Microshade VSM

What's New with Us ...

Investment in new infrastructure at Tamar Science Park

Over the last few months we have made a huge investment in our server infrastructure that ultimately secures your investment in our services.

Customer's will be moved in a controlled manner onto the new infrastructure over the coming months, and will immediately benefit from:

- Faster servers with more processors and memory, connected to an integral high speed network, to provide the best performance for your applications

- You will now access your files at the speed of light due to fibre channel access to disks.

- Dual file servers share the job of providing access to your files, increasing both performance and reliability—if one server goes down, another takes up the load .

- Built in hardware fault tolerance safeguards against component failure, to ensure that your applications are available when you need them, including redundant power supplies, cooling fans, disks, network connections, and servers.
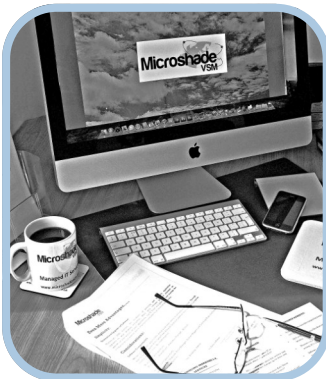
Microshade VSM now deliver on Apple and more

A number of customers have enquired about using Apple and other hardware with our Citrix servers. We are proud to announce that following significant research and solution re-development, we are now able to deliver your applications to a wide variety of computer platforms and mobile devices. Citrix via Microshade VSM has been tested on the following platforms:

- Microsoft Windows

- Apple iOS (iPad, iPhone)

- Apple MAC

- Blackberry

See a full list of Citrix supported devices in "How to Install Citrix Client Software" under Toolbox\Help Library\Citrix Tips and Answers in your applications directory.

For those of you who are interested but not yet a user please take a look at http://receiver.citrix.com/?ntref=citrixdotcomdownloads to see a full list of Citrix supported devices.

Welcome

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

- Stratton St. Margaret Parish Council

- Kidlington Parish Council

- Southwater Parish Council

TALK TO US: We would love to know who has worked the furthest from the servers in Plymouth. Currently it is **Stuart Wilbur** who accessed his data whilst in the **South of France**

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.

Applications now hosted with Microshade VSM

We have a growing portfolio of applications which we can host and you can have access to as many as you need.

Through our continued support of the Local Town & Parish Council market we have ensured our system tenders to your needs. We currently host:

Microsoft Office products: Word, Excel, PowerPoint, Publisher, Outlook.

Pear Technology products: PT Mapper-Pro, MapLink, Asset Manager, Contact Mapper & Cemetery Maps and Burial Administration Systems.

RBS products: Accounts (Alpha and Omega), Bookings, Admin.

Delta products: Scuba Leisure Management Systems

Managed Anti Virus Service
with Kaspersky Endpoint Security 8

With Microshade VSM you now have peace of mind that your computer protection is appropriate, effective, actively managed, maintained and monitored via our remote services.

The system provides:

- Installation and configuration of Kaspersky Endpoint Security Anti Virus software

- Central management, configuration and monitoring

- Up to date software and virus definition files

- System scans that are run at recommended intervals

- Notification to our central support team of problems, threats or infections

- Licenses, upgrades and support

' 90% of Clerks have anti-virus on their computer'* ...But how often is it run & how often is it actioned?

Having installed Kaspersky Anti-Virus at one Town Council, 81 viruses were detected, 50 were on one PC that had no anti-virus protection.

We also detected that 80 installed programmes within the council computers were highly vulnerable and open to hackers.

* Data Source: Vision ICT on behalf of a national & county association

Microshade VSM

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

"I would definitely recommend Microshade VSM to other companies or Town & Parishes' for that extra peace of mind and security."

Lesley Hughes,
Town Clerk, Ivybridge Town Council