



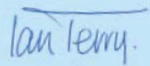
### Welcome...

...to the Spring issue of *Outspoken*.

This issue we announce a major new relationship for Orchard, with business telecoms specialist Channel Communications, further strengthening our range of offerings. There is also news of our last seminar of 2005, some useful web resources and a couple of handy tips on keeping your critical IT components fighting fit.

Feel free to share anything in *Outspoken* with your colleagues, suppliers and customers. And please do let us know what you think of *Outspoken*, and what you'd like to see more (or less) of in future issues.

Wishing you every success



Ian Terry  
Managing Director

### New directors, new HQ

Orchard has announced three major developments: the appointment of new Finance and Technical Directors, and the move of the business to new Headquarters in Bristol.

#### New faces on the board

Chris Patten has joined the board as Finance Director, taking on responsibility for marketing and administration, as well as financial matters. Chris, who has been with Orchard for seven years, has previously been Service Manager and General Manager.

Hardial "Harry" Sond has become Technical Director, making it his mission to keep Orchard's "finger on the pulse". Harry has been with Orchard for six years, most recently as Service Manager.

Ian Terry, Orchard's Managing Director, commented, "It's great to be working in a growing business, but growth brings its challenges, like any other form of change. The energy, experience and fresh ideas that Chris and Harry are already bringing to these pivotal roles will enable us to continue to grow, enhance our product and service portfolio, and improve the service we give to our customers."

#### New headquarters

Also towards the end of 2005, Orchard said goodbye to its base of 15 years in Weston-super-Mare, moving to its recently opened Bristol office.

The Bristol office, opened in May 2005,



Chris Patten and Harry Sond

was already proving highly successful as a more central base for the sales and support staff. As a result, Orchard took further space in the same building, moving its company's head office facilities to the new location.

"We're delighted with our new headquarters," said Ian. "Access to the motorway network is excellent, and key towns in the region, such as Bath, Swindon, and of course Bristol itself, are on the doorstep. That means less time in traffic, and more delivering excellent service to our customers. Journey time to London and the home counties is cut by anything up to an hour, which opens an exciting and rewarding new market for us."

To find out what Orchard can do for your business, call us on **0117 30 300 32**.

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## What would you like to know?

Orchard is planning its 2006 seminar programme and we'd like you to let us know what you want us to cover. Tell us what technologies and IT-related issues you'd like to learn more about and we'll do our best to include them in our seminar programme.

Call us on 0117 30 300 30 or email us at [seminars@orchard-computers.com](mailto:seminars@orchard-computers.com)

## A big "thank you"...

...to everyone who wrote in with their details to help us bring our contact database up to date, in response to our recent letter. Congratulations to the following, who each won a bottle of champagne in our prize draw:

- Kevin Dodds, Aplin International
- Chris Esler, The Orthodontic Company
- Del Owen, Fountain Timber Products
- Steve Sowerby, Simonstone Ltd
- Aubrey Watley, Pearson May Chartered Accountants

## CBI's "no" on maternity leave

The Confederation of British Industry (CBI) has withdrawn its support for the Government's plans to increase the standard period of paid maternity leave from six months to nine.

For the full story, visit [www.infoptr.co.uk/mat\\_leave.html](http://www.infoptr.co.uk/mat_leave.html)

## New waste regs

Under the new Waste Electrical and Electronic Equipment (WEEE) regulations monitors and PCs are classified as hazardous waste, and fees are generally payable for their proper disposal. Orchard is still very happy to dispose of your old equipment for you, but we may now need to make a charge for this service.

For more information, visit [www.infoptr.co.uk/weee.html](http://www.infoptr.co.uk/weee.html)

## Internet security, VoIP and the biggest vol-au-vents in the world

Orchard's final seminar of 2005 was held at the Carpenters' Arms in Stanton Wick, just outside Bristol.

The proceedings kicked off with bacon butties – something of an Orchard tradition – and an enthusiastic welcome and introduction from Ian Terry, Orchard's Managing Director.

The key subject areas for the event were internet security and the emerging Voice over IP (VoIP) technology. Attendees were treated to enthusiastic and detailed presentations on the technologies available, the ways they can benefit businesses of all types and sizes, and the various issues related to their selection and deployment.

Networking is a key component of any Orchard seminar, and there was plenty of opportunity for delegates to meet various specialists from Orchard, and each other, over a magnificent buffet lunch which included, according to one customer, "The biggest vol-au-vents in the world!"

The winners of the event's prize draw were Bob Green of Logica CMG, who won a Westall Router, and Michael Cattini of Vestel UK Ltd, Chris Brigden of Catalyst Venture Partners and Paul Paisey of JBP Public Relations who each won a bottle of champagne. Congratulations to you all!

For information on internet security or VoIP, email Orchard at [sales@orchard-computers.com](mailto:sales@orchard-computers.com) or call us on **0117 30 300 32**.

To help us plan our 2006 seminar programme, take a look at *What would you like to know* on the left hand side of this page.



## Tech-wizard Darren

Senior Support Engineer Darren Quan is a man who takes his work home with him - but his wife Ivi would probably be the last to complain.

"We met on the web about ten years ago," explains Darren, "And married about four years later, after she had come to the UK from Brazil, to do an English course."

Darren has worked for Orchard for almost all the company's fifteen-year history – "I've seen all the changes



Darren Quan and family

here!" he chuckles. He splits his time between providing hotline technical support to Orchard's customers, building new systems, website creation and customer site surveys. "It's a pretty full agenda," he notes.

He's part of Orchard's Systems Engineering team, headed up by the company's recently appointed Technical Director, Harry Sond. "It's a great job," he says. "Obviously I get to indulge my love of all things IT, but I also get to visit a wide range of Orchard's customers. Every business and every individual in those businesses is different, which makes for very interesting work."

And away from the office? "My son is two years old, so my social life is on hold," he says with a wry smile, "But I do manage to keep up with developments in the PC and Windows worlds, and to keep an eye on the broader IT market as well."

Telephone: 0117 30 300 30

## Orchard – at a company near you...

Orchard helps all sorts of companies with a wide variety of IT-related challenges. Here are a few examples, all of them representing new business for Orchard in 2005.



### Oryx

Oryx is a Bristol-based executive search company with an international reputation for excellence. The company offers a comprehensive recruitment solution, proven to deliver exceptional candidates across diverse market sectors.

Since taking over the company's support contract, Orchard has worked closely with Oryx to understand its business requirements, and has designed and implemented a major systems upgrade programme. This included the installation of a "dual Xeon" file server, a move to MS Windows 2003, and the transfer of a mission-critical bespoke database.



### Perfecta

Based in Keynsham near Bristol, Perfecta manufacture and supply savoury food ingredients, including herbs, spices, vegetables, soup and sauce mixes, seasonings and flavourings.

Orchard maintains Perfecta's 20-plus user network, which runs across two sites, and provides on-site assistance with various IT housekeeping tasks.

## IT and telecoms shake hands

Orchard has formed a strategic relationship with business telecommunications specialists Channel Communications.

Based in Bristol, with some 20 years' experience in the provision of business telecoms systems, Channel Communications are the perfect complement to Orchard's knowledge and expertise in IT. "IT and telecoms have been converging for several years," commented Ian Terry, Managing Director at Orchard, "So it made very good sense for us to look for a solid, proven provider in the telecoms arena. Channel's track record in the market is outstanding, and their expertise will be a valuable additional string to Orchard's bow."

Channel Communications supply and support a range of systems from several leading telecoms manufacturers, including Astra, Intertel, Avaya and LG. "We've never been box-shifters," says Nick Boulton, Sales Director at the company. "Our business model is to seek to understand our clients' business needs – now and in the future – and provide systems that meet those needs."

The relationship is an important step for Orchard as it develops its portfolio of offerings. "Working with Channel, we are now ideally placed to meet the needs of customers needing help with their IT or telecoms, and those seeking to make the most of new

### Aplin



Based in Bristol, with 45 offices across Europe, Aplin provides clients with quality, cost-effective, translation and mailing solutions.

Orchard Computer Services has taken over the maintenance and development of Aplin's complex network, and has installed a terminal server, providing access for remote and international users.



### Edison Ford

Edison Ford is a West Country based group of companies, specialising in UK and overseas property, mortgages, financial planning and insurance.

Orchard is providing the company with a retainer / pre-paid block-hours support contract, providing a guaranteed response for critical issues, and "pay as you go" flexibility.

Every one of Orchard's customers is unique, with unique IT challenges to face, so the services we provide are individual to each customer. But with every customer we recognise that IT is a business tool like any other. We work to understand their business needs, and then recommend solutions that will meet those needs.

To find out what that might mean for you, email us at [sales@orchard-computers.com](mailto:sales@orchard-computers.com) or call us on **0117 30 300 32**.

technologies bringing the two arenas together, such as SIP, CTI and VoIP," explained Ian.

For more details on Channel Communications, visit [www.channelcomms.co.uk](http://www.channelcomms.co.uk)



Trevor Lifely, Channel Communications & Ian Terry, Orchard

## Finance deals

As well as helping you with the specification, build, installation and maintenance of your IT systems, Orchard can also give you access to some great finance arrangements, allowing you to manage the costs involved in the best way for your business.

We can arrange finance with any of the leading leasing companies, but have access to particularly competitive deals through Tower Leasing.

Visit [www.towerleasing.co.uk](http://www.towerleasing.co.uk) for more details, or call Orchard on **0117 30 300 30**.

## Business resources

Microsoft's bCentral resource centre for smaller businesses is well worth a visit. The site features a wealth of information and resources in easy-to-access categories, including Business Information, Interactive Features and News Headlines.

Visit [www.bcentral.co.uk](http://www.bcentral.co.uk)

## Way, way back

Ever needed to know (or just wondered) what a particular website looked like a year or two ago? Type the address into the Wayback Machine and see for yourself. Useful and interesting.

Visit [www.archive.org/web/web.php](http://www.archive.org/web/web.php)

## Where's that...?

Here's a handy web tool allowing you to look up the location of UK telephone dialling codes. Quick, easy and very useful.

Visit [www.infopt.co.uk/codes.html](http://www.infopt.co.uk/codes.html)

## Grants and support

Business Link, the Government business advice and support agency, has introduced an online Grants and Support Directory. The facility helps you identify potential sources of help with developing your business. The Directory also provides links to sources of help with applying for grants or support.

Visit [www.infopt.co.uk/gsd.html](http://www.infopt.co.uk/gsd.html)

## I never knew Orchard did that – cabling

Orchard has a well-established cabling service. We can plan, supply, install, test and certify cat 5e, cat 6, fibre and mains power cabling, adhering to on-site health and safety requirements.

Mark Jones, Financial Director at Kitagawa Europe Ltd, wrote to us as follows:

"Kitagawa Europe has been a customer of Orchard Computer Services for over 15 years. During this time they have not just maintained our network, but worked with us to ensure that it grew and developed with us. This included a smooth migration from Novell to Microsoft last year.

We recently moved to a new site and Orchard installed in excess of 100 Cat5e cabling points in the new offices, showrooms and boardrooms. These are located in two separate buildings so their project also included installing the fibre and telephone cable links.

They planned the job and worked closely with the other contractors to ensure the new site was ready for our scheduled arrival. Their networking team then arrived to assist with the weekend move and to ensure that on the Monday morning, everything was in place and fully functional. The entire project can only be described as being of the highest quality.

I would have no hesitation in recommending Orchard Computer Services."

**Mark Jones, Kitagawa Europe**

## Don't kill your business

Modern computer technology is astonishing in its capabilities and reliability, but can nevertheless still fail without warning. Some failures are as unavoidable as they are unpredictable, but many can be avoided or at least made significantly less likely to occur by following a couple of simple IT care tips.

### 1. Don't roast or freeze

Many companies tuck their file servers, network hubs, and other vital IT components away in cold, damp basements or hot cupboards with little or no ventilation. When items such as these fail, entire businesses grind to a halt without warning.

IT components are most reliable when located in a warm, dry, well-ventilated environment. Even if that means giving over some office space to a properly set-up server room, it's well worth it for the additional systems reliability you will secure.

Orchard recommends the following:

<b>Temperature</b>	Recommended limits 18°C to 24°C	Maximum limits 16°C to 26°C
<b>Rate of temperature change</b>	Recommended rate under 2°C per hour	Maximum rate 3°C per hour
<b>Humidity</b>	Recommended limits 40% to 60% non-condensing	Maximum limits 20% to 80% non-condensing

### 2. Keep the power flowing

Uninterruptible Power Supplies (UPSs) should be used for all critical components of your network, such as file servers and hubs. UPSs protect not only against complete mains power failure, but also against spikes and 'brown-outs' – temporary reductions in mains voltage. Any of these can halt or even critically damage sensitive IT components.

Many businesses have no idea of how fit their UPSs are to do their jobs. At least every three months, UPS batteries should be tested to ensure peak performance is being maintained, and that they will work if and when they are needed. But please don't do this by switching off the mains while your systems are running. Orchard's support staff can advise you on safe, effective UPS testing procedures, or, if you wish, carry out the testing for you.

To find out more, email us at [sales@orchard-computers.com](mailto:sales@orchard-computers.com) or call us on **0117 30 300 32**.

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