

In this issue

PAGE 1

- » Focus Update - Rod Sinclair
- » GST Rate Increase
- » PC Recycling - Update
- » MYOB EXO 7.4 Release
- » Focus Seminars in September
- » New Product - ShoreTel
- »

PAGE 2

- » Who's New?
- » Tech Tips

PAGE 3

- » Ultra Fast Broadband Initiative
- » Starship Mobile Phone Appeal
- » Changes to Blackberry Licensing
- » Contact Focus
- » Quote

Focus Update

Hi and welcome to our latest newsletter.

In this issue we introduce some of our new team members; we have been steadily building our staff base particularly in Queenstown, and we now have a team approaching 30.

September sees us hosting two client seminars. One is a new brand and technology for us - ShoreTel, IP Telephony Systems, and Microsoft are providing us with some update sessions on the latest version of Office 2010.

Following on from the success of our Software Help Desk we are introducing a Technical Help Desk in the coming weeks. This means that when you call in with a technical support request you will have the option of discussing your issue with an engineer, and if possible resolving the issue there and then, rather than logging a support request. We are introducing this service to enhance the response we can provide to minor support queries.

Please enjoy the rest of the information in this newsletter.

Rod Sinclair CEO




GST Rate Increase

Business owners will be well aware that from the 1st of October 2010 GST rates will increase from their current 12.5% to 15%.

Have you considered the implications of this for your accounting software?

If you haven't dealt with this yet please contact our Software Support Help Desk on 03-211-3535 for assistance with managing this.

PC Recycling - Update

Talk about moving quickly - in our last issue we advised that Southland Disability Enterprises were working on a Polystyrene solution before the year end.



Well here is some great news! Southland Disability Enterprises are now recycling Polystyrene!

MYOB EXO 7.4

EXO 7.4 was released on the 8th of June 2010. If you have not heard from us already about upgrading please contact our Software Support Team on 03-211-3535 or email software@focus.net.nz to arrange your upgrade today!



New Product ShoreTel IP Telephony

Our rebranding project has made us recognise the need to simplify inter-office connectivity and visibility through a new IP phone system.

ShoreTel provides a range of features to unify business communication methods into a single, easy-to-manage, simple-to-use solution:

- Desktop call control (click to call, hold, transfer or conference etc)
- Direct integration into Microsoft Outlook for contact synchronisation
- Simple administration across multiple sites
- Conference bridge facilities
- A variety of remote worker and mobile applications available to reduce the communication spend of travelling workers and boost productivity

MS Office 2010 Seminar 22nd Sept 2010

Microsoft Office 2010 was released in June. The new suite of applications offers businesses a number of new exciting tools particularly around mail archiving and storage.

To help you understand what this new suite of products can offer your business Microsoft Road Warrior, Matt Grant will be in Invercargill on Wednesday 22nd September 2010 to run Office 2010 Seminars.

To register your interest email with 'Office 2010' in the subject line to: registrations@focus.net.nz



Ultra Fast Broadband Initiative

There have been lots of murmurings over the lack of options businesses have in the region for affordable ultra-fast internet and point to point accelerated connections. Until Southland and Otago have access to affordable high speed connections, off site backup and cloud computing simply aren't a reality.

Flute Networks in a joint venture with Aurora Energy in Otago and Powernet in Southland have made a bid to the Government, and been short-listed for the supply of high speed services to both business and residences alike in the region. This is a big initiative that has huge implications for the region, not only with it providing the opportunity for us to manage our own services, but provides us with the opportunity to be leaders in local incentives that will take the country into the next generation of ultra fast broadband.

Aaron Sinclair (Commercial Manager Powernet) has provided the following information on their bid.

Powernet, through Electricity Invercargill Limited and The Power Company, has come together with Otago's Aurora Energy Limited as **Flute Network** to submit a bid to co-invest with Government to deploy and operate fibre optic telecommunications infrastructure in the Otago and Southland regions. The context for this bid is Government's Ultra-Fast Broadband (UFB) initiative under which the Crown is putting up some \$1.5b to co-invest with private partners to stimulate a step change improvement in what has been badly under-invested telecommunications infrastructure, not just in our region but across the country as a whole.

Government's objectives are essentially twofold; to achieve efficient infrastructure to support the country, and to enable economic growth.

Electricity lines companies are well suited to these objectives. As owners, managers and operators of critical infrastructure networks, they can leverage much of the competency that supports this activity to good effect. They've already become involved in deploying telecommunications networks as a natural extension of this capability, and to support innovations such as smart-grids to make electricity distribution more efficient and cost-effective for consumers. As regional businesses that are community owned, they have an ideal blend of commercial and community drivers that keeps them focused on outcomes that truly serve the region's people.

Southland and Otago have for too long put up with sub-standard capability served up by the traditional telecommunications suppliers. In the national context we are a small region that does not attract their investment focus.

Under the proposed locally driven investment programme the region and its consumers, both residential and business, will be afforded priority and focus that would likely not be the case under the only other proposed option, a national rollout plan proposed by Telecom.

Under the UFB initiative, Flute Network proposes co-investing with Government to deploy fibre optic networks in Invercargill, Dunedin and Queenstown. The consortium has also proposed deploying a region-wide fibre optic backhaul network linking these cities with the regional towns, enabling fast affordable broadband to be delivered to rural communities.



for the upgrade of the nation's telecommunications fabric.

Changes to Blackberry Licensing



As of January 2011 the Small Business and Professional Versions of Blackberry Enterprise Server will no longer be supported.

This means you will not be able to add additional users to your existing blackberry environment.

The solution is to install the new free version called Blackberry Express Server. This version has some limitations, but will be fine for 99% of customers and offers up to 76 users for no licensing costs.

Quote

Never trust anything that can think for itself if you can't see where it keeps its brain.

J.K. Rowling, Author Harry Potter series.



Mobile Phone Appeal



"Starship's Mobile Phone Recycling Campaign has officially launched and you can now turn your old technological trash into essential equipment and services for Starship kids."

The phones will be sent away for refurbishment and sold. 60% of proceeds from the sale will be donated back to Starship Hospital.

This campaign has been hugely successful overseas with Irish children's charity, The Jack and Jill Foundation having raised nearly 2 million euros in the last two years.

We think this is a great way of recycling and helping our environment and a well deserving cause.

Take this opportunity to collect up all your old phones around the office and bring them into Focus in either the Invercargill or Queenstown offices. We have the official recycling freepost envelopes here and Emma or Leonie will be happy to send them away for you.



If you would like more information about the Starship Mobile Phone Appeal visit: www.startship.org.nz and click on the 'Mobile Phone Appeal' link.

Tell us what you think!

We have been out and about with our new branding for six months now and would love to know what you think! Send your feedback by email to: newsletter@focus.net.nz



Quick Tips

If you have a question that you'd like a quick answer for, please send these to newsletter@focus.net.nz and we will endeavour to answer these in our next issue.

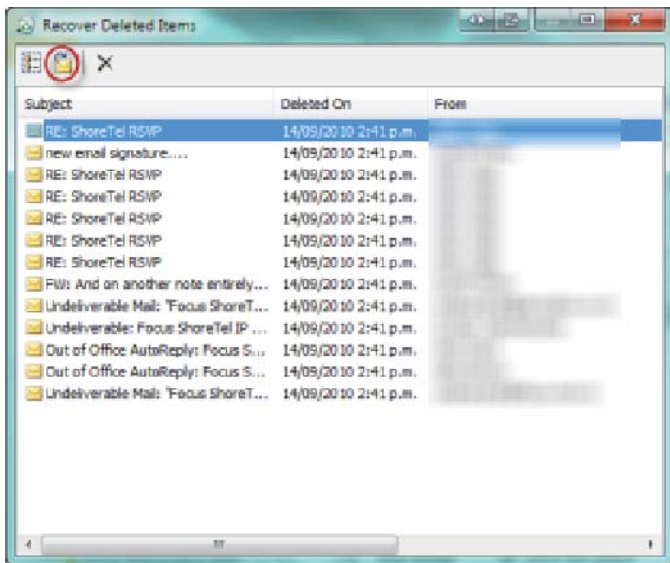
Q Help! I've emptied my 'Deleted Items' but I need to find an email that I've deleted and shouldn't have. Is it gone for good?

A No! Microsoft Outlook when used with a Microsoft Exchange Server account, enables you to recover some deleted items, even after the Deleted Items folder is emptied.

1. In the folder from which the item was deleted, or in the Deleted Items folder, on the Folder tab, in the Clean Up group, click Recover Deleted Items.



2. Click an item, and then click Recover Selected Items.



TIP: To select multiple items, press CTRL as you click each item, and then click Recover Selected Items.

Recovered items are restored to the folder from which they were deleted.

Note: Your Exchange administrator specifies the retention time for deleted items. After this time elapses, deleted items cannot be restored.

Newsletter Feedback:

Contact our newsletter team by sending your email to: newsletter@focus.net.nz

Who's New?

Nothing ever stands still in technology. The busier we get, the more staff we need. We have four welcome additions to the Focus team.

Leonie Heslin - Office Manager Queenstown

Leonie - a local Southland lass comes to us directly from Geni Southland where she worked as an Administrator for over 6 years. Leonie was keen for a change of pace and jumped at the opportunity of coming to work for Focus as our Queenstown Office Manager.



Her bright cherry manner has already been a great hit with our Queenstown clients in the short time she has been with us.

Brendhan Callaghan - Senior Systems Engineer Queenstown



Our engineer resources have been stretched in Queenstown for some time. Finding the right person to fit the role has taken a while but we are wrapped to introduce Brendhan to our Queenstown team as a Senior Engineer. Brendhan brings many skills to the technical team, particularly around networking and server environments.

Watch out if you are a keen mountain biker as Brendhan is a dedicated enthusiast.

Karen Iremonger - Account Manager Queenstown

Karen is our new Account Manager in Queenstown and is keen to build strong working relationships with our Queenstown clients. Karen has a background in corporate account management both in NZ and Australia and brings added value to the Queenstown team. She has previously worked for Lenovo and IBM, so has good familiarity with our product offerings.



She will work along side Rod, Geoff, Dan and Andrea as a member of the account management team and is looking forward to meeting the Queenstown clientele.

Stewart Morley - Systems Engineer Invercargill



Stewart has recently joined the Engineering Team in Invercargill. He has come from a background of help desk support for the Ministry of Health.

A passionate cyclist, Stewart is working hard to become a cycling coach and is loving the long FLAT roads that Southland has to offer! He has also just passed his National Commissaire exam.

Contact Focus

Invercargill
P: 03-211-0099 F: 03-218-7657
A: 176 Spey Street, Invercargill 9810, NZ
M: PO Box 1420, Invercargill 9840, NZ
E: admin@focus.net.nz
W: www.focus.net.nz

Queenstown
P: 03-441-0099 F: 03-442-7753
A: Te Nuku Building, 43 Ballarat Street, Queenstown 9300, NZ
M: PO Box 909, Queenstown 9840, NZ
E: queenstown@focus.net.nz

For software products developed by us visit: www.exosoft.net.nz

leave it to us