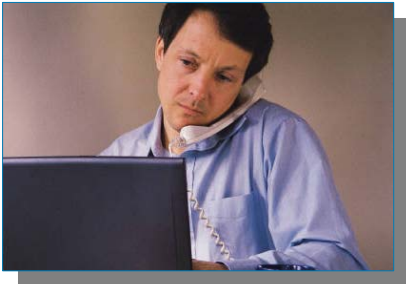


GET I.T. RIGHT

The News Letter of Eurotek Networking Solutions Ltd.

Reduce Helpdesk calls by 20% and Improve remote worker support.

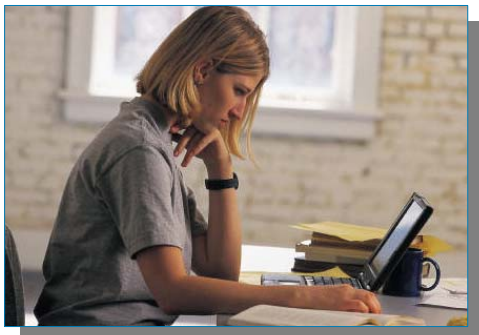


The helpdesk engineer's problem...

" These guys working at home are driving me crazy! They call me whenever anything is going slow – or they think is going slow – so I have to gather all their details and run through all the usual diagnostics I often find it's either a blip and no real problem, or that they've installed software that isn't even supposed to be on the PC. I understand they do need help, but I can't be with them all day... "

The home / remote worker's problem...

" I think my PC is running slow, or is it the Internet? I can call Helpdesk and get them to check it out, but it will take at least 20 minutes to do so. Last time they checked it out and said there was nothing wrong, I wish I had some help at hand just when I need it....."



and here's the solution... Remote Angel™ from NNT

Remote Angel™ is a unique solution designed to improve remote user experience and in doing so, reduce Helpdesk calls and support costs. Having Remote Angel™ on board the remote PC gives the user added comfort when working remotely, enhancing productivity and reducing panic when things don't go to plan

Through the constant monitoring of PC and internet performance by Remote Angel™, a remote worker can immediately get a straight answer to their question – *'Is there a problem?'* When a Helpdesk call does need to be logged, Remote Angel™ will do this instantly. It will have already done all the time-consuming information-gathering and initial diagnostic checks a Helpdesk engineer will need, saving both the user, and engineer, time, and the company money

According to Noel Bruton, an independent consultant helping companies to improve their IT user support services, the time taken to resolve a support call ranges from around 4 minutes to 37 minutes of actual effort, if there is no immediate resolution. Worse still, that time period may be spread across two days or more of an open helpdesk call. This means that just a single call may cost a company £20. Multiply that by several thousand users and the costs look alarming.

Source: Computerweekly.com

Is your network VoIP ready ?

Your network was not originally designed to carry high-quality voice transmissions. To deploy VoIP successfully you need to conduct a VoIP network readiness assessment first.

If you skip this important step your probability of difficult network challenges is greater than fifty percent. Eliminate deployment risk, cost overruns for upgrading networks and dissatisfied users by conducting a VoIP Network Readiness Assessment. Your business will thank you for it.

"85% of today's router-based data networks are not ready for successful voice deployment."

Gartner Group

Continued on page 2.

Is your network VoIP ready ?

Continued from page 1.

Your data network was originally designed to support e-mails, file transfers and deliver Web pages, not carry high-quality voice transmissions.

Voice traffic is very time-sensitive and can't be queued like e-mail or Web traffic. Delays up to a half hour for an e-mail or file transfer are generally not a problem, but delays of only a few hundred milliseconds can ruin a VoIP call, producing "choppy" conversations or dropped calls.

Before you know how much a VoIP deployment will cost and how successful it will be, you need to understand if your data network can carry high-quality voice transmissions. The odds are that a network upgrade will be needed to successfully deploy VoIP.

To ensure your VoIP deployment is successful and on budget, you need to find answers to these important questions before deploying VoIP:

- What type of VoIP MOS (Mean Opinion Score) call quality can I expect from my current data network for each business site?
- Is network delay, loss or jitter the main problem impacting VoIP call quality, and how do I fix it?
- How many concurrent VoIP calls can my network carry without impacting existing data services?

Knowing this information before deploying VoIP will ensure your success, but what is the most accurate and cost-effective method to obtain it?

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The fastest and most cost-effective way to determine your network's VoIP readiness is to conduct a Remote Network Assessment

The assessment quickly diagnoses all your network issues so that by the time you begin your VoIP deployment, you have a converged network that will carry high-quality voice transmissions.

The metrics and findings are used to create a detailed report summarizing the results of the VoIP assessment.

"Through 2008, 75 percent of enterprises that do not perform a pre-implementation analysis of their IP network will not achieve a successful VoIP implementation."

Gartner Group

Organisations that skip this important deployment step experience poor call quality, dissatisfied users, cost overruns for upgrades and delayed deployments.

Shouldn't you be taking a serious long term view of your I.T. Security?

According to CERT just under 6000 security vulnerabilities were reported in 2005, the largest ever recorded annual jump. That's 500 new vulnerabilities every month, 115 per week, or 16 each day.

The majority of these vulnerabilities are targeting your business critical applications.

Firewalls can do very little to protect against application layer vulnerabilities.

The Solution: Our Managed Vulnerability Assessment Services.

To stay on top of these vulnerabilities and ensure they're not exploited take our annual managed vulnerability assessment service. Each month, or more frequently, we will run a comprehensive up-to-date set of non-destructive security tests to determine how vulnerable your key Internet facing business assets are.

Our monthly findings are presented in an easy to view HTML report that contains corrective actions, management overviews and executive trends.