

Computime Newsletter

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Special points of interest:

- Computime now SAP Partner for E-Business Suite
- Sage launch MMS
- New Staff
- Free ADSL
- Computime take on Uniworld
- Coventry Hospice
- Remote IT Management

Inside this issue:

- New Web Site coming soon **2**
- Zen Best of Breed
- Computime and Uniworld
- Alcatel **3**
- CW2000 News
- Chamber Funding
- Coventry Hospice **4**
- Remote IT Management
- A Web Success Story



Computime expands its portfolio of Accounts

Business owners know that software solutions can be powerful, enabling them to pursue new opportunities and achieve new competitive advantage. They also know that business software can be expensive to implement, difficult to use, and complex to maintain. But not SAP Business One.

SAP Business One is an integrated, affordable business management solution designed specifically for small and medium businesses. For the first time, business owners have a single system that automates processes and offers an accurate, up-to-the-minute picture of their business.

SAP Business One is affordable, so you can achieve a

rapid return on your investment. It's also simple to use, giving all of your users a consistent, intuitive environment that they can learn quickly and use effectively. And it's powerful, enabling you to manage your business today and grow to new levels of success.

The solution offers functionality to optimise every aspect of your business, from financial accounting to manufacturing to sales and service. It also delivers truly innovative features, including a five-step MRP Wizard that automates material requirements planning, and a Drag & Relate tool that lets users link different pieces of information with a single mouse click.

With SAP Business One, you

can achieve a new level of control and increase the profitability of your business. Your employees get the information they need, when and how they need it. And you can easily customize the solution to meet your changing requirements.

If you are finding your current accounts system running out of steam and want to look at one of the best integrated products on the market today SAP is now available from Computime. Email

david@computime.co.uk

Stop Press - Computime get their first order in 8 weeks of signing up. Catermasters a fast growing catering outsourcing company take on SAP.



SAGE launch MMS Accounting

Sage MMS (Mid Market Solution) is

Sage's latest mid-range business solution, built on the .NET platform. It is a powerful accounts and trading solution with unrivalled usability and customisation capability.

Straightforward to implement and easy to learn, Sage MMS offers the ideal solution 'out of the box' to many companies with complex business processes.

Sage MMS is also an ideal upgrade path for many Sage Line 50 and 100 users who are experiencing growth.

Sage MMS meets needs across your business:

Accounts and Finance

Sage MMS flexes to your business, allowing you to budget by cost centre and department. Powerful consolidation

of multiple companies – even with different nominal structures and operating currencies – means your system can grow with your business. Alerts and batch entry features ensure rapid, error-free data entry, while in-depth reporting and graphical analysis ensure you are always in control.

Customers - Deal effectively with customers by storing all details and maintaining effective credit control. If a significant number of your customers need to deal in a foreign currency, Sage MMS gives you the tools to meet this need – effectively.

Suppliers - Maintain consistent, controlled relationships with your suppliers. Store full details of your purchases and benefit from tools to help you make best use of your credit terms with your

suppliers.

Stock Control - Sage MMS allows you to organise and closely manage your product lines. You can manage different stock locations completely independently, in terms of replenishment, sales, reporting and stock takes. Custom search categories and wildcard searches will assist you in managing large numbers of product lines. Serial and batch controlled items can be managed, and you can buy and sell in different units of measure.

Bespoke Requirements

Sage MMS can be customised for your business, and integrated with industry-specific software available from Computime who are a Sage Developer partner.

To see the complete suite email bill@computime.co.uk

Stop Press - Pegasus Launches a Client Server (SQL) Version of Opera II. For details contact bill@computime.co.uk



New Web Site Coming Soon



Steve our Web Designer

We have some exciting news to report this month. We are going ahead with a brand new look website to bring our on-line image up to scratch and fit in with our brand name & corporate colour.

Those of you who have been around for a while may remember our pizza-delivery style red Computime caps with matching red jackets! Our engineers still cringe at the sight!

We have moved away from the red and black theme now with our current image including a lilac and purple Yin and Yang logo which we will be improving upon and designing into our new

website.

With our commitment to adopting new technologies and our continual drive to develop outstanding eCommerce and web-based applications, we've discovered a whole range of exciting features we can include in our new site to make the whole Computime on-line experience easier and more rewarding. Here's a snippet of just some of the new features: -

- Downloads page to provide you with the latest programs, version releases and service packs for your software.
- Voting/poll system to help us

better understand the needs of our customers and develop new products/services.

- Bulletins page to ensure you are kept informed about the important headlines in the IT world such as new virus outbreaks and planned maintenance outages for broadband.

We will also be integrating some of our existing processes (such as this newsletter) with our new website so you can be assured it will be a one-stop-shop for your IT needs.

Check out www.computime.co.uk next month

Computime takes on Uniworld, one of the fastest growing Telephone Service providers



ZEN BEST BROADBAND ISP

The 10th Anniversary PC Pro Reliability and Service Awards were based on a survey completed by 13,000 readers of the leading magazine for IT professionals this year. A full write-up of the awards, appearing in PC Pro issue 123, on sale now, reveals that Zen Internet was voted

"Best Broadband ISP" beating Telewest, Plusnet and Demon to win this prestigious award. Winners in other categories included IBM, Nokia, Fujitsu Siemens and Canon.

Richard Tang, founder and managing director of Zen Internet said:

"To be recognised for our reliability and service is a

huge accolade for Zen Internet. Our mission is to provide the best ISP service in the UK, and this award is confirmation that we are well on our way to achieving this goal."

Computime are one of the largest authorised dealers for Zen. If you are having difficulty with your ADSL provider give us a call

Computime takes on Uniworld

Commenting on the move, John Dixon said "We got so fed up with BT with their service, attitude, and high prices, we switched to Uniworld ourselves, and liked then so much we have now become a dealer for them.

So what do they offer: -

Account Management

You will always have your calls answered in person and be put through to your named account manager

Your Personal Account Manager is your one stop point of contact. They will deal with every matter personally - it is of significant importance that you are never put through to another department or have to explain your needs to a third party.

No voicemail

We found that when you call them your call is always answered personally.

Complete Service Provider

All your voice and data services can come from a single provider.

Fixed line services

Line rentals (which they transfer from BT)

Outbound all services

Inbound all services (0800,0845,0870, Premium Rate)

Virtual Private Networks

Mobile Phone Services

Voice and data services

Data & Internet services

Broadband and dedicated connectivity to the

internet

- Leased lines to Frame Relay to IP VPN – any type of data facility

All from a single Service Provider, with competitive low rates and one permanent point of contact.

Simple Clear Billing

The importance of simple, easily understandable billing is often overlooked. Simplicity is Uniworld's motto. You receive easily understandable invoices and management reports which put you in full control of expenditure.

If you are looking to work with a leading provider, to reduce your call charges to 1.2p per minute and get 20% off your line rental charges, with one bill, then you need to talk to John Royce

Converged Communications Solutions

As part of our continued expansion in to Communication, Computime have taken on the OmniPCX Integrated Phone system from Alcatel.

The Alcatel OmniPCX Office brings you Alcatel's proven experience in telephony solutions together with an ability to integrate in to back office data systems, with remote access, on a seamless basis. That way, your business can immediately benefit from the powerful capabilities this innovative solution can deliver.

These include:

- A very powerful telephone system
- An advanced call server that improves the greeting you provide to business customers.

- DECT facility, so you can be reached, wherever you are.

- Embedded voice mail and personal assistant functions, which can handle calls when you are not available to take them.

- Screen pop-ups that display a contact card that shows who is calling, so you can provide better customer service. In addition, with our expertise in integration we can link the Alcatel in to GoldMine and ACT databases.

- E-mail notification that alerts you to messages left in your voice mailbox.

- Telephoning via the internet (VOIP) for remote locations for companies with multiple sites, or home workers.

- For those technically minded it runs on Linux, one of the most stable, reliable, and low cost platforms today.

In short, the Alcatel OmniPCX Office together with Computime's expertise in Unified Messaging and Network skills gives you everything you need, to make this smart telephone system the driver of your success.

For more information on how we might help you contact John Royce on 02476671900 or email



No Charge for Internet and Training for 12months

Learning Project - For the purposes of the Broadband Learning Project, Computime through CW2000 are able to supply, without charge for 12 month:

- Broadband network access.
- A laptop pc and appropriate software.
- Analysis of company training requirements if required.
- Access to and use of commercial quality learning materials
- Face-to-face support for employee learners at local

Learning Centres.

- Access to a dedicated learning portal.
- On-site support for the equipment
- Support the development of a Learning Champion for the company.

Security Project -There will be a Security project launched in the near future, which will provide at little or no charge an ADSL linked Security Camera linked to a monitoring resource.

ADSL/SDSL Project – We con-

tinue to be able to offer for a limited few, free access for email and web for 12 month.

Please note the above projects are subject to your being in an "Objective 2 Core Area" and agreeing to support the projects principals.

If you would like details on any of the above email mike@computime.co.uk



Chamber and Business Link Funding Update

If you are looking for Government or European funding for new projects contact John Dixon, who is a registered Consultant through the Government sponsored Small Business Service (SBS).

Commenting on the success of last year John Dixon said "we were able to find funding of over £60,000 last year for projects ranging from new web sites, to a complete review of a clients IT requirements. We even got funding on a new web site for a company in Warwick, which is not normally the case.

If you have a project in mind and would like to check out the possibility of funding email john@computime.co.uk or contact your sales contact



Coventry Hospice News From Computime



As John Dixon is part of a team of business people who are helping to raise funds for the hospice, we thought it would be interesting to make our customers aware of the current status. Commenting John said "We have now reached just over £2,000,000 towards our £5,000,000 target. We now have planning permission on the old Walsgrave Hospital site, and plan to start the building once the site is cleared in 2007.

Last week, with the help of the local Round Table we were able to raise just over £1,600 from a charity auction, in which I put my property in Spain up for rent for a week, and raised over £400 for it".

Any one interested in raising funds or offering items to action, at future events please email John on john@computime.co.uk. If you would like to rent the property go to www.lacala-spain.co.uk



"REMOTE IT MANAGEMENT"

Recent research carried out by a large UK Network and PC supplier estimated that poor management of IT systems cost Britain's Small to Medium Sized businesses an average of £6,000 a year in lost revenue.

While most problems are routine, with 70% fixable within 15 minutes, SME's suffer longer than necessary because of a lack of re-

sources and expertise.

These failures cause loss of productivity and morale and damage customers relationships. They also distract management from primary business goals especially when employing dedicated IT staff is not an option.

Computime, in addition to offering their on site maintenance service, are now offering able to offer IT Remote management of your system.

With specialist software, and the use of Broadband, we are able to remotely monitor and manage your Network, Tape Backup, and even PC's if required.

Following research with our pilot customers we are have been able to achieve a 95% resolution of issues remotely in under an hour. Of these 70% have been resolved in under 30 minutes, and 30% in under 5 minutes.

For companies who already have Network support, remote access is now included with your support. If you would also like this extra service on your PC's then this can be added at £12.50 per month

If you do not have any support contact your sales contact or email sales@computime.co.uk

A Web Site Success story

Royce Lingerie is a supplier of specialist Bra's and underwear to major store chains in the UK. Over the past few years, Computime have been working with them to develop their web site and improve their ranking on the search engines. Their speciality is Maternity/ Nursing and Post Operative bras.

The site is content managed by the client, which enable them to add new products and news and events themselves without the involvement of specialist web site people, thus making sure their site is always up to date and relevant to prospective clients.

Commenting on their success of additional business, Bob Flemming said "Working with Steve, one of the Web Developers at Computime, has resulted in a web site we can be proud of, a significant improvement on our of ranking that has resulted in business being gained from as far afield as Canada (have made

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