

# Quarterly Newsletter



## A&T's 3rd Newsletter—An Important Announcement

A&T Computers are pleased to announce a change in the company support structure. From the 9th of March Richard will be your first point of contact with any computer related issues.

Previously Adrian would take the support calls and then either fix them or pass them on to Richard who would then fix. Now that Richard is the Primary Support Technician if you have any issues that you think require direct contact rather than submitting by email or through the new online support system then you can contact Richard on +44 7979 615473 or by email [richard.dent@atcomputersltd.com](mailto:richard.dent@atcomputersltd.com)

Richard started working for 'A&T' 18 months ago after finishing his 3rd and final year studying ICT and computing at Norwich City College. Richard has now started studying to become a Cisco Certified Network Associate.

If you have any queries with billing or quotes then these can be raised with Richard for him to pass them on to Adrian, or you can contact Adrian direct. Adrian will still be dealing with support issues outside of our core hours.

## New A&T Online Support System

A&T Computers have been recently putting resources into R&D of a brand new online support system to provide an easy way for our clients to raise an issue with us to fix.

The new support system will be going live on the 16th of March '09 and you can access it by going to [support.atcomputersltd.com](http://support.atcomputersltd.com).

The ticket support system is just another way for us to provide support to you. You can still contact the primary support technician by phone or email using the details at the end of this newsletter but to insure that your issue is dealt with as quickly as possible we do recommend raising a new support ticket.

We feel this new support system will be the best way for you to alert us of an issue you have. You will register to access the system but once you have done that you will be able to create new support tickets and view any previous support tickets. You will also be able add comments and view our comments on the ticket.

We want you to have the final say and confirm that the issue on the ticket has been resolved so we ask you to close the ticket.

Volume 1, Issue 3

Newsletter Date  
March 2009

### Linked IT News

- Businesses are planning to increase their IT outsourcing to cut costs in credit crunch.
- Key drivers for outsourcing are cost savings, quality improvement and skills access.
- Business as usual for companies with remote access and snowed in employees.
- 24Mbps broadband now available from Eclipse Internet.

### In this Issue

Important Announcement **1**

New Online Support System **1**

Malware Warning **2**

Where are we going? **2**

## Malware Warning

Recently we have experienced a rise in malware related infections on users computers. Many of these infections have used pop-up windows that looks like Windows security center and tell you that your computer is infected and that you should click the button below to scan the computer. It is very easy to be mistaken as it looks genuine but once you have clicked it will install a whole load of gremlins onto your computer. If there is anything that says you have a virus or infection on your computer you should contact A&T support before you click anything.

Microsoft has just announced that they have put up a reward of \$250,000 (£172,000) to find who is behind another virus called Downadup/conficker. It has been estimated that this virus has spread to infect a total of 12 million computers. The virus can do a range of malicious activities including stealing personal data from your hard drive or they can even be taken control of by the hackers which will then add them to a larger group of infected computers and they will be used to distribute spam messages or to even spread the virus to more computers.

So what are we doing to prevent this activity I hear you ask. Well we continuously monitor anti-virus definitions on your network. We also keep your computer systems up to date with Windows updates. Symantec's latest version of Anti-virus system allows us to monitor every computer on your network and install virus definitions remotely. It is a completely centralised system.

Below is an example of what the fake XP security system looks like, as you can see it looks almost identical to the standard Windows XP security center on the right.



## Where are we going?

Our offline Backup and more importantly the symbiotic link between this and our disaster recovery solution mean that our clients can now be confident that they will operate in the event of a significant failure within their corporate systems.

We have invested a significant amount of resources in research of both the correct technologies and deployment to customers ensuring that we can tailor the solution client by client to meet specific needs.

We are focused to provide our clients with support and solutions that meet their needs and allow us to do this in the most effective way.

We recognise, at A&T, that only by investing in our people and our systems can we continue to develop and build upon our reputation as a significant IT company within the region.

## Contact Us

If any of this Newsletter contents is of interest, as always, feel free to contact us in the usual way.

Mobile: +44 7979 615473  
 - or -  
 +44 7768 874648  
 Fax: +44 1953 451172  
 E-mail: support@atcomputersltd.com  
 Online: www.atcomputersltd.com



**Global Knowledge  
 Delivered by  
 Local People**

**A&T Computers Ltd**  
 Genery Cottage  
 Silver Street  
 Besthorpe  
 Attleborough,  
 NR17 2NY