

TEAM

update

September 2006

Software, Services & Support Newsletter from Team Computing

expanding our professional services

In this edition of Team Update, we're pleased to make three important announcements which reflect the growth and maturing of our Professional Services Team.

First, we are pleased to announce the acquisition of Beyond Commerce by Team Computing.

Beyond Commerce is well known for helping organisations implement cost-effective, practical electronic business initiatives such as B2B, eCommerce and procurement. Their clients are a 'Who's Who' of Australian business including RailCorp, Goodman Fielder and the Commonwealth Bank.

The acquisition of Beyond Commerce provides our clients with new offerings and added depth in the areas of eBusiness strategies encompassing internet, extranet,

intranet, knowledge management, email, EDI and supply-chain initiatives.

The second major announcement is the acquisition by Team Computing of the SYSPRO ERP business of Attunga Business Solutions.

As Team Computing are infrastructure specialists, as well as having many years of experience with ERP systems and security, the acquisition will provide Attunga clients with the excellent service and support they are accustomed to from Attunga, with additional backup and breadth of offerings from Team.

The staff from Beyond Commerce and Attunga who, like Team's consultants, understand both business and technology have joined our offices in Sydney and

Melbourne. This means that in addition to providing ERP, eBusiness and infrastructure expertise, the newly merged Team Computing will now provide sales and support for two widely-used products for the IBM iSeries: Intercept-400, a complete electronic commerce solution, and iICE which lets companies create product data once, and use it anywhere in the organisation.

Finally, we'd like to welcome on board Richard O'Brien, MD of Beyond Commerce and now Manager of our Professional Services Team. Richard brings over 17 years of IT experience with him, 12 years of which have been spent working with some of Australia's largest companies implementing electronic initiatives.

More about Richard on page 5.

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Richard O'Brien,
Manager of Professional Services

www.teamcomputing.com.au



undercurrent

THE GOOD OIL, AND WHY I CHANGE IT OFTEN

A few days ago I was chatting with a friend, and he related a story about his car breaking down. Nothing earth-shattering in that, but several things in his story got me to thinking about the parallels with IT.

This friend had gone out to his car on a Saturday morning to take off for a scuba dive down the coast, and the beast wouldn't start. He missed the dive, and had to wait until Monday to take his car to be fixed (via a tow truck!), where the problem was diagnosed as a blocked fuel filter.

So how does this relate to those of us in the Information Technology industry?

My friend was relying on that piece of technology to be ready to perform a vital function for him. For a reason unknown to him at the time, it couldn't do the job. He had no other way of organising transport at such short notice, and was home-bound for the rest of the weekend without transport. When the problem was diagnosed it was found to be caused by something that should have been caught during routine maintenance.

A computer system in most businesses, whether it runs email or your ERP solution, is a vital piece of technology. We want it to be ready to perform whenever we need it. If it fails to perform we want a viable alternative to complete our work on time. If it breaks down we want it fixed NOW, and normally we ensure we maintain our systems to avoid preventable downtime. No luck with my mate's car, but how can we do this for your systems?

Firstly; maintenance. Hardware maintenance is a vital insurance policy for your systems. I find it comforting that most of our clients subscribe to hardware maintenance, and better yet, some of them

perform preventive maintenance on their systems by actually cleaning them and the environment regularly. A simple wipe down and vacuum is often enough. When the hardware does break down, which is thankfully still an infrequent occurrence, a hardware maintenance contract provides priority access to service engineers and parts. **Interestingly, multi-year IBM contracts now offer 24/7 support as a standard feature.**

More money is lost through having to pay call-out rates for engineers and specialists to help. . .

Software maintenance is more complex, but arguably more important. Not only should your systems be as current as you can manage, fixes and updates should be applied regularly, especially for line-of-business solutions and "defensive" software such as anti-virus and anti-spam products. Many of our customers employ us to do just that for them. Had my friend been just a little more diligent getting his car serviced regularly, he might not have had the problem.

Backups are a way of life for most IT shops, although we still find the odd one not following a good regime. A backup though, may not be much use if you have no infrastructure on which to run it. Increasingly, our clients are keeping "warm-spares" machines ready for use should a failure occur on a production server or PC. Having a second car to hop into might be a luxury for a single guy, but for a business it is rapidly becoming a necessity.

If a wait for a restore of a backup is not an option, and you need a system running now (if, for example, a dive boat is going to leave without you if you don't make it on time), you can consider the use of High

Availability software and hardware, such as iTera's Echo², to keep you up and running even in the face of a failure. We provide these solutions for a number of our clients, and they rest easy in the knowledge that within minutes of a system going down, they can be running again at full steam. That second car in the garage is sounding better all the time.

The sad fact is that many IT shops spend large sums of money resurrecting their computer systems when they fail. More money is lost through having to pay call-out rates for engineers and specialists to help. Still more money goes on lost revenue and lost opportunities for the business.

What's the alternative? Talk to any of our staff about the benefits of protecting your systems. Team offers a complete solution, and can tailor any element to your budget and your needs.

Oh, and my friend? Never did get to that dive, but last I heard he was shopping around for a more reliable car, which he assures me he'll keep serviced.

Enjoy this issue of the Team newsletter, and feel free to contact us for more information on anything

Peter Sanderson
General Manager,
Team Computing Aust.

KEEP IN TOUCH

Key Contacts

Sales	David Pathania
Support	Richard O'Brien
Accounts	Yolanda Floro

customer perspective



RailCorp

PARTNERING: PROFITING FROM OTHERS' EXPERIENCE

The value of leveraging partnerships has tremendous potential if done properly.

The growth and evolution of successful enterprises naturally means larger and more complex processes and infrastructure, requiring efficient business processes supported by relevant, reliable technology.

In addition, the plain and simple truth is that no one has enough of everything they need. Not enough time, people, technical knowledge, training, space, or money.

By discussing your needs with a trusted partner, you can profit from the experience of others and achieve your goals.

We at Team Computing understand this. By discussing your requirements with Team's highly experienced business and technical professionals, we give you the means to meet the growing and evolving needs of your business.

RailCorp for example, knew there were issues with how incident reporting was being managed, but just weren't aware of whether the issues were related to inefficient business processes, poor systems integration - or both.

Initially, an in-depth analysis of RailCorp's incident management business processes and systems was performed. The analysis identified silo's of information,



A plan was devised containing a number of immediate steps that would provide the business with significant relief, while providing a roadmap that would allow RailCorp to achieve significant cost reductions and improvements to operating efficiency...

duplicate processes and poorly integrated systems that was inhibiting RailCorp's ability to efficiently manage the incident reporting process.

RailCorp was provided with a holistic yet detailed view of the processes and systems involved, and was then able to identify a number of key areas of opportunity including the elimination of a number of information silo's and duplicated processes, and poorly integrated systems.

A plan was devised containing a number of immediate steps that would provide the business with significant relief, while providing a roadmap that would allow RailCorp to achieve significant cost reductions and improvements to operating efficiency.

According to Steve Walley, eCommerce Manager for RailCorp, "Their work was detailed, thorough, and has provided significant value to the business. We would have no hesitation working with them again in the future."

RailCorp provides passenger rail transport throughout NSW via its CityRail and CountryLink services. It is responsible for the safe operation, crewing and maintenance of passenger trains and stations. RailCorp also owns and maintains the metropolitan rail network and provides access to freight operators in the metropolitan area.

expert comment

UPGRADE YOUR TAPE BACKUP!

Ever cross your fingers after completing a project just to give it that little bit of luck? Many IT professionals do, especially after completing their nightly tape backups - and with good reason. Tape backups may help you sleep slightly better, but when insomnia kicks in, you can't help but wonder if they'll work when you need them.

Tapes, like other media, do fail. Older drives create errors. Bits and bytes may go missing and never come back. If that isn't enough to give you an ulcer, are you sure your last save was complete? Were all the libraries you needed saved? Was that critical object locked when you attempted to save?

Tape-based backups are also point-in-time copies, current to the point when the backup was taken. Given the backup window problem, backups are not taken very frequently. Most companies back up once a day at the most, and many only back up every several days or on a weekly basis. If recovery is required, any changes to the operational data made since the last backup are lost.

Some IT professionals don't worry about nightly saves. They're more concerned about getting the tapes back and restored quickly when the system does fail. The problem is that tapes are fragile and must be managed with some manual labour at some point throughout

the off-site storage process. This introduces the possibility of human error. Tapes could be misplaced or lost, and improperly shipped tapes may break on the way to or from offsite storage. In fact, it's not unheard of to have backup tapes arrive in pieces at the recovery site. Tapes also wear out more quickly than disks, especially if they're being used over and over again.

When tapes do make it safely, will

Historically, replication to disk has been significantly more expensive than tape, but newer technologies are closing the cost gap while at the same time providing more reliable solutions with faster recovery.

the 24 to 72 hours (or more, depending on system size and tape technology) it takes to restore the system be enough to save the company and your job?

Fortunately, high availability (HA) solutions eliminate all this sleep deprivation.

HA solutions back up your primary system to a secondary system – (on a second machine). When the primary system goes down, the HA software implements a role swap and moves production work and users onto the second machine in minutes.

Leading the charge in HA software is iTera's Echo² solution. With Echo² **all transactions on the primary system are seamlessly**

applied (replicated) in real time to the back up system, giving you a complete mirrored system when you need it with no loss of transactions.

Can't afford high availability? Think again.

Historically, replication to disk has been significantly more expensive than tape, but newer technologies are closing the cost gap while at the same time providing more reliable solutions with faster recovery.

The cost of high availability has been dropping, and so has the cost of a second machine. Until recently, HA solutions were reserved mostly for large enterprises.

Today, thousands of small and mid-sized companies can afford the 'luxury' of high availability.

Leading this charge is iTera and its Echo² high availability and disaster recovery solutions. iTera has continually delivered on its goal to make availability affordable and accessible to everyone.

Echo² is comprehensive, powerful, and full-featured, yet it costs the same as other HA vendors' scaled down "lite" and "express" offerings. And because of significant automation and ease-of-use features, Echo² rarely takes more than 15 to 20 minutes a day to manage, saving tens of thousands of dollars each year on annual maintenance fees. No wonder it's the fastest selling HA solution in the iSeries world.

what's in the vault?

Echo² Vault - an automated disk-to-disk backup and recovery solution to provide point-of-failure recovery following a disaster or system failure.

There is no solution like Echo² Vault in the marketplace today.

It provides the tremendous benefit of eliminating downtime during the backup/save process coupled with ability to restore data to near point-of-failure in the event of a disaster or system failure.

This is extremely important in the event a system should fail between backups or if the corruption of one or more data objects occurs.

Echo² Vault automates system

recovery and restoration to a point in time just prior to the disaster or system failure and includes transactions that have been input into the system from the time of the last save whether the save was done to disk or tape.

It automatically and cost effectively sends daily saves of systems and transactions to either a local system, a remote system or a central data centre (or vault).

- With Echo² Vault you are able to eliminate downtime for backups and saves.

- In the event data is corrupted or inadvertently cleared from the system, Echo² Vault makes it possible to easily recover and bring

the data back to what it should be.

- No longer will shops need to worry about error-prone traditional tape solutions.

- The labour-intensive manual tasks associated with tape saves will now be a thing of the past.

- Recovery from a disaster or system failure is automated by Echo² Vault. It makes recovery easy by automating and guiding users through the recovery process.

iTera is making it easier for companies of all sizes to enjoy the benefits of a robust disaster recovery solution at a very low entry cost and the ability to upgrade when the time is right.

meet the team



Richard O'Brien
Manager – Professional Services

Team Computing is pleased to announce that Richard O'Brien has joined us as Manager, Professional Services.

Richard brings a wealth of knowledge and expertise of managing and growing professional services organisations.

Prior to joining Team, Richard was the Managing Director at Beyond

Commerce – well known for helping companies develop, evolve and implement electronic business initiatives. These strategies encompassed internet, extranet, intranet, knowledge management, email, EDI and supply-chain initiatives.

Before establishing Beyond Commerce Richard was the eBusiness Manager of Australasia's largest food manufacturer, Goodman Fielder. His role was to develop, evolve and implement the company's eBusiness strategy.

Prior to that role, Richard's background was in designing and delivering e-Commerce solutions to consumer-packaged goods (CPG) manufacturers, and retail and international freight forwarding organisations in Australia/New Zealand and South East Asia for the

global eCommerce solution provider - GE Information Services, now known as Global Exchange Services (GXS).

Richard has also designed and implemented Unix based solutions, and was an active member of ECR Australasia's E-Commerce working committee from 1999 to 2001.

Today, in addition to helping broaden Team's product offerings and depth of skill sets, he has many public speaking engagements catering to both business and technical audiences.

Richard's expertise means that you will see some new service offerings from Team Computing, as well as added depth in our current offerings, enhancing our reputation as a complete solutions provider.

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software

Financials
Distribution
APS
CRM
Retail
B2B & eCommerce
Business Analytics
ERP & Supply Chain Management
High Availability, & Disaster Recovery
Electronic Document Management
Lotus Notes / Domino
Textile Integrated Manufacturing

technical services

Hardware: iSeries, xSeries, Wintel PCs and Servers
Network Support and Configuration
System Administration and System Audits
Infrastructure Management
PC Support; Service Desk
Anti-virus Solutions
Lotus Notes / Domino
Backup Solutions, High Availability and Disaster Recovery
ERP Implementation and Project Management
Programming and Design
Requirements Definition and Consulting

At Team, we have built our reputation on quality service, competitive pricing, and the ability to provide effective, flexible computer systems for a wide variety of business requirements.

With expertise in networks, systems, software and security, we are a leader in IT infrastructure services, specialising in the IBM iSeries (AS/400s), xSeries and all brands of PCs and accessories, networks and their inter-connectivity.

We offer and support only proven software solutions including award winning products such as Syspro's award winning ERP software for small to medium distributors and manufacturers, and iTera's High Availability solution, Echo². Voted HA Software of the Year 2004, it is the fastest selling high availability software in the iSeries world.

Our consultants are our greatest asset. With an average of about 15 years with Team, they provide the highest level of expert technical support for our clients - including specialist advice with the best products, service and support.