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Kinetics Group Ltd

-News! Working For You-

Volume 2. Issue 8. December 2003

Seasons Greetings!

Services

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

There's nothing like the yuletide bells to round out a year. 2003 has been a good year for us developing our business and helping our clients to develop their businesses. One of the most rewarding aspects of what we do is seeing the impact we have on our clients. We've got a case study in this month's newsletter about Kristin School, showing how we've really helped their operations this year. One of the secrets to this is make sure that the I.T. systems match business goals, and that comes down to good planning. This is never more prevalent than at the start of the year, and of course we are always keen to help you to plan your I.T. effectively. Call us today for advice, or even just to bounce some ideas around!

Looking at some of the new products being released, and especially Microsoft CRM, it's increasingly clear to me that the days of just installing software are drawing to a close. The advances that we are now seeing come from configuring the products to best meet your needs. It's no longer just engineering design and installation; to get the best result, we need to program the more advanced features. This in turn requires not only programmers but also business consultants.

Our strategy of developing business consulting and implementation services, and boosting our programming team is proving to be correct. It makes us a little unique - engineering, software development and business consultants. To help us manage this area of the business we have been joined by Vernon Fraser, and a brief profile on Vernon is included in this newsletter. Our business team is currently completing Microsoft Business Consulting training, and we are hugely excited by the new CRM product, which we also highlight in this month's issue.

Have a great Christmas and New Year.

Andrew Hunt

CEO

P.S.

As a recipient of Kinetics' newsletter you can rest assured that your email contacts in my database are not passed on to any other organisation, and remain confidential to Kinetics News. If at any time you wish to change your details, or stop receiving Kinetics News, please send a reply email.

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Christmas I.T. Checklist

- Keep your backups running
- Autoreplies - test them thoroughly, be wary of the possibility of email loops (where your auto-reply, replies to another and so on!)
- Service Pack and Check virus libraries (in case of new year viruses)
- Check lots of free disk space, especially where email and/or voicemail is stored
- Keep an eye on security logs, especially where remote users can access the network
- Give users an emergency contact list
- Turning things off -Not email servers and otherwise only recommended for very small networks however!
- If in doubt, call us!

Plus!

- If you don't already have a regular maintenance schedule in place with us, Christmas is a great time for us to do a health check on your server/s and workstations! Call our Service Co-ordinator Juliet on 5711112.

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Phone us today

New Year Planning

***to schedule any
pre-Christmas tidy
ups!***

By the time you read this, you should be all set to take advantage of any seasonal quiet time to get through as many disruptive upgrades as possible. The Christmas period is an excellent opportunity to implement new equipment and new software, using any skeleton staff to take on the projects, without risking massive downtime and costs.

Most businesses start the New Year with a planning cycle. Financial budgeting, sales forecasts, marketing budgets and business plans are the order of business. And of course, these are all related to each other. As I.T. Consultants, we like to see how the companies computer services can help achieve their business goals.

Reducing Costs

Some businesses look to reduce administration costs by cutting back the numbers of queries they handle. Examples of these projects include:

- Equipping field workers with mobile solutions that let them access vital information held in the office (such as contact details, work orders, inventory and so forth)
- Using Internet pages to allow clients to access their key data – such as sales history, invoices and work-flow information.

Customer Focus

Strongly customer focused businesses will be looking at the customer tracking databases, and seeking improvements. Generically this is called CRM (Customer Relationship Management) and there is a great deal of activity in this sector at the moment. Essentially it recognises that the customer considers your business to be a single entity, and expect any discussions with any of your people to be known to all your staff! A CRM system lets you collect and retain the history of the client in a single place and to allow all your staff to review and update it.

System Reliability

In many businesses, the computer systems have grown haphazardly with the business. In these cases, many systems that are now critical to the success of the business are still operating on the same platforms that they were setup on as tests, or as if they weren't so crucial. Email is probably the best example. We regularly see email systems that aren't backed up, don't share key information like address books, and have limited remote access. More and more, email is critical to the business operations, with many messages almost being contractual in nature.

As consultants, we like to see I.T. upgrades being driven by business needs. Too many projects are simply seen as periodic updates to keep systems 'current'. But this need not be the case. The only way to get a great return on investment is to ensure your IT projects are meeting the business goals. And that's where careful planning comes in. This summer, as the annual planning cycle progresses, ensure your IT plans are linked into the business plan – you'll get a better ROI and better justification of your budget.

For help with your IT planning and implementation, call Kinetics Group, on 379 8200. Kinetics provide consulting, implementation and maintenance services for computer networks as well as a strong software development team.

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Farewell from Deb!

After two years with Kinetics, I will be leaving as of 15th January 2004 to pursue a career change. I have really enjoyed working with all my clients and helping you to achieve your I.T. goals. People are what matter to me, and I have appreciated the opportunity to get to know you.

Claire Coakley will be taking over where I leave off. An 'Irish import', Claire has worked in a variety of technical and customer focused roles so will be a great addition to the Kinetic team. She will begin at Kinetics on 05 January 2004 and will be in touch to introduce herself personally shortly after that. In the meantime, do not hesitate to call me with any queries or requests.

I wish you all the best for the future, both personally and professionally.

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Case Study: Kristin School

Kristin is an independent co-educational school of about 1400 students, years K to 13, on Auckland's North Shore. Established in 1973 Kristin School is a recognised leader, nationally and internationally, in the use of Information and Communication Technologies (ICT), to improve the learning and teaching processes at all levels of the school. In 1996, they were the first school to introduce the use of laptop computers to all students at Year 7.

The Kristin School network was a flat unmanaged network environment with some 1000 users. Kristin School's I.T. support staff faced the challenge of meeting the diverse service expectations of their internal customers. They were seeking intelligent ways to effectively manage their internal networks in order to handle changing requirements.

Kristin School were able to benefit from Kinetics' expertise in network engineering to gain a fresh perspective on the best path to follow.

In close consultation with the Kristin School ICT team, Kinetics were able to take the Kristin School network from a flat unmanaged basic network to a class leading network design providing security, quality of service and reliability.

Kinetics assisted in the configuration of a multi-service network, able to carry data, voice, video and security footage to meet the needs of different user groups within the school.

For the full case study, go to <http://www.kinetics.co.nz/generalinformation/casestudy.asp>

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What's New? Microsoft CRM

Microsoft CRM is a customer relationship management tool, due to be released q1/2004. The product comes in either a Sales or Service module (the two can be combined) and the information it enables you to capture will help you to increase sales success, deliver superior customer service, and make informed, agile business decisions.. Accessible from Microsoft Outlook® and the Web, Microsoft CRM is easy to use, customize, and maintain, integrate with other business systems, and scales to grow along with your business.

Some of the key features include:

- **Sales**
- **Outlook client:** Work online or offline through Outlook, with synchronized access to full sales functionality.
- **Complete customer view:** View all contact and account information and history from a central location, including customer service records.
- **Leads and Opportunity management:** Automate leads routing and escalation, convert leads to opportunities, and track and manage opportunities through the sales cycle.
- **Sales process management:** Automate stages in the selling process to track and close sales efficiently and consistently.
- **Product catalog:** Create a full-featured product catalog that includes complex pricing levels, units of measure, discounts, and pricing options.
- **Order management:** Easily convert quotes to orders, and then modify and save orders until they are ready to be submitted and invoiced.
- **Quotas:** Measure employee sales performance against individual goals.
- **Reports:** Forecast sales, identify top opportunities and customers, and evaluate trends with robust reporting tools.
- **Sales literature:** Maintain a searchable library of sales literature that can be used online or offline.
- **Territory management:** Create sales territories and manage territory-based processes with workflow rules and reports.
- **Competitor tracking:** Analyze competitor performance and maintain a library of articles on competitor activity.
- **Correspondence and mail merge:** Create and send e-mail, using customized templates, to targeted prospects and customer groups. Create and send print communications using Microsoft Word Mail Merge.
- **Customer Service**
- **Case management:** Create, assign, and easily manage cases for customer service requests. Manage actions and communications for each case from a central location.
- **Complete view of accounts:** View all accounts, including sales and order information, to identify top customers and better understand specific customer needs.
- **Automated routing and queuing:** Workflow rules let you automatically route service requests and cases to the appropriate representative or to queues for resolution, escalation, or reassignment.
- **Searchable knowledge base:** Publish support articles and other relevant support information to a searchable knowledge base.
- **Service contracts:** Easily create and maintain service contracts within Microsoft CRM. When a support case is resolved, relevant contract information is updated automatically.
- **Auto-response e-mail:** Generate auto-response e-mail to customer requests.
- **E-mail management:** Maintain an accurate record of customer-related communications, with automated tracking of customer e-mails

And more.

Kinetics is planning a seminar to demonstrate this product to our clients soon. Email richard.sullivan@kinetics.co.nz to register your interest.

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Who's Who: Vernon Fraser

Vernon Fraser joins the team as a Software Project Co-ordinator and Consultant.

He has spent 14 years in the Automotive industry before changing careers into IT. From there started off doing post sales software implementation and support of a computerised motor vehicle dealership package and then moved into engineering, eventually becoming a IT Systems Manager responsible for 21 offices of a privately owned NZ manufacturing company.

Away from work he enjoys family life, DIY, golf and going to the gym.

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Technical Tips: Problems with Outlook 2003 and Exchange 5.5

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Symptoms: When you use Microsoft Outlook Web Access (OWA) to access a mailbox on a computer that is running Exchange 5.5, OWA may stop responding.

Additionally, when you use a third-party program that uses Collaborative Data Objects (CDO) to access a mailbox on a computer that is running Exchange 5.5, the third-party program may stop responding.

Cause: This problem occurs when you try to access a user account that was previously accessed by a client computer that is running Outlook 2003.

Outlook 2003 adds a fourth entry to the **PR_FREEBUSY_ENTRYIDS** property. **PR_FREEBUSY_ENTRYIDS** is a multi-valued MAPI property that is stored on the Inbox folder. CDO expects three entries. The unexpected fourth entry causes heap corruption that results in OWA or the third-party program not responding. There is a fix available for this problem. Call Kinetics to discuss if it is affecting you.

Latest Versions & Service Packs for Common Products

As at 01 Dec 2003

Internet Explorer 6 SP1	Netware 5.1 SP6
Windows NT4.0 SP6	Novell Client 3.321 +SP2 (Win95/98)
Windows NT4.0 Server SP6	Netware 6 SP3
Windows 2000 SP3	Netware 6.5
Windows 2000 Server SP4	Groupwise 6 SP3
Windows 2000 Advanced Server SP4	Groupwise 6.5 SP1
Windows Server 2003	Novell Client v4.83+SP2 (NT4, W2K,XP)
Windows XP SP1a	Zenworks for Desktops V3 +SP2
Office 97 SR2	Zenworks for Desktops v4 +SP1b
Office 2000 SP3	Zenworks for Servers v3 +S
Office XP SP2	Border Manager v3.7 +SP2
Office 2003	
SQL 7 SP4	
SQL 2000 SP3A	
Exchange 5.5 SP4	
Exchange 2000 SP3 +Hotfixes	
PocketPC 2003	
MDaemon v6.8.5	
MDaemon Groupware v1.0.4	

Service packs are the means by which product updates are distributed. Service packs may contain updates for system reliability, program compatibility, security, and more. Those in bold have changed since the last newsletter. If you are not using the current versions, or would like info on other software, please call us to discuss.

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About Kinetics Group Limited

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Kinetics Group Limited was formed in 1996, to provide excellence in Information Technology services.

Kinetics Group Ltd makes I.T. work for you. So, what does this mean?

- We ensure that your existing hardware and software systems are correctly implemented in accordance with best practice guidelines so that your business has a stable and reliable IT platform.
- We provide independent advice on what are the appropriate I.T. systems to help your company meet your business goals. Once a path is decided we implement the solutions on time and on budget.
- Looking ahead with you, we will make recommendations and introduce you to relevant suppliers so as to place you on the best course for your ongoing business development.

Together, we will maximise the benefits of your I.T. infrastructure and investment.

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