

Kinetics Group Ltd

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-News! Working For You-

Services

- *Network Audit*
- *Network Engineering*
- *Proactive System Maintenance*
- *Disaster Recovery*
- *Security Audits*
- *Software Development*
- *I.T. Consulting*
- *Mobile Computing*

April/May 2004

Welcome to our May newsletter. We welcome back Juliet to our team in an entirely new role - as marketing and channel support. This means, amongst other duties, she gets to compile this newsletter.

Another project Juliet has been working on, along with senior engineer John Lynch, and our sales manager, Richard Sullivan, has been our Microsoft Sharepoint demonstration. This was on the 28th, and our thanks to everyone who came. Sharepoint is a very exciting suite of products and is a compelling reason to upgrade to the latest Microsoft versions. Sharepoint allows you to share files, email and much more across the internet. Your staff can create their own websites for specific projects, sharing files, hosting online discussions and so - from any internet screen anywhere in the world! You can share even more information using other Microsoft products, such as MS-Project, MS-CRM or MS-Access. Combined with Terminal Server and Outlook Web Access, remote access tools continue to get even better!

We've had a very busy month, with a number of upgrades to Windows 2003 and Exchange 2003. The number of servers going through our lab has been phenomenal. My thanks go out to my staff for getting through a huge volume of work. Well done team, keep it up!

For any information on the benefits of upgrading, and whether its the right choice for your business, please call our sales team today. They'll talk about how newer technologies can help you, what the benefits are and help you to balance these against the costs to make the best decision for you.

Regards

Andrew Hunt

CEO

P.S.

As a recipient of Kinetics' newsletter you can rest assured that your email contacts in my database are not passed on to any other organisation, and remain confidential to Kinetics News. If at any time you wish to change your details, or stop receiving Kinetics News, please send a reply email.

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Keeping Your Systems Up To Date

In the past, we have spoken of the need to keep your systems up to date and specifically Critical Updates and Anti-virus.

Critical updates are made available by Microsoft in response to a security threat or flaw in Windows operating systems. In fact, such an update came out in Microsoft's April 2004 Security Bulletin.

These updates can be found on the Microsoft website under security or updates. It is important to note that Microsoft *NEVER* emails these updates. If you get an email purporting to be an update from Microsoft, it will be either a virus or a hoax.

If you manage your own computer, install updates as soon as they become available. If your computer is part of a managed network, contact your system administrator before making any changes. If you are unsure what to do or if the update is applicable to you, we are more than happy to help.

Until recently, updates have had to be manually installed on all workstations. Microsoft now have a product available called Software Update Server (SUS Server) which can roll out updates to workstations from your server. This software is free although normal costs would apply to installation. Kinetics can advise you if this product would be beneficial to you.

The second item is Anti-virus. We can't reiterate enough, the importance of keeping your virus definitions updated daily. Many of you have suffered the costs of a virus on your system. These costs include loss of productive time, documents and an invoice for having the virus removed.

Kinetics recommends implementation of a "known brand" of anti-virus software and we are happy to offer advice on different options available. Some of you may not be aware that as part of a Maintenance visit, Kinetics will check your anti-virus software to ensure your virus definitions are current as well as your subscription to the updates.

Finally, please be very aware of the myriad emails doing the rounds about how to stop or fix viruses. The general rule of thumb is - if you receive an email suggesting you delete a file, or pass a warning on to everybody you know etc, they are a hoax or just plain malicious. Once again, if you have any doubt, please feel free to ask us.

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Budgeting for your IT Future

Let Kinetics help you with budgeting for your future IT requirements. We can send one of our senior consultants to discuss options with you so you can make informed choices and budget accordingly.

These options may include helping you to utilise your existing infrastructure better or balancing minimal short term expenditure with major future expenditure. We can also assess new versions of software and advise you of the benefits. Support and maintenance of your network should be considered as part of your planning.

Please call Richard Sullivan, Andrew Hunt or Claire Coakley if you wish to make an appointment.

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High Speed Internet Options

With more and more companies wanting to implement Remote Access, Corporate WANs and Virtual Private Networks, and the number of broadband high speed Internet connections has continued to grow. Today there are a number of solutions available, at many cost effective price points.

Please note that often price reductions for installation are available.

Telecom NZ Ltd

The most common high speed data connections today are Jetstream and Frame Relay.

Jetstream uses ADSL technology to provide high speed connectivity over copper phone lines. As it works on a different frequency to voice and fax calls, this 'always on' service does not stop you from receiving or making such calls.

Jetstream provides downstream speeds of up to 8Mbps. Plans are based on data usage and range from \$61.33 per month for 600MB up to \$1600 per month for 20000MB. your ISP will charge around \$20 per month for an ADSL account.

TelstraClear

High Speed Internet is delivered via a variety of access methods including ADSL, Frame Relay and Wireless which vary depending on customer requirements and geographical location.

Services range from 256kbps and 2Mbps. Pricing ranges from \$99 per month to \$499 per month. There is a choice of data and flat rate plans. ISP services are provided by Clear Net.

Woosh Wireless

Woosh Wireless is an evolution from Walker Wireless, which was established in 1999 to meet the emerging demand for faster, more efficient information transfer. The company is rolling out a national network with deployment in Auckland and Southland well underway.

The Woosh network is a secure wireless broadband network. Data is sent and received through the air encoded, using radio frequencies. The signals are picked up by your portable Woosh modem, which is connected to the Woosh network and the Internet.

Service offerings include 250kbps and 350kbps burstable options. Business plans are data based and range in price from \$109.00 per month for 2000MB up to \$1099.00 per month for 20000MB.

TIP to help you save on your Internet Costs.

Check the data plan you are on is the right one for your needs. We have noticed that changing business practices involve high internet usage so the plan you started with may no longer be appropriate. If you are unsure how to do this, please call us and we would be happy to help.

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Case Study - Stephenson & Turner

Stephenson & Turner has evolved over more than eighty years, from the architectural and engineering practice founded in Melbourne by Sir Arthur Stephenson in 1920, to the technologically advanced, multi-disciplinary firm it is today.

Stephenson and Turner was established as an independent New Zealand Company in 1975, specialising in office buildings and hospitals. There are offices in Auckland and Wellington with approximately 100 staff.

The Beginning

With increasing staff numbers, Des Pudney, IT Manager, began to notice an increase in outbound internet traffic. It was of concern that the costs of internet use was high but also the inability to monitor this traffic with their existing resources. A side effect of this was a significant reduction in network speed. Des approached Kinetics to investigate and propose a resolution.

The Process

After a consultation process, Des decided to purchase WebMarshal and have this installed by Kinetics. Web Marshal is a comprehensive solution for employee Internet management. WebMarshal enables administrators to enforce their company's Internet Acceptable Use Policies as a means of improving productivity and reducing risk by allowing users to only view approved sites while blocking offensive content and dangerous viruses. The decision to choose this particular product was obvious as Stephenson & Turner were already using MailMarshal and the administration tools were very similar. Des was able to utilise the same user groups that were already in place for MailMarshal.

The Benefits

The benefits of WebMarshal have been immediate. Not only has network speed increased considerably but other issues of internet security and appropriate internet usage have been resolved. WebMarshal was easy to install and disruption to staff was minimal. Even in the first week after installation, the reporting facilities of WebMarshal have enabled Des to monitor and control what can be downloaded . This has resulted in less time being required for system administration. Des said that it has been helpful for the company directors to see results in their investment.

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Who's Who: John Magatogia

Kinetics welcomes John Magatogia to the Service Coordination role.

John comes to Kinetics with several years experience in Resource/Service Co-ordination. He has worked in various positions in the Service Delivery arena and looks forward to the new challenges. John's broad range of experience ensures that quality is maintained throughout all facets of the service delivery and the documentation process.

John believes it is of primary importance to maintain a close working relationship with the client from the initial fault/service request through to a "Followup".

On a personal note, John resides on Waiheke Island. In his spare time John enjoys all that the beautiful island environment offers including fantastic beaches, wines and food.

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Warranty Information Update.

We have recently had some difficulty logging warranty calls with HP/Compaq due to their insistence on a proof of purchase to be supplied. This is not really a new policy but rather a tightening up of an existing policy.

Serial numbers are recorded against a particular product at the time of manufacture. This means that if an item has a 1 year warranty, the serial number will only be proof of this, up to one year from manufacture date. Some products will have been made several months prior to purchase so the "Proof of Purchase" is required to show entitlement to cover under warranty.

Please keep this information in a readily accessible place - you don't want to be searching through archive boxes offsite if a critical item of hardware has failed.

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Latest Versions & Service Packs for Common Products

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As at 22 April 04

Internet Explorer 6 SP1	Netware 5.1 SP7
Windows NT4.0 SP6	Novell Client 3.321 +SP2 (Win95/98)
Windows NT4.0 Server SP6	Netware 6 SP4
Windows 2000 SP4 + Hotfixes	Netware 6.5 SP1
Windows 2000 Server SP4	Groupwise 6 SP4
Windows 2000 Advanced Server SP4	Groupwise 6.5 SP1
Windows Server 2003	Novell Client v4.83+SP2 (NT4, W2K,XP)
Windows XP SP1a + Hotfixes	Zenworks for Desktops V3.2 +SP3
Office 2000 SP3	Zenworks for Desktops v4 +SP1b
Office XP SP2	Zenworks for Servers v3 +SP2
Office 2003	Border Manager v3.7 +SP3
SQL 7 SP4	
SQL 2000 SP3A	
Exchange 5.5 SP4	
Exchange 2000 SP3 +Hotfixes	
PocketPC 2003	
MDaemon v6.8.4	
MDaemon Groupware v1.0.4	

Service packs are the means by which product updates are distributed. Service packs may contain updates for system reliability, program compatibility, security, and more. Those in bold have changed since the last newsletter. If you are not using the current versions, or would like info on other software, please call us to discuss.

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About Kinetics Group Limited

Kinetics Group Limited was formed in 1996, to provide excellence in Information Technology services.

Kinetics Group Ltd makes I.T. work for you. So, what does this mean?

- We ensure that your existing hardware and software systems are correctly implemented in accordance with best practice guidelines so that your business has a stable and reliable IT platform.
- We provide independent advice on what are the appropriate I.T. systems to help your company meet your business goals. Once a path is decided we implement the solutions on time and on budget.
- Looking ahead with you, we will make recommendations and introduce you to relevant suppliers so as to place you on the best course for your ongoing business development.

Together, we will maximise the benefits of your I.T. infrastructure and investment.

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