

Charlton Networks



Newsletter

November 2010

Featured articles in this issue...

- **Cloud Computing** – Latest online solutions from Microsoft
- **FREE IT Support** – Special offer for non contract clients
- **VMware** – Server virtualization enables reduction of hardware and lower running costs
- **Avaya IP Office** – Latest news on the award winning communications platform
- **Windows 7** – Windows 7 is here and we have a few useful tips from our support team
- **Inbound Calling** – Clever system offers flexibility and features of a big company
- **CN News** – Staff changes, more training and some new accreditations

Please find our company newsletter below with latest news from Charlton

MICROSOFT CLOUD



Charlton Networks can now provide Microsoft hosted, Internet based solutions that are flexible, cost effective and remove the need for your own IT systems. Solutions include:

- Exchange Online – email, calendar and contacts anywhere at any time from any pc, laptops or mobile devices. Easy to use and removing the need for your own email server, virtually unlimited by size or number of users
- SharePoint Online – share documents, contacts, calendars and tasks from a single location. Encourages collaboration, easy content management and workflows for groups of users working anywhere
- Other online services – Office Live Meeting (meeting place software), Office Communications Online (

messaging & presence) and Dynamics CRM Online (complete CRM account management software)

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

FREE IT SUPPORT

IT support services are critical in maintaining vital IT & communications systems that help run your business and for a limited period we are offering FREE IT SUPPORT (first 3 months) to any new customers signing a 12 month IT support contract. Visit our website now for further details. Offer open till 31st December 2010. [Special Offers](#)



AVAYA PHONE SYSTEMS

AVAYA

BUSINESSPARTNER

Charlton Networks supply, install and support the Avaya IP Office telecoms system. The IP Office platform is an ideal choice for any small or medium business and a new version now offers a host of improved features for single office, a home office or multiple site locations. Add to this, options for 0% finance over 3 years and the ability for clients to visit Charlton Networks for a FREE on-site demonstration means that there has never been a better time to review your old phone system and take a look at Avaya IP Office. Please visit our website for further details [Read More](#)

CN NEWS

Microsoft®
Small Business
Specialist

Recent months have been busy for Charlton Networks with several new clients, two new student interns joining the team and engineers continually developing their skill sets. Charlton Networks has

VMWARE



Virtualisation is a hot topic in the world today. VMware provides the ability to virtualise IT servers and the underlying technology used in 'cloud computing' and data centers. As with any new technology,

the bottom line is this "how can this technology benefit your business?"

Benefits include reducing the number of physical servers, reducing power consumption and CO2 emissions, reducing complexity of server environments and making the best use of available hardware. If you are running multiple servers, considering changing hardware or wanting to reduce operational IT costs then VMware needs to be considered. For further details contact our team at Charlton Networks.

WINDOWS 7



Are you still using Windows XP or upgrading Vista but hated it - got fed up with constant hanging and screens fading quicker than the Cheshire Cat - but certainly not leaving a grin behind.

Windows 7 makes the PC quicker and easier. It's fast, natural to use and, importantly, FUN. Though a few features, e.g. "BitLocker" encryption are version specific most of the useful bits are generally available (again speak to one of our technical guys for a [Read More](#)

INBOUND CALL ROUTING



Charlton Networks can now offer inbound telephony solutions that are the ideal for small companies, save on marketing functions or large volume inbound call handling. The solution offers instant access to external services such as Call Recording, Call on Busy, Fax to Email, 'w

become a Microsoft Small Business Specialist, renewed Avaya and Symantec certifications and become a Sophos Silver Partner. Aaron Salter and Will Perry join our helpdesk team and Phil Parkes becomes Helpdesk Manager.

All our team have undergone Microsoft Online training ready for the new service from Microsoft featured above. We are always looking for your feedback, so let us know what you like, what you don't like or any additional services we should be offering

announcements, together with options such as call queuing, 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](#)



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- [IT SUPPORT](#)
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