

Managed Services

We have recently developed and launched a selection of Managed Services that offers a **multi-layered approach** to **proactively monitor** your IT systems. Aptly named, our **'Serenity Package'** gives you the peace of mind that your IT infrastructure is continually running at optimum performance whilst troubleshooting and resolving potential problems before they lead to costly downtime.

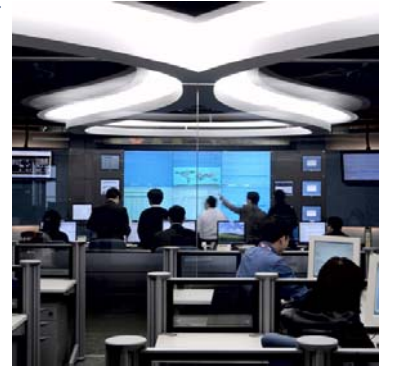
Because our Serenity Package has fixed monthly fees, we take on the financial and technical risks in the partnership. This fuels our commitment to ensuring your network has maximum **uptime, reliability and security**. The Serenity Package can also be integrated to include our Hot Disaster Recovery and Live Offsite Data Back-up service, to provide a comprehensive network and risk management solution for your entire organisation.

Hot Disaster Recovery

The Hot Disaster Recovery ensures that the business is still able to operate in the event that your network stops functioning due to hardware failure, software and file corruptions, theft or accidental data erasure, just to name a few.

Live Data Back-up

The Live Offsite Data Back-up Service is an automated and affordable way to back-up your irreplaceable data by encrypting, compressing and sending it to our secure offsite location, ready for retrieval in the event of corruptions, erasure or loss of files and back-up medium.



Personal Profile

Name: Belle Lewis

Job Title: Business Development/ Marketing Executive

Length of Service: 1.5 Years

What does your role involve? To generate sales for Unitech through the use of marketing strategies and public relations activities.

What is the best part of your job? I love the creative aspect of my role and helping clients find the best IT solution for them.

Do you have any secret talents/ party tricks?

I can say the longest word in the Welsh dictionary: Llanfairpwllgwyngyllgogerychwyrndrobwlllantysilio-gogogoch! Not easily done after a glass of wine!

What is the last song you played on your Mp3?

I don't have an Mp3! I think I am the only person in Oz who doesn't have one.

Which two famous people would be your dream guests at a dinner party and why?

Usher and Justin Timberlake- for obvious reasons. I want to play against them on Sing-Star!

If you could have one superpower, what would it be?

Teleportation! It would save me thousands in travel costs!

Which movie would you like to watch again and again?

Dirty Dancing and The Wedding Date.

If you could trade places with any other person for a week who would it be?

Hmm... somebody rich and thin! Maybe Cameron Diaz?



Crossword

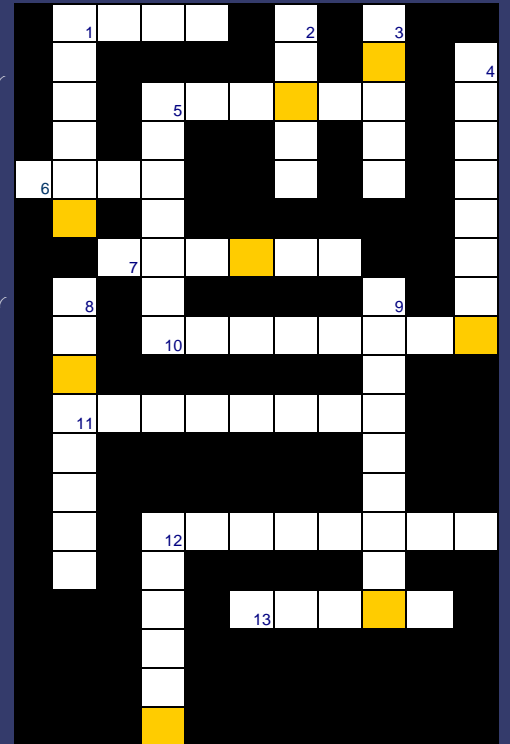
For a chance to win a personal Canon Multifunction printer with scan, fax and 24 ppm printer simply fill out the crossword, once the crossword is complete take the letters from the shaded areas to create an 8 letter word. Once you have solved the word, email it to sales@unitech.com.au to be entered into the draw. Closing date is Feb 2nd 2011.

Across

1. A collection of stored data or information on your computer
5. The pointer, usually an arrow, which is controlled by the mouse
6. Unwanted or junk e-mail
7. A portable computer
10. An electronic list of information that can be stored and/or searched
11. The process of retrieving data from another computer, either over a network or modem
12. Unitech's new managed services package
13. Uninterruptible _____ Supply

Down

1. 3.5 inch square rigid disk which holds data
2. To insert text, or other material from the clipboard or copy buffer
3. A program which reproduces itself, often causing harm to the computer
4. 1024 megabytes
5. The act of giving an instruction to your computer
8. Microsoft latest Operating System
9. The computer's main storage media device used to permanently store all data on the computer
12. A central Computer dedicated to sending and receiving data from other computers



Windows 7 Professional

Windows 7 is the latest version of operating system produced by Microsoft. For small and mid-size businesses, Windows 7 Professional is a powerful combination of innovation and improved performance, delivering a PC experience you need to stay competitive. Plus it helps address mobility issues, better protect your business, and works with both legacy applications as well as future investments.

Windows 7 was intended to be a more focused, incremental upgrade to the Windows line, with the goal of being fully compatible with applications and hardware with which Windows Vista is already compatible. Curious about what's new in Windows 7? Of the dozens of features, here are some we think you'll especially like:

Snap- Instantly arrange two windows exactly side by side.

Live Taskbar Preview- Scan through open files to find just what you're looking for.

Home Group - Share files, music—even printers—in just four clicks.

Pin - Keep programs and files handy: pin them to the taskbar or Jump Lists.

Windows Search- Search on your PC the same way you search on the Internet.

Jump lists - Got a file, photo, or website you use a lot? Open it in two clicks. Jump Lists keep the most recent things you've used handy for faster access than ever.



Unitech's Top Tip from Gordon our IT 'Guru'!

BASIC SHORTCUT KEYS

- Alt + F - File menu options in current program.
- Alt + E - Edit options in current program
- F1- Universal Help in 90% of Windows programs.
- Ctrl + A - Select all text.
- Ctrl + X - Cut selected item.
- Shift + Del - Cut selected item.
- Ctrl + C - Copy selected item.
- Ctrl + V Paste

Client Case Study

One of the regions largest employers recently created a logistical challenge for the IRT ICT department, by relocating their Corporate Services to Wollongong CBD.



The mandate required the relocation of 16 servers, implementation of a new IP based phone system, updating the telecommunications infrastructure, relocation of the entire Corporate Services staff computer equipment (100 users) as well as maintaining the connectivity of an additional 29 remote sites (a total of 400 users on the wide area network) during and after the relocation.

The real challenge was the small window of opportunity for the entire move. The network was shutdown Friday afternoon and full operation required by no later than 9am the following Monday morning. Unitech I.T. Solutions project management team, in conjunction with the IRT ICT department, successfully delivered on this mandate with complete system relocation, installation, and operation by lunchtime (3pm) Saturday.

"We were very pleased with the success and seamlessness of the move. Unitech I.T. Solutions showed a high level of expertise, understanding and professionalism in the area of project management..." commented Mr Stuart Edney, IRT ICT Manager.