Microshade VSM

What's New with Us ...

Welcome

We are really pleased to be able to welcome the following new customers:

- Cirencester Town Council
- Queens Park Community Council
- Shepton Mallet Town Council
- Lydiard Millicent Parish Council
- Crewe Town Council
- Chard Town Council
- Leighton Linslade Town Council
- Bovingdon Parish Council
- Loose Parish Council
- Hawkhurst Parish Council
- Impleo Professional Services
- St Ives Town Council (Cambs)
- Newquay Town Council
- Brackley Town Council
- Langstone Community Council
- Leominster Town Council
- Weston-Super-Mare Town Council
- Wells City Council

Welcoming new members of staff to the Microshade VSM team

We are expanding our team to support our investment in improved levels of technological infrastructure and the levels of customer support required to meet the demands of our growing customer base. We are proud to introduce you to Rob and Liam:

Rob Fry— Technical Team

Rob has had over 25 years experience in the IT sector. He has worked at several major corporations, including Nortel Networks, BT, BAE Systems and Kantar. His roles to date include server support, storage engineer, IT infrastructure design, working with various technology, including Dell, HP and IBM. Rob's vast experience will help develop our systems infrastructure and enable us to meet our customer needs in the future.

Liam Manton— Support Team

Liam has joined the team as an apprentice. His role is First Line Support and he will be the first point of contact when customers have a query regarding the hosting of their applications. Liam is dedicated and hungry to learn more, his natural abilities have given him a great start in his role to date and we are looking forward to helping him develop his skill base in the future.

We are now hosting Microsoft Exchange … It's Microsoft Exchange without the hassle of managing your own server

Following on from our last newsletter we can now confirm that Microsoft Exchange is the latest edition to our Clerk's Tool Kit. It is an e-mail-based communications tool for businesses with the primary functions consisting of e-mail, calendars, contacts and tasks; all of which are part of the well known Microsoft Outlook Software.

Users can now reap the benefits of full mailbox access from anywhere. Share and collaborate mailboxes, folders, notes, calendars and tasks, with selected members of staff. Emails arrive 'Real Time', they are much easier to use and administer with centralised address lists and groups.
The meeting planner feature allows you to select users for a meeting, check each user's calendar, notify each user and update their calendars with the scheduled meeting plus synchronise to the users Blackberry, iPhone or Windows Mobile devices.

CALL US ON 01752 869053 OR **EMAIL** enquiries@microshadevsm.co.uk
TO FIND OUT MORE INFORMATION

SHARE YOUR EXPERIENCES: Please do write in to us and tell us how working with Microshade VSM has made your life easier or saved your bacon. The most exciting situation will be printed in the next issue.

Coming Soon to The Clerk's Tool Kit ...
Spielberg File Director - Electronic Archiving for a Paperless Council

File Director enables the capture, classification & distribution of documents. It is the perfect application to archive all those paper documents that have been filling up the filing cabinets in archive rooms for years. More than one document can be viewed at once through intelligent searches by word, phrase, barcode and OCR recognition. Retrieval of documents is via permission controlled access and results are displayed in order of ranking where key words are highlighted within the document.

Integrated fully with Microsoft Office this application supports 200 file formats and provides a modular solution with full document audit trail facilities. A paperless council is now only a scan and a mouse click away...

Moving to Remote Hosting from an In-House Server.

Is your server coming to the end of it's contract or life? Consider hosting your applications on our servers as an option in your IT review. Sarah Robson at Chard Town Council did the same. She has written an article for the latest Clerk magazine describing her journey from using an in-house server to remotely hosting her applications. Here is a snippet from the article 'The next step was to persuade the Councillors that moving to Remote Hosting was a positive and cost effective option and this was easy given the number of advantages the proposed new system would offer. It meant that although we would decommission our old server, we could retain our other hardware. The operating systems would all be upgraded to ensure compatibility and the rest we could leave up to the Microshade Team to come in and work their magic.'

To read more and find out how we could change the way your council works please **CALL US 01752 869053 OR EMAIL enquiries@microshadevsm.co.uk.**

YOUR FEEDBACK PLEASE
We are currently researching the possibility of offering a Document Management System via our servers in Plymouth. This is the digital storage of all your archive paperwork with fast electronic retrieval.
We are unable to give precise costing's right now but our initial investigations are suggesting it will be affordable.

If this would be of interest please contact either Maxine, Stuart or Jan.

Microshade VSM

11 Scott Building
Tamar Science Park
1 Davy Road
Plymouth

Phone: 01752 869053
E-mail: enquiries@microshadevsm.co.uk

'Using Microshade VSM has meant we can share files more easily and more importantly we no longer lose time creating back-ups or have back-ups too out of date to use.'

Simon Cross—Clerk to The Council, East Preston

You can also follow us on Twitter @microshadevsm to find out what else we have been up to and what is new