

Welcome



It hardly seems possible that we have been in our new premises for almost a year! We are very settled now and enjoying the flexibility that the additional space brings. This has allowed us to expand our helpdesk team and extend the range of services they offer. As technology continues to evolve, our engineers have to constantly develop their skills to ensure we always stay ahead of the game. You can find out more about the helpdesk on page 2.

We take our relationships with our customers very seriously and we are

delighted to be able to include in this newsletter some profiles which show the wide variety of sizes and types of organisations that we help.

I hope that you find this issue interesting and informative. If there are any topics you would like to see covered in future issues do let us know.

Kind regards



Ian Terry
Managing Director

How Green is your IT?

There are many rules and regulations being implemented at the moment to help the environment by reducing carbon emissions and the amount of waste that ends up as landfill.

The ROHS Directive bans new electrical and electronic equipment that contains more than the agreed levels of certain hazardous substances. For more information visit: www.rohs.gov.uk

The Waste Electrical and Electronic Equipment Directive (WEEE Directive) aims to minimise the impact of electrical and electronic goods on the environment, by increasing re-use, recycling and reducing the amount of WEEE going to landfill. For more information visit: www.environment-agency.gov.uk/weee

These directives are aimed at making huge changes that will have a long-term impact. In the short-term, what else can you do to help our environment?

Toner cartridges and ink cartridges plus old mobile phones and PDAs (personal digital assistants) can be easily recycled. Many charities offer a collection service so you can help a good cause and reduce landfill. For more information visit: [the website of your favourite charity](#)

You can introduce procedures to reduce the amount of paper that is used to print documents and reports etc. When printouts are no longer required, ensure they go for recycling (after shredding!) rather than just being added to the general office waste. Maybe add a footnote to your emails asking that it is not printed unless absolutely necessary.

However one of the easiest things to do is to save electricity - this will not only help the environment but also your bank balance!

Most printers and photocopiers have PowerSave facilities that they automatically switch to when not in active use. Make sure that you have these enabled.

PC operating systems also have PowerSave facilities including putting the monitor on standby when not in use. How many hours a day do your monitors sit there showing screen savers of holiday pictures etc? The screen saver protects the monitor from long term damage but it burns the same amount of power as creating documents etc!



Do you have procedures in place to ensure that non-essential PCs, monitors, printers and photocopiers etc. are fully switched off at night and weekends?

You might be surprised by the savings that can be made. For example, the HP LaserJet 4+ Printer uses 80w when fully powered on but only 25w in PowerSave mode. The Samsung 753s 17" CRT Monitor uses 80w when fully powered on and just 3w in PowerSave mode.

Although still commonly in use, this printer and monitor are "older" devices. Their current equivalents have been designed to be much more energy efficient. For example, the HP LaserJet 4250 uses just 20w when fully powered on and 13w in PowerSave mode. 17" TFT monitors, like the GNR TS702D use 36w when in use and 1w in PowerSave mode.

These figures easily demonstrate the energy savings that can be made by using newer, rather than older, equipment; by ensuring PowerSave modes are used as much as possible and by switching off at nights and weekends.

For advice regarding enabling PowerSave on your existing equipment, or upgrading to new more energy efficient equipment [Call Orchard on 0117 30 300 30](tel:01173030030)

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E-mail on the move



During the past year we have provided many customers with the ability to send and receive their e-mail while on the move.

Many of them already had the appropriate version of Microsoft Windows on their File Server. They just needed Orchard to configure the "push e-mail" option for communication to a suitable PDA or mobile phone. These devices are now readily available from most mobile telephone providers.

Once configured, you can stay in touch from anywhere in the world that has mobile coverage. And these days there aren't too many places left to hide!

If you want to keep in touch while on the move, [contact Orchard on 0117 30 300 30](tel:01173030030)

Letters

"We sat down with Orchard in autumn 2006 and agreed a suggested plan of improvement to our network focusing on security, external access and system durability".

"Earlier this year Orchard installed a NetPilot to reduce spam e-mails, provide a hardware firewall and constant virus checking. Prior to that, each person was receiving an average of 100 spam e-mails a day. It was taking approx 20 minutes a day for each user to interpret, sort and clear etc. That was approx 650 wasted business hours a year!"

"We were also averaging one PC fault per month that was caused by a malicious virus, cookie or worm. Since the installation there have not been any faults and we no longer have to chase around patching and updating software virus and firewalls etc. The NetPilot automatically updates itself, 24 hours a day."

It also implements a HR policy of "safe web content" using pre-determined lists of acceptable websites. No more Ebay-ing in business hours!"

[Adrian Ross, Nickel-Electro](#)

Orchard's helpdesk

July 2007 will see the 17th birthday of Orchard Computer Services. During this time we have witnessed many changes as the IT industry has continually developed new products and solutions. How many of you were using the internet and sending emails in 1990?

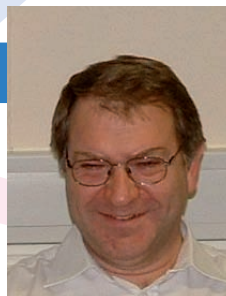
Improved communications have had a major effect on the way Orchard supports its customers. Back in 1990, support calls usually resulted in an engineer's visit to site. Apart from some basic guidance over the telephone, it was difficult to diagnose and resolve issues without an onsite presence.

These days we have remote access to the majority of our customers and can often identify and resolve issues before the customer is even aware a problem has occurred. Many systems can be configured so that an email alert is automatically sent to us. This can be for a variety of issues that include failed backups. Whether logged automatically, or as the result of a phone call, the majority of problems, can now be fixed remotely - quickly and easily!

Our helpdesk also provides housekeeping services, such as setting up new users, and health check assistance to ensure anti-virus programs etc. are kept up to date.

The helpdesk comes under the control of Neil Woodlock, who has recently moved up to the role of Technical Services Manager, and a recent addition to the team is Jackie Connolly. All our engineers take a turn on the helpdesk but two are dedicated to the task, they are Mike Record and Damindra Gunatillake.

Mike



Mike joined Orchard in November 2004 having previously been in charge of PC support for a local Council. He enjoys the variety of challenges that each day on the helpdesk brings.

Mike is originally from Faversham in Kent. He was in the RAF for 10 years and was sent on a postgraduate course at RAF Locking where he met his wife. It was a whirlwind romance, they met and were married within three months and he has lived in the Weston area ever since.

Mike enjoys photography and is a keen walker, particularly enjoying some of the beautiful National Trust properties. He already has a two and a half year old grandson and is looking forward to the arrival of another grandchild shortly.

Damindra



Damindra has been with Orchard for almost exactly a year. He joined from Computershare where he was a programmer.

His role on the Orchard Helpdesk brings him into contact with many more people than his old job did and that's the part of the job he really enjoys.

In his spare time, as well as indulging his passion for cars, Damindra is studying for an MSc in IT Administration and Security at the University of the West of England. He also plays badminton three times a week there. He recently took part in a charity badminton marathon to raise money for Multiple Sclerosis when he played non-stop for 14 hours raising over £100 for this worthy cause.

Orchard - at a company near you...

Orchard has always had a wide and varied customer base. We are very proud of our ability to provide a cost effective and efficient solution whether you employ 1 or 1000 people, and whatever market sector you are in. Here are a few of the companies that have recently brought us new business.



Connect Consultants is a Chipping Sodbury based Transport Planning Consultancy formed in January 2007. Orchard were selected as Connect's preferred IT supplier having demonstrated their capability to provide a comprehensive service for the supply and maintenance of equipment which is tailored to Connect's demanding requirements to run a series of specialised computer software packages.

With a new company that is growing fast it is important to start with the right IT infrastructure. Orchard has installed and supports a network that includes an Intel Xeon powered Dell File Server.

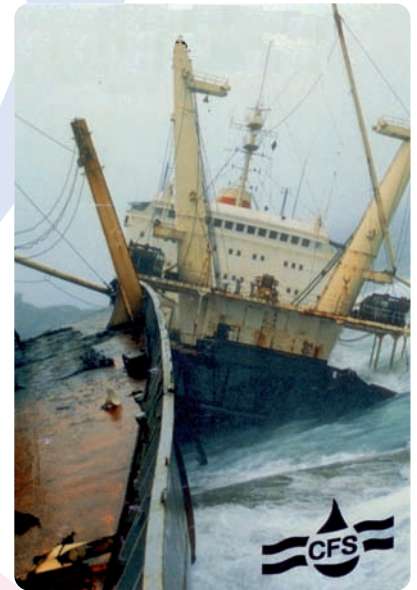
Nick Bradshaw of Connect Consultants commented that "the support and advice that we have received from Orchard has been invaluable to the formation of our company".

C F Spencer

C F Spencer & Company Ltd is an independently owned British company, founded in 1984, providing a comprehensive marine surveying and consultancy service for Ship Owners and Operators, Charterers, Underwriters, Insurers, Protection and Indemnity Clubs, and the Legal profession.

C F Spencer & Co Ltd own their own offices (a converted 150 year old Malt House) in Banwell, near Bristol.

Since taking on their maintenance and support, Orchard Computer Services have installed a completely new network. This has included a File Server, PCs and the Cat5e cabling backbone, as well as setting up laptops to enable the Surveyors to access the office server remotely through a new VPN line, and to communicate globally through email when working overseas.



Nickel-Electro

Nickel-Electro design and manufacture the Clifton Range of temperature controlled equipment and instrumentation. They also manufacture a comprehensive range of laboratory consumables in a variety of materials including aluminium, stainless steel and nickel.



In addition to the ongoing maintenance and support, Orchard has recently installed an Equinet NetPilot Plus which provides secure internet connectivity.



Wilton House & Estate

Wilton House is over 460 years old and is the home of the Earl of Pembroke. In addition to the house and gardens, the Estate of 14,000 acres also includes farmland, commercial properties and residential properties.

Although surrounded by historical buildings and statues etc, the Estate office needs the latest IT solutions to keep everything in order.

Orchard has taken over the IT maintenance and ongoing development of the network. Recent changes include a new dual Xeon File Server and a plotter for the creation of maps and plans of the estate.

Orchard - at a company near you...

Strode College

Some of Orchard's long-time customers have also been keeping us busy. There has been a lot of development and renovation going on at Somerset based Strode College during the past couple of years. This has seen some new buildings constructed and some old ones refurbished.

Orchard's cabling team have been heavily involved in these projects to provide the Cat5e and Cat6 cabling inside the buildings as well as the fibre links back to the main IT Suite.

At the time of writing, Orchard's cabling team are installing 134 Cat6 points into a brand new building. Last summer 80 Cat5e points were installed into a temporary suite of classrooms. During 2005 / 2006,



the Science & Music building was refurbished and that involved a total of 180 Cat5e points being installed. All these projects included the essential fibre links back to the File Servers etc.

One of the regular members of the Orchard cabling team is Peter Brake. He should know the site well as he was a student there for two years before joining Orchard in 2002.

Letters

"I wanted to take the opportunity to write to you and express my sincere thanks for the first class work that was carried out by your engineers on our behalf in networking the new buildings and teaching areas. The managers here concerned have expressed to me their gratitude and admiration for the professionalism and the extra efforts your staff gave to ensure that everyone here were kept in the loop and comfortable whilst the work proceeded.

I can certainly say with confidence that working with yourself and your team was and has been a real pleasure under what was a very stressful and time constrained programme.

Once again thank you for an outstanding job! Your services stand head and shoulders above others in the network installation field and I very much look forward to working with your company on future projects.

Mike Cross, Head of ITC Services at Strode College

Well Done!

Fleet News recently published their list of the top 50 Contract Hire companies for 2006. Three Orchard customers were included

- 8th ALD Automotove (Bristol & Northampton)
- 25th Leasedrive (Crowthorne)
- 36th JCT600 Contracts (Leeds)

ALD Automotive are owned by Soci t  G n rale and their fleet size on August 1st 2006 was 46,127. They finished one place higher than the previous year.

Since the list was published, Leasedrive have merged with rival Velo (28th on the list) to form the UK's largest independently owned vehicle management group.

Money for your website

Claim up to  500 worth of website development funding from IT @ Work Online

IT @ Work has a proven track record of helping businesses to develop an online presence and improve their productivity and profitability by utilising the internet as an effective business tool. We are delighted to have recently been appointed as one of their preferred suppliers.

IT @ Work Online provides support, information, advice and funding - enabling businesses like yours to create or develop a website, meeting the needs of your customers and your business.

The IT @ Work Online website development grant, is available to support the creation or development of a Dynamic or E-commerce based website.

IT @ Work Online is offering match funded grants of up to  500. So, if your business invests  1000 to develop its website and you meet the funding criteria, the IT @ Work Online project will provide  500 towards the total cost. Businesses located within the West of England may be eligible, excluding public and voluntary sector organisations. For more information go to www.businesswest.co.uk/itatwork and click on 'Website Assistance'.

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