

## Welcome

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

- Bay of Colwyn Town Council
- Towyn & Kinmel Bay Town Council
- Keynsham Town Council
- Chinnor Parish Council
- Ogbourne St George Parish Council
- Hythe & Dibden Parish Council
- Gosford & Water Eaton Parish Council
- Leintwardine Parish Council
- Radstock Town Council
- Lapley Stretton and Wheaton Aston Parish Council
- Norton St Philip Parish Council
- Dinnington St John Town Council
- Wadworth Parish Council
- Poringland Community Council
- Rushden Town Council
  
- Walberton Parish

## A new look to our logo and a new strapline!!

It's all change with our logo and strapline. As existing customers you are already using one of the most secure remote hosting systems available. You are working on a Community Cloud, defined by the Information Commissioners office as 'a group of cloud customers accessing the same resources from the same cloud service'. We want to make this message loud and clear and create awareness of our services at all Local Councils.

## We are looking after the Smaller Councils too!

We have designed a package to address the needs and budget of small parish councils. The aim is to provide smaller councils with a robust IT business continuity plan, the ability to meet its data protection obligations and assist in complying with data transparency requirements. For a fixed affordable annual fee the council is guaranteed a reliable, flexible, safe & secure platform for all electronic data & information.

## Quickly and easily maintain Remote Noticeboards without leaving the office available from us NOW!

Create electronic noticeboards using inexpensive or re-deployed equipment and install them in multiple remote locations. Generate or update notices using your favourite word processor, such as Microsoft Word, and publish them over the internet with the press of a button.

**CALL US ON 01752 869053 OR  
EMAIL [enquiries@microshadevsm.co.uk](mailto: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.

## Changes in our technical support team

We are both proud and sad to announce that our apprenticeship has enabled our dedicated customer support adviser Liam Maton to move to secure a new IT support role in a large manufacturing company.



We are pleased to welcome George Kellett into the vacant position. George has entered an apprenticeship scheme following success at A' Level, and with experience of building and supporting games servers on the Internet, is proving a capable and valued member of the technical support team alongside his customer support role.

George is developing a number of new offerings including our electronic noticeboard system, a front of house receipts management system, and a case management database.



## Improvements we are making to your service

Our technical team is completing 12 months redesign and upgrade of our application hosting service. As customers are migrated to the new service over the coming months, they will benefit from connection through new Citrix Netscaler gateways providing 50 times the capacity of the previous system. Once connected a customer's applications will run on new 64-bit servers with the latest Citrix XenApp (the market leader in desktop and application virtualisation), all of which promises improvements in performance, security and reliability. Looking ahead this year, we also expect to deliver a parallel service, already under development, to provide essential services in the event a disaster makes our primary systems unavailable. We will update our file servers to improve performance, security, and resistance to cyber attack. We will also investigate new application offerings including Adobe Acrobat and an update to our Microsoft Office suite.

**CALL US ON 01752 869053**

**OR EMAIL [enquiries@microshadevsm.co.uk](mailto:enquiries@microshadevsm.co.uk)**

**TO FIND OUT MORE INFORMATION**

**Microshade VSM**  
Plymouth Science Park  
1 Davy Road  
Plymouth  
Devon  
PL5 8BX

Phone: 01752 869053  
E-mail: [enquiries@microshadevsm.co.uk](mailto:enquiries@microshadevsm.co.uk)

**[www.microshadevsm.co.uk](http://www.microshadevsm.co.uk)**

'Microshade have done everything they promised, the new system was set up quickly and worked straight away. We now have the benefit of staff being able to log in from any computer, enabling 'hot desking' to increase efficiency and flexibility as staff can log in from anywhere.'

Malcolm L Nicholson LLB DMS MILCM—Town Clerk  
Weston-super-Mare Town Council

You can also follow us on Twitter [@microshadevsm](https://twitter.com/microshadevsm) to find out what else we have been up to and what is new