



IT Assist: our 'peace of mind' service

"In my office, we don't have the skills to properly monitor our IT environment. Sure, I am IT savvy, but I am a builder. I don't want to worry about maintaining my IT systems," says Craig Sheiles, owner of Craig Sheiles Homes.

Craig Sheiles Homes employs seven staff and focuses on construction and design. The staff's time is spent on offering personalised service and attention to their customers, not on monitoring their IT systems.

Craig was dissatisfied with his previous service provider due to lack of communication and lack of regular on-site maintenance, and decided to change to Moncrieff.

Moncrieff has been providing Craig with a comprehensive managed service agreement called IT Assist, which takes care of his security and

backup needs. He also receives regular site visits by one of our technicians, who can deal with any arising issues on-site.



"The biggest benefit in signing up for me was that my backups are now being managed remotely," Craig said.

Craig is pleased that he does not have to waste time on IT issues anymore. He can focus on what he does best, while Moncrieff remotely monitors his IT systems 24 hours a day. When we asked him if he would recommend our services to another business owner, he answered "of course".

PC life cycle services

Corporate IT infrastructure represents one of an organisation's most unpredictable yet obligatory expenditures. The purchase price of a new PC accounts for only 20% to 30% of the total cost of ownership. The key to managing IT expenditure and to control total cost of ownership from acquisition to disposal is a well-thought-out PC life cycle. Management of this PC life cycle should reduce computer failures and data loss.

At Moncrieff, we don't just sell you a PC – we take a holistic approach and will develop a PC life cycle strategy based on your needs. Failure to take a holistic view of PC life cycle services will raise the total cost of ownership.

The PC life cycle starts with procurement; planning of requirements, selection of vendors, contract negotiations and finance options. At Moncrieff, your account representative will go through the options with you, organising the best products

from our tier 1 vendors, and negotiating the best deal for your business. We also have finance available through IBM Global Finance.

Once you have selected your product and negotiated your contract, the next step is deployment. At Moncrieff, we can develop and load a Standard Operating Environment (SOE) onto your PCs, configure your hardware, arrange modifications and deliver your hardware at locations Australia-wide.

When your computer equipment has reached its destination, you need to ensure adequate support services are available to the equipment and the end-user. We provide a range of value-added services that will protect the equipment and support the end-user. Our monitoring services will monitor desktops, servers, disk space, backups and security and aim to detect problems for early intervention, avoiding down-time and expensive repair costs. We also provide software

Welcoming new staff

In last month's edition, we mentioned some staff changes within our organisation. We are pleased to announce that we have welcomed two new staff members last month; one new Business Development Manager, focusing on education and IT services, and a new Director.

Mark Carrick, former State Manager at Ingram Micro and well-known within the IT industry, has joined Moncrieff with the vision to move the company forward by focusing on services. "We will still maintain our infrastructure focus but complement that with a range of managed services. Moncrieff has invested heavily in various solutions to offer a complete managed service offering," said Mark. We are excited to have new members in our team that will ensure our customers receive the best possible service.

updates and alert you when licenses run out. We provide a helpdesk for your end-users with level 1 and 2 technical support.

The final stage of the PC life cycle is retirement. When your equipment needs to be refreshed, we offer an asset recovery service that disposes of IT equipment in an environmentally friendly way. If your obsolete equipment can be re-used, we will purchase this equipment from you and provide you with a credit, which you can use against future infrastructure upgrades.

IT infrastructure is an expensive but necessary cost and we aim to help you manage these costs so that you can focus on growing your business.

Call us on 08 9473 3888 for an appointment if you are in need of a comprehensive PC life cycle strategy.

Tips and tricks 'should you...'

...be concerned about your data centre?

One of the main concerns of a business' IT systems is business continuity. If a system becomes unavailable, company operations may be impaired or stopped completely.

Unfortunately, many growing businesses lack the expertise and tools required to adequately address today's data centre challenges.

A data centre is a facility used to house computer systems and associated components, such as telecommunications and storage systems. It generally includes backup power supplies, data communications connections, environmental controls (e.g., air conditioning) and security devices.

Air conditioning is essential to control the environment within the data centre; having an over-capacity in power and cooling could be costing your organisation too much.

Security advice

An article recently posted on www.australianit.com.au reports that more than 7000 adults from 14 countries took part in the Norton Cybercrime Report: The Human Aspect, which found an alarming number of internet users are exposed to online crime.

Sexual predators, online credit card fraud and crimes involving social networking together account for seven per cent of cyber crime worldwide.

Viruses and malware make up 51 per cent of online crime and phishing accounts for nine per cent. Phishing is a type of fraud where criminals try to get sensitive information such as user

Did you know?

One of the major attractions of the Giza zoo in Cairo, Egypt are the lions, but their fast reproduction has the carers worried. Currently 53 lions are stuck together in a cement cell and there is not enough space to keep the males and females apart.

With the recent significant increases in the cost of power and development of carbon reduction schemes, it becomes essential for your business to reduce your power usage in order to lower the operational costs of your business.



At Moncrieff, we are committed to provide protection against some of the leading causes of downtime, data loss and hardware damage, power problems and temperature.

We are confident that we can provide you with a solution that will reduce your operational costs and provide a return on investment to your organisation.

names, passwords and credit card details.

McAfee's global CEO, Dave DeWalt, has warned of a huge rise in the amount of malware being spread across the internet as a greater variety of devices get online and called on greater cooperation to combat the problem.

"The amount of malware we continue to see is astounding," he said. "In the last less than 24 months we've done more blocks against these problems than the past 20 years combined.

According to the Norton Cybercrime Report, 69 per cent of Australian

The zoo found a solution to reduce the females' fertility by giving them a small intake of the human birth control pill. Fertility of the lionesses has since reduced significantly.

If you have concerns regarding unknown equipment in your data centre, the possibility of future system failures, unexpected downtime, risk of electrical fires and predictive maintenance, you should consider our environmental efficiency assessment.

For a limited time only, we are offering a complimentary preliminary environmental efficiency assessment to our customers.

Book your preliminary environmental efficiency assessment with us get an understanding of your current Network-Critical Physical Infrastructure (NCPI) and its effects on your environment.

Call 08 9473 3888 or email info@moncrieff.com.au to schedule your free assessment today!

adults have been subjected to cyber crime - the most common type is computer viruses or malware.

Australians are breaking some basic safety rules that leave them susceptible, including not using separate credit cards and email addresses for online purchases.

Get a free copy of our 'security advice' guide and find out what simple steps to take to avoid being a victim of cyber crime. Go to www.moncrieff.com.au/free-report to get your copy.

Quote of the month

"A man who dares to waste one hour of time has not discovered the value of life."

- Charles Darwin

Moncrieff is a Perth owned and operated IT company, providing reliable IT services with integrity and has been operating since 1966.

2 Oswald Street | Victoria Park
WA 6100 | Ph: 08 9473 3888
email: info@moncrieff.com.au
web: www.moncrieff.com.au

