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Kinetics Group - Network Engineering Network Support Computer Engineers Programming in Auckland
New Zealand

Kinetics Group Ltd

-News! Working For You-

Volume 3. Issue 1. January 2004

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Hello!

Sticking to the Plan

Over the years, I've come to appreciate annual planning. We do ours in January every year, with each component of our business setting objectives, then bringing it all together and making sure things fit. During the year, circumstances bring about some changed objectives, and rearranged priorities.

Kinetics achieved a great deal last year, but some tasks proved bigger than others, and some had pre-requisites that only became apparent as we moved forward. This means that a number of objectives carry over into 2004. The main thing is to have a direction, and to undertake positive projects in order of benefit to the business.

This year we look forward to continuing to grow and to adding more structure and process in some areas of our practice, especially in a couple of key areas. As I write this, we are working to restructure our service co-ordination role, redefining some aspects of the work and looking to add some more resource in this area, all in the name of improving our customer service. We'll be adding more software developments designed to improve some of our processes and automate administration, again all towards making it easier and more pleasant to deal with us. Look forward to seeing some changes in our job-tracking process over the next 4-5 months, as we look to reap the sorts of benefits from smart automation that we've been helping clients with over the last few years!

As you look at your own business practices, feel free to contact us for advice, not just on infrastructure, but also on how we can help you use what you have already to its best advantage.

This month we welcome Claire Coakley into our customer services team. Claire is taking over from Deb, who is off to join the Police. We wish Deb every success in her new career, and I'm sure she'll help make a difference where it counts.

All the best for a great 2004!

Andrew Hunt

CEO

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Guard Your Online Security

In a recent newsletter we alerted our clients to the practice of "PHISHING" which is the term coined by hackers who imitate legitimate companies in emails to entice people to share passwords or credit-card numbers.

The Westpac bank in New Zealand is the latest victim of this web-crime. Their spokesman Paul Gregory said the bank had discovered that some of its customers were receiving an email containing a link which took them to a fake Westpac website. The customers are asked to enter their details and password on the site "which looks pretty convincing".

Mr Gregory said it was too early to tell where the latest scam had originated.

A similar email scam hit customers of the Commonwealth Bank, which owns ASB Bank, in Australia last year.

source - stuff.co.nz

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Microsoft SUS Server

Updating your PCs with new anti-virus libraries is a vital job to keep your system as protected as possible. For most of our clients, we download these centrally to the server and let it send the updates to the PCs. Clearly this saves internet traffic and lets you manage your network anti-virus protection from one place.

We now have to consider updating more than the anti-virus software. Microsoft have SUS Server. This allows you to centrally manage all critical updates and security patches. We've had great success with this product for a number of clients. The software is free, the setup time depends on your network.

For more information, contact Kinetics, or refer to <http://www.microsoft.com/windowsserversystem/sus/default.msp>

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Jobs at Kinetics

Kinetics is currently seeking to fill the following positions. If you or someone you know is interested, please email your CV with covering letter to info@kinetics.co.nz at your earliest convenience.

Service Co-ordinator

We are looking for someone to help manage our engineering team. This involves taking requests from clients and making bookings, and following up, making sure everything runs smoothly for our technical team.

You will need to demonstrate a track record of excellent customer service,

strong initiative, good computer skills and good people skills. Communication is everything, so you will need a strong phone manner, with good verbal and written communication skills.

It is a challenging role, always busy, frequently stressful, very rewarding and never dull!

There is potential for this role to develop and include supervising staff.

Software Programmer

Our expanding Software Development team require the skills of an additional programmer. The role involves the development of Visual Basic, .Net, ASP, SQL and Access applications using Kinetics RAD development tools. You will be an integral part of a team dedicated to the development and deployment of software, from scoping and database design, through to testing, implementation and documentation.

This role will suit either a new graduate or a junior developer, looking to learn new skills and be part of a dynamic environment. You must have excellent communication skills, both written and oral, and be a lateral thinker able to solve real problems with innovative, robust solutions.

Network Engineer

As part of our continued growth, we require an experienced network engineer to assist us in servicing our wide client base. Ideally you will have current industry qualifications.

You must be experienced in :

- +Microsoft Server Products (preferably MCSE 2000)
- +Linux
- +Firewalls and Routers, including Cisco (preferably CCNP or CCNA)

You must :

- +be expert at troubleshooting and problem solving,
- +have excellent communication skills, both oral and written,
- +have no aversion to preparing documentation

This is a frontline role, visiting clients and implementing solutions or fixes. Often stressful and pressured, always challenging and interesting, very rewarding. You must be able to think on your feet.

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What our clients say...Pioneer Mortgage Services

Pioneer Mortgage Services (Pioneer) was established in Australia over 20 years ago to operate in the emerging specialised business niche of residential mortgage originators and managers. The New Zealand operations started in September 1997 in Auckland and since then Pioneer has set up Christchurch and Wellington Sales Offices and continued to grow its Auckland Office. The Group overall is now one of the largest Non-Banking Financial Services companies in Australasia with over 10,000 customers and an aggregate loan portfolio exceeding Aust.\$1.5Billion.

Over the past 12 months as part of its strategic plan, Pioneer had developed increasing operating autonomy from its Gold Coast Australia Head Office although basic IT support for NZ network and VPN is still supplied from there. Around September 2003 Pioneer commenced looking to identify a suitable local IT support business partner to which it may outsource its overall IT needs and this co-incided with an upgrade of VPN connectivity and switch to TelstraClear services for voice and data telecommunications.

Kinetics were recommended as a progressive and competent IT services provider ideally suited to our business size and structure, and our experience since then has confirmed this recommendation. Our diverse system support requirements have been competently handled and managed including where further specialist outsourcing has been required in upgrading our UPS or installing high speed internet connectivity for our Chairman in his new residence in Queenstown.

Recognising our emerging CRM upgrade requirements, Kinetics invited us to attend their Microsoft CRM Seminar, further demonstrating their professional proactivity in alerting us to industry developments. Our relationship as business partners has started on an excellent footing and we look forward to enjoying mutual growth in our business in NZ.

Peter Anderson
Pioneer Mortgage Services
Chief Manager - New Zealand

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CRM Seminar Review - Richard Sullivan

Kinetics ran a seminar at the end of 2003 to demonstrate the capabilities of Microsoft's new CRM package.

We had a great attendance from many different industry sectors.

It was an impressive presentation based on Microsoft technology and their excellent new CRM offering. It provided an insight into how you can manage customers at all levels of your organization provided by one central tool. Not only does it manage the sales aspect of customer management but it has an excellent service side for ongoing customer service and support.

The general feedback from the presentation was that this product provides valuable depth and breadth and it is easily customisable.

Kinetics is skilled up to provide this solution now and would recommend you talk to us regarding how we can make this tool best work in your environment in harmony with your existing business processes.

For those that missed our first presentation, if you would like a demonstration of the capabilities, please contact Richard Sullivan (tel 09 5711114, richard.sullivan@kinetics.co.nz) or Claire Coakley (tel 5711113, email claire.coakley@kinetics.co.nz) who can talk to you individually or organise another seminar.

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Who's Who: Claire Coakley

Claire has joined Kinetics to replace Deb as your Account Manager. Easily recognizable by her Irish accent, you'll know who she is when you hear from her. Claire has been in a sales role with Rentokil Initial since arriving in NZ a year a half ago. Prior to this she worked in Ireland as a Team Leader in a software testing environment and also as a language co-ordinator on the Visual Studio.net team in Microsoft Dublin. Her first role in IT was on the Windows 98 release team!

Claire loves her life in NZ and has recently purchased a house here. She is super enthusiastic about her new role with Kinetics and her main focus is to maintain high standards of customer service. She will be establishing relationships with all her clients over the next few weeks so feel free to contact her with any queries or even just to say hello!

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Technical Tips:

If you frequently use the same blocks of text in different documents and might copy and paste between applications, get caught up in re-formatting text etc and potentially lose time where you were trying to make it; then we have the tool for you!

Autocorrect is a tool that is not only used for changing the requisite "teh" to "the" typos. It also has a function whereby you can enter a code or prompt to automatically insert predetermined paragraphs.

On the Tools menu, click Options, and then click the AutoCorrect tab. In the Replace box, type the shortcut you would like to use. In the With box, type or paste the paragraph or text. Click Add.

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Latest Versions & Service Packs for Common Products

As at 14 Jan 2004

Internet Explorer 6 SP1	Netware 5.1 SP6
Windows NT4.0 SP6	Novell Client 3.321 +SP2
Windows NT4.0 Server SP6	(Win95/98)
Windows 2000 SP3	Netware 6 SP3
Windows 2000 Server SP4	Netware 6.5
Windows 2000 Advanced Server SP4	Groupwise 6 SP3
Windows Server 2003	Groupwise 6.5 SP1
Windows XP SP1a	Novell Client v4.83+SP2
Office 97 SR2	(NT4, W2K, XP)
Office 2000 SP3	Zenworks for Desktops
Office XP SP2	V3.2 +SP2
Office 2003	Zenworks for Desktops v4

SQL 7 SP4	+SP1b
SQL 2000 SP3A	Zenworks for Servers v3
Exchange 5.5 SP4	+SP2
Exchange 2000 SP3 +Hotfixes	Border Manager v3.7
PocketPC 2003	+SP2
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

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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