



Resources available

The current economic climate is forcing organisations to explore tactics to remain competitive. Business process outsourcing of certain functions is an increasingly popular way to improve basic services while allowing IT professionals' time to play a more strategic role in their organisations.

If you are looking for ways to potentially cut costs and unburden your IT staff members, then Moncrieff has the solution for you.

We provide IT resources specifically covering Level 1, 2 and 3 support, servers, storage, VMware, Microsoft (Exchange and SharePoint), SCCM and networking.

We are looking to expand our knowledge in the future and will be able to provide more resources with an even more varied level of skill sets.

We currently have resources working at a number of our top corporate accounts, whilst our other resources work from our office to service customers from there and to deliver support when the call comes.



We provide IT resources short-term and long-term time, depending on the scale of your projects. If you would like to know more about what skills we have available, or would like to arrange a discussion on how our resources can assist your business, please call 08 9473 3888.

Happy new year

Happy new year! 2011 marks Moncrieff's 45th year in business. We'd like to thank all our partners, vendors and customers for their business and support over the years.

Our plan for 2011 is to expand our resources base, broaden our knowledge and continue to focus on delivering excellent services to our customers.

Remember, if you are ever in need of some IT assistance or would like our advice on how to tackle a particular IT issue; we're here to assist you!

Top 5 resolutions that should be on every business owner's list

We hope you all had a nice and relaxing time away from work, with no worries about your IT networks. Or did you have to rush back into the office after hours, while the family unwrapped presents and shared a meal, you were trying to fix your network problems or a system crash?

Below are five resolutions that will enable growth and profitability to your business and will help avoid having to spend time in the office after hours because of IT system problems.

• Protect your data

Just as you would protect your office by locking doors and activating the alarm, take measures to protect your IT systems with Anti-Virus.

• Minimise downtime risk

Maintaining your IT systems costs money, however it will cost you less in the long run. If you were to wait to spend any money on IT until your systems would finally fail (and un-

fortunately they will fail, eventually), imagine what the costs would be. A system crash can take a number of days to fix, resulting in your staff not being able to work for days. Your resolution? Avoid downtime by maintaining and monitoring your systems and catching a problem before it becomes a major issue!

• Reduce complexity

Why manage three different data protection methods to meet your backup requirements? Look at a solution that incorporates data protection, data recovery and backup into one solution such as VMware.

• Stop wasting server space

Storage costs in many businesses are escalating and you can run out of storage and physical space. Poorly managed data increases security risks, infrastructure failure that leads to increased downtime. Your data storage can be managed and automated.

Have your servers monitored and manage your data storage by maximising the usage of all your servers, not just the one.

• Become more 'green' focused

Did you know your business has to comply with environmental laws regarding disposal of obsolete computer equipment? Here's an opportunity to both comply with government regulations and act 'green' at the same time; get involved in asset recovery by getting rid of your obsolete equipment in an environmentally friendly way.

Interested in making your life easier by outsourcing your IT services? We're always open for a general discussion about how we can assist you with reducing risks and increasing productivity for your business. Give us a call on 08 9473 3888 or email info@moncrieff.com.au.

Is your business subject to security threats?

SMBs face great IT security risks and threats come in a number of different ways. E-mail problems like phishing, spam and viruses are becoming more and more common. Securing company data can be a tough task with email and web 2.0 making it much easier to accidentally or purposefully share sensitive data such as price lists, customer details and contracts. And websites visited by employees can contain malicious code, or worse, your company's website might be attacked due to lack of security and might spread malware, which in turn causes the site to be blocked from Google and other search engines.

Every small business should have a way of identifying and blocking incoming threats via email and the web and they need to be able to prevent staff from accessing high-risk websites.

Data protection is essential if you want to protect your confidential information.

Spam is still a big problem, too, as it clogs up the network and takes a lot of time to be cleaned up. On average, 86 percent of all emails

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Did you know?

- Red wine will spoil if exposed to light; hence tinted bottles.
- One quarter of the bones in the human body is in the feet.
- The blue whale can produce the loudest sound of any animal.

are spam and 81 percent of these emails contain a malicious link.

Why worry about your IT security? You become less of a risk to deal with if you keep your security up to date. Nobody wants to rely on a business that (unknowingly) distributes malware, leaks confidential data or is unreliable because its network keeps failing. For an increasing number of industries, some form of data protection or IT security has also become mandatory due to compliance and regulatory requirements.

Have you secured your IT network properly? We can help you achieve maximum protection with minimum total costs!

Network expertise

As part of our plan to position Moncrieff as the expert in IT services, we are expanding our inhouse skills. We gained excellent networking knowledge by hiring an experienced network engineer. Ryan started in December and provides a wealth of knowledge concerning networking infrastructure. He has extensive knowledge of managed LAN and WAN equipment and has been exposed to the implementation and management of many wireless networks.

If you have any networking requirements, we have the proper skills to manage your needs.

Give us a call if you would like to find out what we can do for you on 08 9473 3888.

At 188 decibels, the noise can be detected over 800 kilometres away.

- Polar bears with transparent, fluffy fur actually have black skin.

Why Windows 7?

We've urged businesses to upgrade to Windows 7 before, and this time it's for real, with Microsoft having pulled the plug on Windows XP on the 22nd of October last year. You may consider upgrading to Windows 7 for the following reasons:

- **Speed and performance** Windows 7 beats XP in all performance benchmarks.
- **Security** Windows 7 will provide much better 'out of the box' security than XP, while at the same time cutting down on the annoying UAC prompts that plague Vista.
- **Hardware compatibility** While it should be possible to continue running XP for quite a while, some future devices might not support the older OS.
- **Design** Windows 7 features a much more contemporary design scheme, coupled with a huge range of customisation options and themes.

You might be concerned about the ability to run Windows 7 on your hardware. The good news is that the requirements of Windows 7 are not much more onerous than those of Vista:

- 1 GHz 32-bit or 64-bit processor
- 1 GB of RAM
- 16 GB of disk space (or 20 GB for 64-bit users)
- DirectX 9 graphics device with WDDM 1.0 or higher driver

If you're planning on adding XP Mode (a virtualised copy of Windows XP that ensures full backwards-compatibility), you'll need 2 GB of RAM, an additional 15 GB of disk space and a CPU that supports hardware visualisation.

Windows 7 licences are available at Moncrieff, and if you need any help with decision-making or installation, we're only a phone call away!

Quote of the month

"As long as you're going to be thinking anyway, think big."

- Donald Trump

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

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