



Spring Newsletter

April 2011

Featured articles and offers from Charlton Networks, The IT Infrastructure and Cloud computing specialist, based in Gloucestershire, UK. This month we feature;

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Free 30 day trial

Microsoft Online Services makes Microsoft's enterprise-class software available to businesses of any size through an inexpensive monthly subscription. You can enjoy streamlined communications, high availability, comprehensive security and simplified IT management without the hassle of software installation, maintenance and day-to-day server management. The following are now available on a FREE 30 day trial;

- Exchange Online
- Office Live Meeting
- SharePoint Online
- Office Communications Online

Further details at our website [<here>](#)

FREE IT & COMMS Check-Up

Charlton Networks are offering all new prospective clients a FREE IT & communications health.

If you are facing performance, reliability or service level issues then our FREE Health Check maybe just what is needed to get your systems moving in the right direction. Or you may simply want to get an independent opinion of your current set-up.

Whatever the reason, why not use this FREE service - with no obligation, to get your systems off to a great start in 2011 [<Further Details Here>](#)

FREE 0845 Number

Charlton Networks are offering FREE 0845 numbers, with FREE 'one-to-one' re-direction to any UK landline + Plus a range of advanced features ideal for home workers, new start-ups, marketing campaigns or large

Monthly Deals

Each month we bring you a selection of special offers aimed at home / SME and larger business users. Offers listed include laptops, workstations,

volume call applications, such as ticketing offices - [<Further Details Here>](#) Offer open till 30th June 2011 | printers and other common IT hardware. [<Further Details Here>](#)

CN News

HELPDESK – The Charlton Networks helpdesk now operates from 8am to 6pm Monday to Friday. Providing all our clients with extended hours of IT support and allowing minor updates / reboots and changes to be done by our team in the early evening. See our support page BLOG for the latest on IT and desktop support [<Here>](#)

Recent Appointments - Aaron Salter has now completed his probation with Charlton Networks and is embarking upon an intense series of training courses ranging from Microsoft Cloud and Windows 7 through to Small Business Server 2011.

Will Perry has been appointed on a part-time basis, whilst also completing a BTEC in 'Software Engineering'. He has already completed Microsoft MCDST qualification and will now complete Windows 7 and Small Business Server exams.

Qualifications - Congratulations also go to other team members;

Mark Leatherby completed his W2008 MCSE conversion exam, whilst Phil Parkes completed his 2008 MCSA conversion exam. Chris Bester has just completed the Avaya IP Office course and is aiming to complete the exam this month.

New Dog in Town

Our newest member of the team - Say hello to Milely!

Mark Leatherby and family's new dog.

....Walkies Mark!



New Services Offered by Charlton

Training – We can now offer Roberta Walker for dedicated training on all aspects of desktop and Microsoft Office based programs. Roberta is now back with the Charlton team after working with one of our clients over the recent years. Roberta is a fully qualified trainer and will be very happy to discuss any bespoke requirements you may have. For further details email Roberta.walker@charltonnetworks.co.uk

Software Consultancy – We can also offer consultancy and development work on a wide range of applications, including Microsoft Excel programming, Word and Office apps. This also includes Access database and SQL work, including data manipulation and presentation. Microsoft CRM set-up and customization is now also included and full demonstrations can be organized with our office. For further details email Roberta.walker@charltonnetworks.co.uk

New product features

Office 2010

Inbound Call Routing

By Roberta Walker – MS Office Specialist

In the last newsletter I hope I made an enthusiastic case for upgrading to Windows 7 – this time I want to extol the virtues of Office 2010 – I think you will gather by the end of this article I am a big fan!!

If you are using Office 2007 the differences are not that significant for occasional users. But well worth considering if you are a 'power user'. And if you are still on Office XP or 2003 then – what are you waiting for? Even if you are still on Windows XP provided you have at least 512MB Ram (Microsoft only say 256MB) it will work like a dream – of course if you have more even better.

The features included are some of the most popular but are in no way exhaustive. Please contact me for a complimentary review to see if any of the new tools available would make you more productive. [<Further Details Here>](#)

Small Business Server 2011

By Mark Leatherby – MS Server Specialist



Essentials – This new edition is aimed at very small companies with 1 to 25 users. A Cross-premise solution that uses a small on-site server, that is combined with Microsoft Exchange based Hosted email and other on-line cloud services. This opens up a new solution for 'micro' companies and offers them corporate

levels of service and functionality, moving them away from low level peer-to-peer networks.

Standard – The mainstream product is aimed at companies with up to 75 users and uses as standard server platform to run all the services, which include email, file & print services, Intranet, security, Windows Update Services, etc.. The system is built upon the latest Microsoft

Premium – This product builds upon the 'Standard



By Richard Perry - MD

Charlton Networks can now offer inbound telephony solutions that are ideal for small companies, sales & marketing functions or large volume inbound

call handling.

The service offers instant access to extremely flexible and creative call handling services such as Call Recording, Divert on Busy, Fax to Email, 'whisper' announcements, together with options such as call queuing, caller greetings and voicemail. All this happens outside your own system and removes the need for expensive system upgrades or additional lines. For further details visit our website. [Read More](#)

Microsoft Cloud

Charlton Networks now offer Microsoft Cloud Services, Internet based solutions that are flexible, cost effective and offer corporate levels of performance and reliability. These include:

- **Exchange Online** – email, calendar and contacts anywhere anytime. pc/laptops or mobile
- **SharePoint Online** – Intranet application enabling collaboration, content management and workflows for groups of users working anywhere
- **Office Live Meeting** - meeting place software
- **Office Communications Online** - instant messaging & presence
- **Dynamics CRM Online** - complete CRM account management software
- **Microsoft Office 365** - combines the Office desktop suite with Exchange Online, SharePoint Online and Lync Online.
- **Windows Intune** - simplifies and helps businesses manage and secure PCs using Windows cloud services and Windows 7—so your computers and users can operate at peak performance from virtually anywhere. With the Windows Intune you can:
 - Manage updates
 - Protect PCs from malware
 - Proactively monitor PCs

edition' by adding licensing for a second server running SQL for custom database applications.

For further details contact our team [<here>](#)

- Provide remote assistance
- Track hardware and software inventory
- Set security policies

For further details visit our website, [here](#)



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- TELEPHONE SYSTEMS
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