

Richard Gee

From: Kinetics Group Limited [amanda@kinetics.co.nz]
Sent: Thursday, 15 November 2007 4:22 p.m.
To: Richard
Subject: Kinetics November Update

November 2007 Update from Kinetics Group

Hello Richard,

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Services

Snoopy and the Red Baron are getting ready to take to the air waves again. Genial blokes in red suits are patrolling the nation's shopping malls. As NZ goes into its annual shutdown in the Christmas/New Year period, our clients seize the opportunity to overhaul their IT systems. It's a great time to minimise the impact and you need to be quick to book your Christmas upgrades this year – we're currently 75% committed for the high given that there are still 7 weeks to go. If you want to grab the Xmas opportunity, please call your K today so we can book you in.

We welcome new members to our team this month, – James Blake and Michael Stroud, and we profile D still looking for top-flight engineers to join our team, and welcome any referrals.

This month we're trying something new – surveys. Our first survey is to measure Internet Provider performance new to us and we appreciate there may well be an art to designing these. So any feedback or comment

Regards

Andrew Hunt

CEO

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Internet & Jetstream Performance

The Jetstream/ADSL services have been in the spotlight now for several months, and we've had many of their frustration at the deterioration of service – both slower speed and increased outages. We're starting dropping off for an increasing number of clients, especially where the 'main office' is on DSL or Jetstream is that it's time for these customers to review this.

We are often asked which ISP we think is best. So we thought we'd do a survey amongst our clients. W consistently rating poorly ... <http://www.stuff.co.nz/4262916a28.html>. You are able to test your ADSL speed

- **Network Audit**
- **Network Engineering**
- **Proactive System Maintenance**
- **Disaster Recovery**
- **Security Audits**
- **Software Development**
- **I.T. Consulting**

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So, please log into our survey and tell us what you think. We'll report the results next month.

[Click here](#) to participate in our survey.

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Server Design

Picking out a server is a battle of acronyms. SAS or SATA disks? RAID 5 or Mirrored (RAID1). What's Virtualisation or not? The number of variables to consider seems to snowball and it's not much help to me when it comes time for them to replace or upgrade. And of course, the typical computer sales people often aren't the best hope.

We get to design loads of networks and servers. Part of Kinetics uniqueness is that we don't sell them ourselves. We know all about the servers, we're not going to push our clients into anything - we'll just help find the best solution.

All servers are not equal, which is helpful, as all needs are not the same.

It's really important to match configuration with requirement.

[Click here](#) for more.

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Impressive Marketing

As readers will know, Kinetics doesn't sell systems. We recommend products, and we look after them, but we don't sell them. This spares us from many vendors coming in trying to wow us with their latest deals - all we care about is our customers.

Still, we see a fair number of product vendors who come to tell us why their solutions are right for our clients. A component to staying on top of the options and keeping up to date. This week, Mako were in, showing us what there were some neat new things.

But, the bigger story is the customer service tip.....

[Click here](#) to find out about the new Mako features and the CS tip.

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Curing Infection

Computer infection can be a bit like human illness. Often the first thought is to go for some more "Anti" software. In a human illness parallel, that's like saying, "I get ill all the time so I should take more penicillin." In fact, the best way to stay healthy, take some vitamin supplements, do some regular exercise, follow some basic hygiene practises and then make sure

penicillin when you need it. Like human health, PC and network health has a number of components and if one fails they can negate the good work in the others.

[Click here](#) for Bill's tips for good health and security.

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Who's Who - David MacKenzie

I was born & raised in Warkworth and studied IT at AMES Computer Training Institute in Auckland back in the 80s. I have spent a year working for Xtra as an internet helpdesk tech and 5 years working for a couple of IT service providers in small-to-medium business IT before joining the team at Kinetics in June.

I like working in the IT industry as it is ever-changing and every day brings new challenges. The part I enjoy most is the interaction - bridging the gap between the average person and the beast that is IT and breaking down the complex into things easier to understand. Nothing brings greater satisfaction to me than getting issues sorted and leaving the user empowered to use their IT systems more efficiently.

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Employment Opportunities

We are still looking for engineers so if you are looking or know someone who is looking we have an exciting opportunity. Check out the link below.

[Senior Engineer Role](#)

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Other stories on our website

[More Stories, Click Here](#)

[Kinetics receives award](#)

[Microsoft NZ Partner Conference](#)

[Blackberry or WinMobile](#)

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Handy Hints

Make a screen saver slide show

Display those prized pictures of your children or your vacation on your computer by customizing your screen saver.

- Store the photos you want to display in your My Pictures folder.
- Go to Control Panel and in Classic View, select Display > Screen Saver
- Scroll through the list and select My Pictures Slideshow > Apply > OK. This option will automatically use any photos you have stored in the My Pictures folder to produce a new, personalized screen saver.
- For more options, before you hit Apply > OK, click Settings.

(Tip created with Windows XP)

Link to a website in Word

If you mention a URL in your Word document, link to it so people can immediately connect to that website.

- On the Standard toolbar, click the button that looks like a globe and says Insert Hyperlink when you roll your mouse over it.
- Under Text to display, type what you want to appear.
- Under Address, enter the URL of the website > OK.
- The link will appear underlined in blue.
- To visit this site online, hit Ctrl and simultaneously click the link with your mouse.

(Tip created with Outlook 2003)

Source: www.microsoft.co.nz

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