

Welcome



It's hard to believe it is over a year since our last newsletter was produced. During this time Orchard has seen radical growth due to the acquisition of Computer Support, bringing with it more customers and adding engineers to our already highly qualified team.

During this past year Orchard has strived to strengthen its partner status with the companies that support us.

We're very proud to have become Gold Partners with both Microsoft and

Equinet. Read more about this on page two.

We are always keen to hear from our customers about ways in which we can improve the services we offer. Please don't hesitate to contact me if you have any suggestions.



Ian Terry
Managing Director

Going for growth

As you may be aware, there have been a few changes at Orchard in this past year. The most significant of these was the acquisition of Bristol-based Computer Support Ltd. Ray Smith, their Managing Director, had decided he wanted to prepare for a well earned retirement. He chose Orchard because of our technical expertise and experience. He knew he could trust us to continue providing his customers with high quality service and support.

The acquisition presented us with many new challenges as we moved through the initial bedding in period. Orchard had to adjust to the influx of new customers and quickly learn about the way they worked and the systems they were used to following. Meanwhile, the new customers had to become familiar with Orchard's well developed method of support. We are pleased to report though that a recent survey of the Computer Support customers has shown that the majority of them are extremely happy.

Probably the most significant change the new customers have found is Orchard's "helpdesk" method of call logging and tracking. Some customers were initially uncertain about it because they did not have direct access to their "usual" contact. However, most of them are now seeing the benefit of having a slightly larger team available to ensure that their problems are dealt with in a timely manner.

The office based helpdesk team provides the first line of support. They log your calls, assess the urgency and remotely resolve many of the problems. Recent statistics show that approx. 80% of the faults logged are resolved with online or telephone assistance. Our field service and technical support engineers provide the onsite assistance when required.

This year has also seen the introduction of new style support contracts, designed to give differing levels of cover to suit

the requirements of your business and budget. The extra benefits, that come as standard, include housekeeping assistance and system monitoring. The numerous optional bolt-ons include anti-virus "insurance", home user cover and extended hours of support.

One service that Computer Support Ltd had not been able to offer their customers in the past was structured cabling. This is something that Orchard has specialised in for many years and we are able to provide certified Cat5e, Cat6 and fibre installations. A recent project for a former Computer Support Ltd customer, Bristol Drugs Project, is featured on page 3.

During the last year we have also achieved Gold Partner status with two leading companies. Being awarded Microsoft Gold Certified Partner status confirms that our engineers have the highest level of competence and expertise with Microsoft Technologies.

Long standing partner Equinet have also awarded us with Gold Partner status. We have been selling their internet security device, the NetPilot, for many years and are also now supplying their offsite backup solution the BackupPilot. You can read more about our partners and their services on page 2.

The Directors of Orchard (Ian Terry, Chris Patten, Hardial Sond and Ray Smith) always welcome your comments whether positive or negative. Maybe you have suggestions regarding the solutions we provide or how we can improve our service to you? Maybe you would like to visit our offices to see for yourselves how we work and to meet our team? Alternatively our Directors can meet with you at your offices? Please let us know if you wish to arrange this.

If you would like further information on the services Orchard provides please contact us on **0117 30 300 30** or at sales@orchard-computers.com.

Dirty Keyboards



Each working day most of us will use not only our own keyboard but that of other colleagues in the office. Have you thought when using your own or someone else's keyboard that you may be coming into contact with harmful bacteria?

Recent tests carried out by Which, the consumer group has shown that our keyboards can be harbouring a variety of harmful bacteria such as E-Coli and staphylococcus aureus, responsible for food poisoning etc. Microbiologist Dr Peter Wilson said 'a keyboard was often a reflection of what is in your nose and in your gut'.

It appears something as routine as eating your lunch at your desk is one of the main causes of infection, the crumbs that fall into your keyboard encourage the growth of bacteria. Other causes are people sneezing, poor personal hygiene and workers not washing their hands after going to the bathroom.

One option of course is to buy the various cleaning products on the market. However they are not only time consuming, but it is also difficult to thoroughly clean a keyboard, removing all the bacteria and human detritus buried under the keys.

A far more practical approach is to replace your existing keyboards. Orchard has a range of keyboards to suit all budgets and requirements.

Ditch the Tube

CRT monitors typically use three times the amount of electricity of their slimline TFT cousins. The steeply rising cost of energy makes it vital to consider the running costs of equipment.

For companies with air-conditioned offices or server rooms a hidden cost associated with the older technology is the additional expense of

Partner News

In order to provide **The Total Network Solution**, Orchard Computer Services works closely with many suppliers and manufacturers. These are some updates regarding just a few of them,



Earlier this year, Orchard obtained **Microsoft Gold Certified Partner** status. Gold Certified Partners represent the highest level of competence and expertise with Microsoft technologies and have the closest working relationship with Microsoft. At this level we have access to additional resources and support. This includes access to the Partner Knowledge Base.

To reach this level, our team of certified professionals had to prove their skills, knowledge and commitment. This has involved a great deal of hard work and dedication.



Equinet

Orchard have also reached **Gold Partner** status with Equinet.

We have been supplying & supporting their NetPilot (The Internet appliance for secure controlled Internet access, email and VPN) for many years. They have recently released a "lite" version which has all the same features but is aimed at smaller organisations with up to 25 users.

As mentioned in our "Are you prepared for Flood or Fire?" feature, we are also selling their BackupPilot device which can provide you with an offsite data backup solution.



Chilli Consulting

Chilli Consulting recently provided applications for Orchard customer, Markus Products Ltd of Wincanton. Here's what they could do for you!

Chilli Consulting offer bespoke software, designed specifically to make your business more efficient and responsive. We also offer general business advice/consulting and interim or project assistance. With our expertise and experience in both business and software development, you can benefit from a joined-up approach to your specific requirements. Working in partnership with Orchard Computers, we can cater expertly for all of your IT requirements. Contact Mark Garrett on **07739 975154** or mark@chilliconsulting.co.uk



Safety Test UK

With their HQ in Frampton Cotterell near Bristol, Safety Test UK is a quality approved, nationwide company, specialising in the Portable Appliance Testing of commercial, industrial, educational and Government sites.

Our national network of electrical inspectors, commitment to excellent quality and customer service, and the fact that we have no involvement in undertaking remedial work, ensures that we offer a truly independent, efficient and cost effective testing and inspecting solution. Safety Test UK can be contacted on their **Freephone number: 0800 093 6714**

extracting the waste heat from the working environment.

Older technology was often blamed for headaches and eye-strain, while modern displays offer sharper images and eliminate flicker, allowing staff to be more productive.

It's not just old inefficient monitors that are known to significantly add to your energy bills. Replacing old printers and PC's can offer

considerable savings as well as speeding up workflow.

Orchard Computers offer competitive quotes for the supply of new energy efficient computer hardware. If you would like to find out what we can do to help you, please call us on **0117 30 300 30**



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 two of the companies that have recently brought us new business.

Viper Subsea

Viper Subsea are a Tickenham based company who specialise in management, engineering and procurement services to the offshore and subsea oil and gas industry. Viper's primary role is the design and supply of subsea distribution systems and equipment, they also have a market presence in the offshore wind turbine arena.

Since the directors of Viper Subsea, Neil Douglas and Max Nodder, entrusted Orchard to maintain their computer equipment here in the West, they have opened a new office in Aberdeen. Orchard has supplied the server, hardware and software and all the technical help required to get this office up and running and ensure that there is full data replication between the two sites.

Neil Douglas comments "All of us at Viper Subsea have been truly impressed with the staff who have been very professional, friendly and demonstrated a very high level of expertise. Being able to outsource the IT supply and support services to Orchard Computers has enabled us to concentrate on our core business, in the knowledge that the crucial function of IT is in safe and reliable hands. Orchard have ensured that the systems that have been put in place have been suitable for the size of our company, but we have also seen how they can be easily expanded to accommodate the rapid growth in our business."

"Our IT infrastructure has been set up to enable our staff to work from home as much as possible. In fact, a number of our employees work predominantly from home but are always 'virtually' in the office. This flexible approach means we have been able to recruit a team who are all highly experienced in the industry, whilst not having the added expense and upheaval associated with personnel relocation."

At the beginning of October, Viper

Bristol Drugs Project

Bristol Drugs Project is a charity conceived of by a group of probation officers who saw a need in society for such an organisation. In 1985 they secured funding and in 1986 an office was opened in Bristol City Centre.

With an estimated 7,000 users of heroin and crack cocaine in the city, Bristol has one of the toughest drugs problems in the UK. Whatever we think about drug use, it is a fact of life, which affects most of us indirectly and a growing number of us personally. Bristol Drugs Project plays a vital part of tackling Bristol's problem, providing free and confidential information, advice, counselling and treatment to over 3,000 individuals with a drug problem in the city each and every year.

Bristol Drugs Project has grown significantly in recent years, with services provided by over 70 staff and 50 volunteers. Help to drug users and their families is provided in the heart of many communities - with 3 city-centre based buildings, 2 mobile harm reduction trucks operating at a dozen locations and services and staff based in 40 GP practices, prisons, probation offices and secondary schools. "Good communication is at the heart of our success and we are excited about working with Orchard on ensuring that our IT infrastructure enables us to keep working effectively and efficiently," says Don Baker, of Bristol Drugs Project.

Bristol Drugs Project came to Orchard via the acquisition and has been able to offer them a cabling service not previously available to them with Computer Support. This is what Don Baker had to say: "Orchard Computers installed a complex structured cabling arrangement, involving fibre optic links into a Listed Georgian Building which demanded an architecturally sensitive approach."

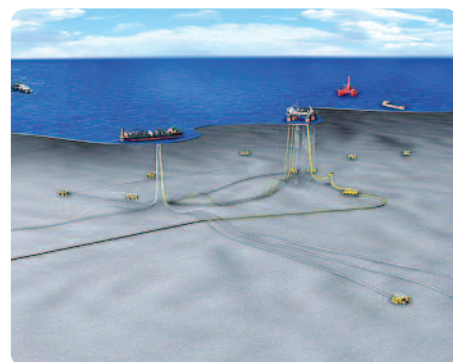
"The work was taken on at short notice and in a very tight time frame. The environment was difficult and involved working around other contractors. Orchard's staff performed to a very high standard, were very flexible and came up with innovative solutions to tricky problems. A faultless system was delivered on time, to specification and to budget. The whole project was a pleasure to be involved with."

Subsea was awarded, by the North Somerset Business Club, the Siân Lloyd-Jones trophy for the best young business in North Somerset. The use of IT systems was one of the assessment criteria for the panel of judges.

Having the flexibility of a 'virtual' office might help your business too. If you would like to find out more about how Orchard can help you please contact sales on **0117 30 300 30**.



BDP Headquarters



Typical subsea field layout © Chevron Corporation

Are you prepared for Flood or Fire?

Recent torrential downpours meant misery and disruption for many businesses across the UK and, whilst flooding is not a new phenomenon - and the jury might be out as to whether climate change is to blame - it does look like a problem that's not going to go away. About 75,000 businesses submitted claims in the two weeks following the first bout of devastating floods in late June/early July of 2007 in northern and central England alone and scientific climate projections anticipate more severe "weather events" are on their way. Long term, the Association of British Insurers (ABI) has predicted the annual cost of flooding in Britain will increase fifteen-fold: potentially up to £22bn.



Tropical-type rainfall isn't the only danger facing businesses. Fire is also affecting British companies at a record rate, with the cost of business fires averaging over £2 million a day in 2005: the first time this figure has been topped. According to the ABI, one in every hundred businesses is expected to make a fire related claim each year. With 3.8 million SMEs in the UK - that means at least 38,000 businesses will be impacted.

Further research has shown that some 1.4 million businesses have put no disaster planning in place at all. Government advice looks particularly meagre in turning this situation around. The Department of Environment's 'Business Flood Plan', part of a toolkit to help SMEs prepare for floods, is all of four pages long and in regard to disaster planning for IT, it doesn't contain one helpful word.

With digital information becoming more and more vital, an event such as a fire or a flood can potentially be devastating if the businesses data backup systems are inadequate. And for many companies, where employees take tape backups home with them for "safe keeping", the problem is just being shifted from one place to another that is potentially equally - or perhaps even more - dangerous.

"With BackupPilot, if businesses have a major problem like a flood or fire, at least they have one less headache to deal with if they can be certain their data is safe," says Dave Abbot, Director of Product Marketing at multi-functional Internet appliance company, Equinet.

BackupPilot automatically copies all the company's data and saves it locally, so it can be restored quickly and easily on a day-to-day basis, as well as remotely. In the latter case it is encrypted and sent over a broadband link to a remote secure device. This can be done as often as required: on an hour-by-hour or minute-by-minute basis if needed.

"Data on all the company's devices can be covered - including servers, PCs and laptops - without any manual intervention at all," says Abbot. "For many rapidly growing businesses this is a godsend. They don't need to get involved in difficult to utilise methods like tapes, which can deteriorate quickly anyway, or rely on individual users to copy their PC data over to a server which, despite good intentions, often doesn't happen."

WHAT IF YOU HAD A FIRE TONIGHT?

Which applications are critical for my business to continue?

How long could my business manage without those applications being available?

Which applications are not so important and would not be required for at least one week?

Where are all my installation disks and licence keys stored? Are they in a fireproof safe or kept offsite?

How long will it take to get my systems fully up and running in the event of a disaster or total failure? Is this quick enough? What can be done to improve this?

Have I made arrangements for alternative office space to be available in the event of flood, fire or a similar disaster?

Are there any effective Insurance Policies in place to cover the costs?

How secure is your data?

Am I using Tape backups?

Are these really taken every day?

Is *all* my key data backed up every night?

When was my last full system backup?

Are we using a Tape Rotation schedule to give multiple restore options?

Do we retention our tapes every month?

Are our tapes stored in a fireproof safe or offsite?

Is it more than one month since we last did a test data restore?

Do my File Servers have extra disk drives (to which my key data is constantly copied) so I can quickly restore files in the event of corruption?

Do I have an offsite data backup solution so that my key data is protected in the event of disaster? Does this include everything that would be required to run the business elsewhere?

Emails are critical to my business, how are these stored and archived? How quickly can these be available to access?

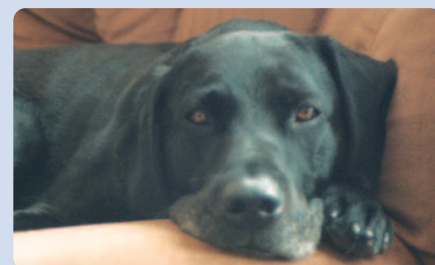
Do we have any backup or spare File Servers that can be used elsewhere in the event of a disaster? Where are they stored? Are our key applications installed and ready to use? When was our key data last restored on to them?

Is our critical data being also copied to a secure Data Centre?

Do we have a contract in place to provide replacement equipment at an alternate location in the event of a disaster?

Farewell to the "Chairman"

Many of you will remember Ian's dog Hector, affectionately known as the "Chairman" since he was often "in the chair" at meetings - not always awake though! Sadly, due to ill health, Hector died recently. He will be greatly missed.



Hector