with Microsoft, we can say that it is built on the next version of Windows Server 2008 and inherits a number of the security and performance enhancements that are part of that product. In addition, SBS Cougar promises to extend the functionality with Exchange 2007 for email, inbuilt AntiSpam capabilities, enhancements to Remote Web Workplace and other really cool features that are yet to be publicly announced.

While there are far more products coming out, I would also like to let you know about the year ahead for Correct Solutions.

The end of 2007 saw us install ConnectWise, CW is a support and ticketing system designed for IT companies only. This platform will help give us more transparency with how we support you as well as giving you greater insight as to the current status of any jobs we are completing for you.

In the very near future we will be speaking directly with you about this change, how you can log into the system to add work, print invoices and check on a status of a job, however if you have questions or would like more Information, please give us a call, we are more than happy to get feedback, both good and bad on areas where we can support you better.

And what would all these changes be without us changing and updating our website? One of our clients has helped us re-design our website to give it a new fresh look and to help us get away from the "geek" feel of the old site. Over the coming weeks and months we

will be adding more content to the website as well as blogs and news items to keep the content fresh and current.

Lastly and most important, I would like to thank all our customers, suppliers and staff for their work during 2007 and look forward to working with you again in 2008.

A prosperous year to all!  
Ryan Spillane



A New Year full of promise awaits us...

**January Special!**

Start the New Year with the peace of mind that quick, innovative Disaster Recovery, Disk Backup and Data Protection will bring you.

To ShadowProtect your Small Business Server and up to three critical desktops against loss of data and unwanted down-time, contact us this month for big savings on this fantastic bundle.

**Normally retailing at around \$1150 for the Server License alone, this month purchase your ShadowProtect SBS Bundle for just \$1050!**

Pricing includes 1st year of maintenance!

## Contact Us!

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## The latest in Smart IT Solutions by The Smart IT Company

### An important Notification about Microsoft Office licensing...

Microsoft offers a number of ways to obtain the licensing or "right to use" their software. Three of the most common license types are FPP, OEM and Open Licenses.

**FPP – Full Package Product;** the boxed, shrink wrapped product available from retail outlets. This is a single copy of a license such as a consumer might purchase for their home PC.

**OEM - System Builder software;** designed for preinstall on a new PC. This is a common way of purchasing software because the licensing is relatively inexpensive, however it does have its limitations. The license is valid only for the life of the machine onto which it is originally installed. Once that machine dies, the license dies with it.

**Open/Volume Licensing;** This type of licensing is an Agreement between you, the client and Microsoft. It entitles you to use the software, to exercise downgrade rights, to access previous versions of the software and to transfer the software to a new machine, if need be. If Open Licensing is purchased with Software Assurance it also entitles you to upgrades of new software versions and provides other benefits such as training and phone support. There is a minimum entry level of 5 licenses to start an open license agreement and a number of different Open Programs. Your specific needs and the size of your business will

determine the right Open Licensing program for you.

#### So, what's happening with Microsoft Office?

Office 2007 has been available for some time now and the OEM version of Office 2003 has been discontinued. The only way to access Office 2003 licensing is to purchase 2007 Open Licenses and exercise the downgrade rights by installing Office 2003 media.

It is human nature to resist change. However at some point, most businesses will need to execute a change over, either PC by PC or in a roll out to the new version.

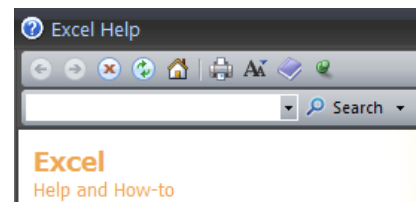
Office 2007 will work in a mixed environment; our own staff members are running different versions to test the theory. Office 2007 has a different file format to 2003, however because documents can be saved in 'compatibility mode' we have not experienced issues with sending and receiving documents via email or opening and saving across the network. Files that were created in 2003 can be opened, edited and saved using Office 2007.

The user interface is new and will look and feel a little different. The functionalities are all still there with some new ones to boot (like being able to save documents as a PDF) and in most instances they are more logically set out than in Office 2003 – that in fact was the whole point of the revision!

The best way to adjust to the new user interface is to visit some of the online resources. A really great starting point is the 2007 Microsoft Office System Courses; these provide an overview of the new layout and some great tips for navigation. You can access these courses via this link: [click here](#)

Another tip is to remember to use the Help button. Use the Help button when you've "lost" a feature; Help will tell you where to find it in the new version. You can type your question right into the search bar and it will return a list of results that point you in the right direction.

If you wish to purchase Office 2003, we can still arrange this for you, but if you don't have an existing Open Licensing Agreement you'll need to establish one. More and more, customers will find that moving to the new 2007 platform is not as daunting as first thought. If you would like to discuss this in further detail, feel free to contact us.



Help is only a Question Mark away...

### ConnectWise PSA

Over the past few months we have been implementing a new job tracking system. Each time you call us or email us for support, it is of upmost importance that we keep track of the work that we do to solve the issue. ConnectWise is all about improving how we do our business and the quality of service that we provide to our clients.

For years Accountants and Lawyers have used Practice Management Software to offer their clients a service that comes with a level of consistency and continuity. Until ConnectWise there has really been nothing designed for the IT Industry that was able to offer the benefits that this software will afford our clients.

This new system provides complete visibility into the process of a job and is a far more accurate way of tracking our time – both work carried out for our clients, as well as any work that we do internally.

ConnectWise gives us far greater scope for capturing, planning and scheduling your support requirements. It sees our staff members as resources and as such they can be scheduled much more effectively. We can see at a glance what tickets need to be

worked on and schedule technicians to carry out the tasks required in a traceable manner that is transparent to you.

#### What it all means for you?

Over the next few months we will be speaking to you personally about a number of changes you can expect to see – if we haven't spoken to you already. But here is a quick summary of what ConnectWise means for you:

**Email notifications** - When new jobs are created, jobs in progress are closed or are waiting on further information from you; the system will issue an Email notification. This keeps you up to date with progress and helps you to assist us in ensuring the advancement of your jobs.

**Customer Portal** - You will have the ability to lodge jobs by phone and email (as you have in the past), but also through the ConnectWise Customer Portal. Via the Portal you can lodge new jobs, see your existing jobs and see their statuses. You can also make decisions about who in your company can lodge jobs via the Portal, who can see invoices and who can see view all activity regarding your company.

We also have the ability to collect job signatures for site visits on our PDA's at the completion of a job. When the engineer synchronises back to the office the system will notify you, outlining the details of works completed.

**ConnectWise is designed to add convenience and visibility for our clients. If you have any questions feel free to contact us to discuss further...**

#### Contact the editor for more information

Would you like to subscribe or unsubscribe? If you wish to find out more about any of our stories or you have feedback regarding our Newsletter, you can email

Melissa Richardson  
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**We would love the opportunity to discuss your IT requirements further. Please call on (02) 8831 8200**

## Your Mailbox has reached it's size limit...Again!

There is rarely a business alive today that doesn't on some level live and breath its email. Passing messages back and forth across the internet has streamlined the way we communicate. It has also lead to inherent problems with security, storage and continuity.

Whilst enhancing productivity on some levels, an Exchange Server without SPAM protection can waste hours of your employees time. Emails without consistent branding can leave customers and other contacts confused about your company's image. An Exchange store without proper management can become large and unruly, taking up valuable storage space and causing headaches for administrators attempting to tame the size of their users' mailboxes.

That's where a Mail Utilities Program comes into its own. A good management suite can alleviate the problems that revolve around sending, receiving and storing emails.

Exclaimer SBS Suite is a comprehensive mail utilities package for Small Business Server. It includes three products that take aim at the main areas of Mailbox management.

### 1...Exclaimer Mail Utilities

- ✘ Adds Disclaimers and Signatures to help consolidate corporate branding. Will even work with BlackBerrys, PDAs etc.
- ✘ Incorporates Anti-SPAM technology to trap the maximum quantity of SPAM and minimises false positives.
- ✘ Assists with Mail blocking and redirection, for example if an employee has left and their mail needs to be delivered to a different address.

### 2...Exclaimer Mail Archiver

- ✘ Archives incoming, outgoing and internal mail to a single database.
- ✘ Viewing rights for individuals and user groups can be setup quickly and easily.

### 3...Exclaimer Store Compressor

- ✘ Reduce the size of attachments and emails
- ✘ Puts you in control of your Exchange store
- ✘ Gives you the ability to zip attached files, remove Internet Headers and HTML formatting from email messages and delete specific mail items that are older than a specific date.
- ✘ Maintain a strict limit on the amount of space each user mailbox is allocated.

To find out more, contact Correct Solutions on 02 8831 8200.

## Key Features:

**As the world's leading Mail Utility solution provider for Microsoft Exchange, Exclaimer can help you protect your systems from SPAM and allow you to maintain brand image on your organisation's email.**

**Exclaimer also enables you to easily manage the size of your Exchange store and the size of each user's mailbox.**

**With Exclaimer, you have simple and secure archiving, search and retrieval of emails.**