

What Are You Getting For Your Network This Christmas?
Why not treat it to some well earned maintenance from Correct Solutions?



correct solutions

that's correct

The latest in Smart IT Solutions by The Smart IT Company

November 06

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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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Looking for a great gift idea for yourself and your network?
We can help!

With this month's issue we bring you... A bit of an update on Correct Solution and an introduction to our newest team member, Marc Swan. We have an article on the Business Intelligence Centre and a great idea on how you can give your network a Christmas Present and get some maintenance done during the break. We value your feedback! If you have any comments about this Newsletter please give us a call on 02-8831-8200 or send us an e-mail.

correct solutions - company update

G'day Folks,

I thought I would give everyone an update on what is happening at Correct... In the past two months we have had a new Onsite Tech, Jonathan Gage, whose profile was in our last newsletter, start and we have a new Dedicated Helpdesk Tech, Marc Swan, whose profile is below, start. Our Business Systems division is also growing, we are confident that another staff member will start by the end of November to assist Marianne with the fast growing demand in this area of our business.

So what does this all mean?

It means we are listening to our customers. Feedback showed some areas where we were not as strong as we would like, so we did something about it. I truly invite all customers to give us feedback, be it via email, phone or fax. All feedback, good or bad is listened to; this allows us to provide a better level of service to you our clients.

Over the coming months we will have articles about:

- SPAM/UCE (Unsolicited Commercial Email – The real name) and how we are testing several products on the market that we could then recommend to

clients to help reduce unwanted rubbish emails.

- Managed Services – And how Correct can provide preventative / productive maintenance on systems to reduce downtime and even ways to fix the cost of your IT support each month.
- Business Systems – You know we sell Legrand CRM and several accounting systems, we follow our own recommendations too!!! We use Legrand internally, let us explain how we use it and why.
- PDF – What is it, why use it, why does Correct use it to send out electronic Quotations and managed service agreements.

These articles have been selected as a result of feedback from our customers and we would like to know what other topics you would like covered in future issues of our newsletter. Over the next little while you may receive a call from us to find out how you believe we are going and if there is anything you can suggest for us, both for the newsletter and support offerings.

Until the December issue I wish you all a great month and keep the feedback coming.

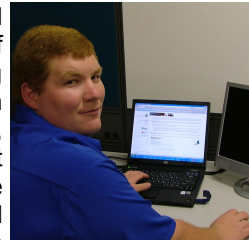
Cheers,
Ryan Spillane
Managing Director

team member profile - marc swan - dedicated helpdesk tech

We are glad to announce that we have recently put on a new Dedicated Helpdesk Technician, Marc Swan. Before joining the Correct team, Marc was the Network Administrator at Hans Continental Small Goods. He was with Hans since early this year and before that had been working for The Modern Group for over 3 years as a Support Officer, where Marc was responsible for some 500+ users across 8 sites both here in Australia and internationally. While at Hans, Marc was responsible for the network in Blacktown as well as 3 interstate branches in QLD & VIC. He was also responsible for major software and hardware upgrades while working at Hans.

When Marc isn't at work you'll generally find him doing one of his two passions. One is flying his RC helicopters, competing in competitions around Australia, also helping to design and test new UAV VTOL machines. The second is helping to run a brand new ute club "Aussie Utes" he has just helped to establish. The ute club represents a great way to meet new people and get out and have a good time.

Marc is passionate about his work and aims to give the customer the best possible service he can.



The Festive Season is fast approaching!

We would like to take this opportunity to wish you all a happy and safe Christmas and also to remind you that Correct doesn't completely close over this period, so if you have any urgent issues someone will be available to help you. We will have a skeleton staff on between 22nd December 2006 to 3rd January 2007 (excluding public holidays).



November Special Offer! Give Your Network a Christmas Present & Give Yourself One Too!

Take up our special Christmas bundle for your network (featured on page 2) & you can purchase this fantastic Canon Camera bundle for just \$299 (normal price \$395)!

Bundle includes: Canon PowerShot A530 (5.0mp, Digid II, 4.0x Optical, 1.8" LCD); 1GB Memory Card; Targus Camera Case

Hurry, This Offer Is Only While Stocks Last!





The latest in Smart IT Solutions by The Smart IT Company

The business intelligence centre

Excel is the most familiar reporting platform worldwide, so it makes sense to use this as the standard, but it also makes sense to empower people to benefit from the vast functionality available in Excel as a reporting front-end.

So why look @ the Business Intelligence Centre?

- To have instant access to relevant information to remain competitive
- To deliver formatted information directly into Excel at the click of a button
- Save time, money and resources by getting information faster and ready to use

What is the Business Intelligence Centre?

BIC provides ready-boxed intelligent Excel reporting on your standard Sage or Sybiz data. If you use other systems – we can also customise this powerful and cost effective report writing solution delivering Excel reports from any ODBC compliant data source.

- a) Auto connection to the company you currently have open in your accounting application.
- b) Comes with a set of standard reports for Management Packs, Dashboards, Sales, Inventory, Purchasing and GL.
- c) You can create your own reports on existing containers.
- d) You can copy standard reports and change them to suite your needs
- e) You can use the Dynamic Drill Down functionality in any report
- f) You can create run-time versions of your reports and run them from your desktop
- g) You can create your own filters and parameters to control what data is extracted at the time of running a report.

All the Important Information...at your finger tips !!

What problems are people solving out there using the BIC

Financial

- Forecasting and Budgeting
- Financial ratios
- Management dashboards
- Financial Consolidations by Branches, Divisions, Companies
- Fast and effective pivot style GL transaction tools – eliminating printing reams of paper each time you need to investigate details

Sales

- Sales analysis by rep, product, customer
- Commissions on paid invoices
- Sales history coupled with inventory levels to determine replenishment requirements

Management Dashboards

- Profit and Loss summary
- Highlighted expenses
- Top 5 items
- Top 5 customers
- Bottom 5 items
- Fixed Asset Schedules

Inventory

- Stock ageing
- Slow movers
- Stock master

How do I find Out More?

Call us on 02-8831-8200 to arrange a time to discuss your reporting needs.

give your network a christmas present

We're taking a break this month from the Disaster Recovery series to give some thought to the Christmas period and how it can be turned to an advantage for your business. Your network supports your business and is a foundation on which you rely for your email, internet access and storage of your business critical data. If you don't plan for regular maintenance your network may let you down. Christmas is also a time in which many of our customers slowdown or close for 1 or 2 weeks. This is a perfect time for us to get in remotely and ensure that your servers and workstations are fully prepared for the year ahead. We have recently invested in new practice management systems that will allow us to work smarter for you and to accomplish tasks that previously had been very time consuming and therefore costly. Using these new systems we can remotely perform the following list of tasks over the Christmas period which will improve the reliability, performance and security of your network:

Checking backups - restore some of the files from tape, to test backups have been running correctly.

Disk integrity checking – to ensure disks are in good order and resolve errors that go unnoticed until it is too late.

Clearing out temporary files and clean up disk space - over time many temporary files build up both on servers and workstations – which decreases disk space and increases file fragmentation.

Disk defragmentation – This will reorganise the files on the disk at a low level, for better performance.

Checking configuration and settings for Anti-Virus software - ensure that your AV software is both current and fine tuned to the latest best practices.

Review firewall security settings - to ensure that it's protecting your network 100% adding any improvements we have made to our best practices for firewalls.

Review inactive user accounts and archive old mailboxes - often when staff leave an organisation, removing old accounts is not a top priority and can be missed. We can clean these up for you if you give us a list of all current users.

Defragment the email databases - over time the Exchange email databases also get fragmented which causes performance drops across the board. This is the perfect time to take them offline (which means the mail system is down for a short while) and clean them up. No data is lost during this process, only the blank space in the database is consolidated.

Network Report – we'll do a before and after report on your network including a complete software inventory of all your installed applications. This will show you exactly how many licenses you are using and will check to ensure that you are not running illegal software in your business.

The combined efforts of this package we have bundled together will increase the security of your network, as well as improve the overall performance of servers, desktops and notebooks. Pricing starts at \$200 ex GST for a 5 PC/1 Server network (or below). Additional PC's or servers cost \$20 ex GST per device. All of the work would be completed in the 4 weeks around Christmas and a report presented to you mid to late January when you return.

Don't leave it to the last minute to do your Christmas Network review. If you want us to give your network a Christmas Present for you, give us a call now so that we can organise it, 02-8831-8200. And see page 1 for our great special offer!