

## What we're about

Our “core focus” is to provide a *service* that our customers need, and in such a way that it helps them. Helps them concentrate on the things that they're best at. Helps them by taking care of the systems that they need to get on with the job. Helps them by being a “one stop shop” for all their IT needs.

Helps them to *grow*.

- Network Systems
- System Security
- VoIP –a new breed of telephone systems
- Computer & Peripheral Sales
- System Support
- Virtual IT Department
- Rentals
- Flex-IT
- HR Systems
- Training
- Infrastructure

Call for a free, no obligation assessment of how we can help *you* get ahead.

## Network Systems

- Reliability
- Safety & Security of Backups
- Protection from viruses & other threats
- Centralised e-mail & address books etc
- Remote access to mail and files from home or on the move

There's a story, I suspect an urban myth, about the American woman who rented a car in Britain while on holiday. A week later she returned it, ranting about how slow and noisy these European cars were, and what poor mileage they gave.

Being only ever used to an automatic, she had never used any gear except 2nd!

That's just a joke, but sadly it's how many people run their networks. Not knowing that there's a whole gearbox of features, they labour on, wasting time and money, while powerful e-mail and workgroup features, like fax from the desk, easy and safe remote access, and so on have been bought and paid for, but lie unused. Like the car, because it moves, everyone assumes that that's all it can do. No-one even suspects that it can go much, much faster and better.

Get more out of your system. Get what you've probably already paid for.

Call us now. We're waiting to help.

## System Security

- Virus threats
- Adware/Spyware/Malware
- Spam
- Intruder defences
- Firewalls

### Virus threats



Viruses have been around for a long time, but the problem is getting worse, rather than better. Once just the domain of the spotty 14 year old, viruses have now been taken up as a tool for crime, often organised crime, and the Spam industry.

Thankfully, the vast majority of viruses are just an annoyance, described by someone as “the electronic equivalent of graffiti on walls” but with a world wide audience.

Increasingly though, some viruses have a darker side. Some are sent out by the Spam industry, to harvest e-mail addresses from our address lists. Some carry other payloads, such as Trojans, which might want to use our computers to send out Spam, or hidden programs that will record our keystrokes, including passwords.

At Oryx, we have come to know and trust McAfee anti virus solutions.

McAfee Active Virus Defence (AVD) provides a total solution for your network. In one box, comes protection for the e-mail server (the main conduit for most viruses), protection for files as they're stored and retrieved from the server, and protection on all your individual desktops too.

Of course, any anti virus is only as good as its last update. That's why, when we install AVD on your system, it's configured to check and update itself on a daily basis.

Our System Care monitoring service ensures that it keeps on doing that, and keeps on working to protect your network

## Adware/Spyware/Malware



Because this category of threats is technically different from viruses, they are not picked up by anti virus software.

The threat that they pose however is just as bad, if not worse than the virus problem that we've become used to.

The three different names given to this category apply to the intention or operation of the particular program, but they all work in roughly the same way.

Basically this applies to a small program which gets on to your computer in a devious or deceitful manner. Once loaded it then proceeds to carry out its task, whatever that may be.

Adware is usually seen as annoying "pop-ups" which come over your screen when you're trying to view web pages. Or it can try to redirect your browser to search or sales pages that you didn't ask for. Sometimes they're just annoying, but often the problem can get so bad that the computer becomes unusable. In extreme cases, the whole Windows operating system might need to be wiped and re-installed to get rid of the problem.

Spyware, unlike adware, usually keeps itself hidden as the name might suggest. It exists to monitor the usage or data on the computer, perhaps even to permit the hacker to take control of the victims PC. Although it should be the province of hackers, Spyware has reportedly been used by companies to gather data on activities, such as shopping or surfing habits. It has also been used by criminals to access passwords and bank details etc.

Malware is a term used to define any such program with a malicious intent. Spyware and Adware would come under this definition, or the objective might just be vandalistic, eg to delete files etc.

How does it happen?

Malware can get on to your computer by a number of methods, including e-mail links, but the main method is from web sites and pop-ups. Although its good advice not to click on things that look suspicious, its almost impossible to defend yourself from this problem just by being wary and alert.

What do I do about it?

If you suspect your computer has been infected, there are a number of free downloads on the internet which can scan your computer for the presence of nasties. My favourite is Ad-Aware, which generally does quite a good job. The free programs though, will only scan and delete existing infections, they do not protect your system from being subsequently re-infected.

The only real answer is to employ a suitable and effective defence. On a home Pc or small network this might be with a defence program loaded locally, acting like an anti-virus application, which monitors usage and internet traffic to spot and prevent infection.

On a larger network, a system based defence is probably better. This can be centrally set up and managed, and can block all malicious content at the entry point to the network.

One such solution is from Finjan.



### Finjan Network Security

Unlike traditional anti-virus software which can stop known attacks by their signature, this unique technology blocks both known and unknown attacks, by examining their code behavior. It is the only technology that does not require signature databases and therefore, does not require updates or patches.

### Intruder defences

### Firewalls

## **VoIP –a new breed of telephone systems**

Free phone calls between offices –and elsewhere

Aberdeen, Abu Dhabi or Adelaide –have phone extensions in your other offices at low cost and no call charges

Home/Teleworkers –link them into the main phone system

**Voice over IP** is the new buzz in phone technology. Looks the same on the outside, and seems to work the same, but under the bonnet it's a different animal, by a long way.

Using the same type of communication technology as computers means that you suddenly can use the power of the internet for phone calls. Just as e-mail is free whether its to Perth, or Perth, Australia, so calling the other end of the world can be free too.

If you spend money on inter-office calls, call us. We can advise if VoIP can help you get that edge over your competitors.

## **Computer & Peripheral Sales**

### **Get the best fit for your requirements**

Don't waste money on the wrong buy

High quality PCs and peripherals from top quality manufacturers.

Hewlett-Packard/Compaq, Fujitsu-Siemens, 3Com, SMC and others

### **Full installation & configuration**

Getting the right equipment is only the start. Getting it set up correctly is even more important. Let us take the strain, so that you can concentrate on the day job.

### **Total support to deal with problems**

Why do computers always give you hassle when you've got the least time?

## System Care –full Support for your system

- Daily monitoring of your system

Do you change your backup tapes every morning? I'm sure that you do. But did your backup system actually do what it's supposed to do, or did it take the night off? Is your system anti-virus keeping itself up to date, or did it become disabled 2 months ago?

System Care, from Oryx, answers these questions. Every day, we check dozens of our customers systems asking just those questions above, plus many others too. If there's a problem, we're on to it, -fast. So the main threats to your data are being kept at bay.

Are these things important to you too? Then call the experts. Before it's too late.

- Remote administration

"There's a new girl starting in accounts on Monday. Can you set her up with a login, e-mail, printers etc? Oh, but make sure she doesn't have access to the payroll."

That's typical of the requests we get, day in, day out. Not too long ago, that meant a drive across town for what's just a 5 minute job, but not any more. I can do that for almost all my customers without leaving my desk. So they get fast service, and much lower costs.

- Instant fixes for problems

For some time, I've been convinced that computers can *smell fear*, and are aware of (indeed waiting for) impending deadlines. Why else would they choose to break down when that important tender just *has* to go out?

Fortunately, many problems can be solved and dealt with remotely, in minutes. If you need help *now*, there's just nothing better for me (and you) than being able to fix your problem instantly without leaving my desk.

- Fast repairs

Remote access helps a lot, but it can't fix broken parts. So we can still respond quickly, on-site when you need it. With spares, and spare machines, we'll get you going again as quickly as it can be done.

- Advice on growth strategy

If you had your own IT department, you'd want it to advise on how IT can help your business *grow*. Proactive help so that your investment in your computer system can bring benefits, make you more efficient. Make more sales.

Our experience with hundreds of different companies, in different industries with different problems, helps us to see and develop solutions for a wide range of needs.

Cross pollination does wonders for plants. It can do the same for you, too!

## Virtual IT Department

As a general rule of thumb, if you have say, 50 computers or less, even with networks, servers, e-mail phone links and so on, you shouldn't need a Computer Department. If that size of system generates enough work for one person, never mind a department, it can't be working properly.

It's a common misconception, particularly among smaller owner managed companies, that someone who knows a "bit about IT" knows everything. Unfortunately, that's not the case. Despite many advances, while some things have apparently got simpler to use and maintain, many others have got more complicated.

We now have security issues, viruses, hackers, Ad-ware, Spy-ware. Remote access for salespeople and home-workers. E-mail, storage issues and backup, choosing the right hardware or software instead of just the cheapest. The list goes on.

Here are some of the skills you need to set up and maintain an efficient, cost-effective network:

- Cabling & infrastructure
- Networking & routers
- Systems Analysis
- Servers and configuration
- Communications and security
- Software skills and training of staff to use them
- People skills
- Selection & Purchasing

That's why we offer a "virtual IT department" service primarily aimed at the SME market.

We know, through years of experience of dealing with companies like yours, that you need to spend your time focussing on the things that make you money, your customers and their needs.

We provide the people with the skills when you need them, and not when you don't. But not being there all the time doesn't mean that you have to wait for simple service jobs to be done. Remote access permits us to fix many problems in minutes, without leaving our desks. So you get fast response when you need it.

Get the IT you need. –But just pay for what you need.

## **Rentals**

Need a laptop or a projector for a presentation?

A dozen PCs for a training course?

Two displays for a trade show?

A machine for a short term project?

Projector for a presentation?

Plasma screen, just to show off?

If you're trying to set up a seminar or training session in Aberdeen, but you're somewhere else, you know it's not easy.

So call us. We'll provide the computers, organise the venue from our list of partner hotels and location providers. We'll set them up ready for you to arrive. Load your software and test it's OK. Be on hand if there's a problem. And then take it all away again when you've finished.

Need a projector or large screen? No problem.

What more do you want?

Or do you want long term, but with flexibility? Then see our Flex-IT section

## **Flex-IT**

A major oilfield engineering services company had a problem. Their work was project driven, eg they would win a prestigious contract from one of the majors for a huge roll-out. This required a lot of temporary engineering staff, support personnel and so on. And of course, they needed computers for their work, as we all do these days.

At the end of the project, the contract staff move on to their next job. The computers however, would be stacked up in a room, with nothing to do until the next contract. Except to depreciate of course.

So Flex-IT was born. Computers on rental at long term rates, when you need them. And not when you don't.

Support too. Just as you don't want all those computers around when they're not needed, neither do you want the IT staff to support the operation. So that's flexible too.

**Flexible IT. When you need it. And not when you don't.**

## HR Systems

Do you have 5 staff members, or 5000? Or even more?

We have a personnel data system to suit your needs and your pocket

- Personnel Manager 5 – 100 staff members
- Personnel Director 100 – 500 staff
- HR .Net 250 – whatever you grow up to

Today's HR systems don't have to cost you money, they can actually save you money. How? By reducing your administration costs as you grow. By minimising the need for expensive infrastructure to connect branch offices. By improving efficiency for the whole company and cutting down on paperwork and form-filling.

Oh, and by reducing your exposure to costly tribunals and other litigation that can be easily avoided by having the right systems and procedures in place, and by making them *usable*.

So often we introduce proper procedures, but because they're cumbersome and tedious, staff spend more time trying to circumvent them instead of gaining benefits.

Not with HR .Net. See how a modern system really can help your business.

Call now, for a *free, no obligation* demonstration. It just might be the start of something big.

## **Training**

Courses for complete beginners or Power Users needing efficiency coaching. Or you...

Word

Excel

PowerPoint

Access

Project

ECDL – European Computer Driving Licence

## **Infrastructure**

Cabling may be mundane, but it's usually essential in some form.

Let us take the burden of designing the structure, planning for integration of phone and other systems, so that it is flexible and efficient.

Nobody wants to pay more than they have to, and we aim to maximise the investment so that you get a system that helps your business without breaking the bank.

Cat-5, Cat-6, fibre, Patch cabinets, panels etc.

## **Wireless**

Wireless can be great, especially for laptop users. Be sure it gets set up securely. Don't let your neighbourhood connect to the internet for free.

## **Routers & Firewalls**

Expert advice, help and experience. Make the right choice.

## **Broadband and high speed communications**

We'll recommend, organise and provide the best solution for your needs and budget. Don't spend hours listening to "on-hold" music. We'll do it all for you.