

# Technology Briefing

## The Newsletter of the M7 Group



Spring 2009 - Issue 4

### M7 Business Partner Forum

IBM's prestigious Bedfont Lakes Customer Centre is the venue for the M7 2009 Business Partner Forum.

During the week 16th - 20th March Solution Providers from across the IT industry will be demonstrating products and presenting their solutions to customers and visitors to the centre.

Also on show, courtesy of M7 customer Ray Mallock Engineering is the Mercedes Benz SLR McLaren 722 GT. One of only 21 manufactured, the 722 GT pictured above reaches 100Kmph in 3.3 seconds and has a top speed of 320Kmph.

#### Participating Companies

At the time of publication the following Companies were participating in the event. IBM, Infor, CTI, Broadsoft, Streamwide, Clearpeople, General Systems, Deffinity, TXI, Latens, Gameplan, Xynomic and D-Ice.



#### IBM BP Conference - March 19th

The conference provides an excellent opportunity to hear from Industry leaders IBM and Infor on their strategies for 2009. The agenda includes a "consultant's view" on the challenges facing our industry and looks at a number of new products & services. The event also gives partners the chance to promote solutions via other partners attending the forum, either by hosting a round table during the afternoon breakout or meeting with those that have.

Held in the Buckingham Room overlooking the



lake at Bedfont, the venue provides a convivial environment for networking with other solution providers. There will be a number of IBM Solutions on display including their CCTV and Access Management Systems.

To reserve a place please email [vashman@m7ms.co.uk](mailto:vashman@m7ms.co.uk) and let us know if any colleagues will be joining you. Please also indicate if you would like to host a partner table during the breakout.

#### STOP PRESS

SyteLine users UK offered IBM preferential rates - (see P3 for more details)

#### Getting on their bikes.....

M7 Directors Guy James and Neil Cornish will be cycling through a town near you during April. They will be completing the 1000 mile trip from Lands End to John O'Groats in aid of Charity.

For more information go to <http://www.justgiving.com/neilcornish1>



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#### Software as a Service -

The time has come...



The deepening impact of the Credit Crunch has resulted in many UK Businesses looking hard at their cash flow management. New technology investments have to show a quick return and where possible avoid up-front costs.

SaaS provides your business with the software you need without the up-front investment in licenses or the hardware needed to run them. M7 provides and manages the software using their servers; your staff simply access their required applications with on-line data storage, backup and business continuity all built in.

# Get back to business - Outsource your IT!

In today's complex and competitive environment IT has become critical to the success of the modern day company. However, IT systems also present complex issues for many businesses as they attempt to source, train and manage personnel with the high levels of specialist expertise required to maintain and support these systems.

IT infrastructure spend is difficult to forecast and often results in unforeseen cost and missed budgets, accepted under the headings of IT exceptions.

For many business managers IT is seen as necessary overhead instead of the innovative, new market opportunity generator that it was intended to be. Managements' time is spent debating the cost benefit of the next system in-

stead of developing the new products and services that open up new markets.

New IT regulatory demands and associated penalties for non conformance put additional constraints and pressure on managers. Ultimately the business becomes more focussed on debating and managing its IT rather than on the core business activities.

The appointment of a non technical manager to oversee the running of IT systems is often seen as a solution. However in such circumstances, networks and data are often left exposed, this is especially so where the designated person has another, often primary, role within the business.

Your customers look to you to provide your products or services - it's not their core business,

you are the experts and that's why they come to you. Why then do businesses' try to service their own IT systems, often at the expense of their core business?

M7 provide a range of managed IT services on a fixed cost fixed term basis. The benefits include:

- Lower overall IT cost
- Accurate budget management
- No expensive recruitment and training programmes
- Disaster recovery
- Improved level of service with SLAs
- Guaranteed data back up and off site storage
- UK based helpdesk
- Remote network management and monitoring
- Interim IT Management.



## M7 Gold Cup Day Cheltenham Festival 2009

for more details contact Verley Ashman - [vashman@m7ms.co.uk](mailto:vashman@m7ms.co.uk)

## VIRTUALISATION You can get more for less!

Innovations in virtualisation have produced a powerful set of enabling technologies which are emerging rapidly. The impact of virtualisation in all areas of IT has been to accelerate the movement away from single server systems to maximise system utilisation and ease of deployment. As confidence has grown in the technology, the pace of adopting virtualisation in organisations has intensified. As such in the market today the question is not "why virtualise" but "why not virtualise". Virtualisation addresses many infrastructure issues, for example:-

- Increased Resource utilisation (5% to 60%)
- Reduced cost of ownership

- Simplified Systems Management and Monitoring
- Increased application availability
- Reduced deployment and development timescales
- Increased return on investment
- Provide opportunities unavailable in physical architecture for high availability and business continuity

### Approach

M7 are working closely with organisations across many industries to improve their return on investment through the use of virtualisation tools and technologies. We recognise that many organisations have already implemented virtualisation tech-

nologies, yet to date have not achieved all of the potential benefits available, often because of new challenges that typically arise through implementing a virtualised environment.

M7 understand these challenges. There can be many pitfalls if not sized and planned correctly, therefore it is essential to have a structured approach. M7 Methodology covers:-

- Customer Planning Workshop
- Full Audit/Assessment of your current environment
- Virtualisation Infrastructure modelling
- Implementation Planning and Execution
- Documentation
- Post Implementation Support

# M7 International Golf Tournament St Pierre June 11th 2009



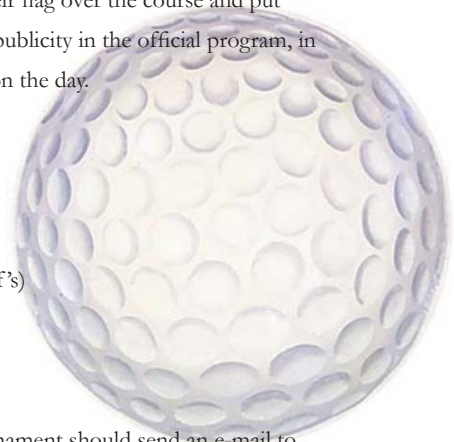
St Pierre played host to the inaugural M7 Golf Tournament in June 2008 and saw a large field of International players compete for the magnificent M7 International Trophy, which was won with 73 points by South African Heinrich van de Westhuizen. (Please remember to bring the Trophy back Heinrich!)

This year the tournament returns to St Pierre and provides an opportunity for businesses to support the event through some modest sponsorship packages. With an expected field of 32 players plus caddies, from all over the world, this is an opportunity not to be missed. For £100 we will display a company name or logo on the tee of your choice and for the primary sponsor, fly their flag over the course and put their banner at the first tee. Sponsors will also get publicity in the official program, in the following M7 Newsletter and a big thank you on the day.

The day includes :

- Coffee and Bacon roll on arrival
- 18 Holes on the Championship Course (2 Tee off's)
- 3 Course Dinner
- Prize giving

Customers wishing to register for this years' Tournament should send an e-mail to [vashman@m7ms.co.uk](mailto:vashman@m7ms.co.uk) and we will add you to the invitation list.



## M7 provides Church Service

M7 initially engaged with the Church of Scotland to provide an independent view of the systems, practices and levels of service provided by the IT Department of. As a result of this review a number of short term tactical solutions were recommended as well as a longer term strategic view of infrastructure requirements and administrative procedures.

The first engagement was for M7 to provide an interim IT Manager to oversee the day to day management of the IT Department, manage and plan the implementation of the agreed projects, put in place help desk SLAs and provide a 3-5 year IT strategy for the incoming IT Management full-time role.

This engagement is now underway and with the

assistance and input of the Church of Scotland IT support department, the first project is well underway i.e. the migration of all users to a new and stable Exchange platform. Other projects defined and in their planning stages include the refresh of the networking infrastructure, reviewing and defining of help desk procedures and the server migration strategy to a new Virtual architecture.



## SyteLine Users UK

IBM UK are offering Infor SyteLine User Group members significant price reductions on their IBM x-Series Servers and IBM storage.

A special rate negotiated through M7 with the UK committee will be available for all User Group members.

M7 has also extended the offer to new members wishing to join. M7 will pay the annual membership fee for any business purchasing their SyteLine licences from M7 in 2009.

For more information please contact Neil Cornish [ncornish@m7ms.co.uk](mailto:ncornish@m7ms.co.uk)



## MANAGED IT SERVICES

To maintain a competitive advantage in the modern world, companies need IT systems that deliver high-speed access to data and services at all times.

Maintaining these systems can prove to be a burden with problems such as high staff turnover, lack of experience, frequent re-training costs and fault recovery times all plaguing the company that struggles to manage its own resources.

M7 Managed Services can rid you of these problems in exchange for a regular manageable fee. Our team of professionals will manage day-to-day running and maintenance of your critical IT resources, providing continuity of service at predictable costs.

## MANAGED IT SERVICE BENEFITS

- One monthly bill

Reduced financial complexity helps budgeting and leads to a predictable and accountable return on investment (ROI).

- Accountability

Well defined SLA driven performance metrics offer peace of mind.

- Supplier consolidation

A single point of contact for all your IT needs greatly reduces management complexity.

- Cost savings

SaaS provides your business with the software you need without the up-front investment in licenses or the hardware needed to run them.

M7 provides and manages the software using their servers; your staff simply access their required applications with on-line data storage, backup and business continuity all built in.

- Reduced support risks

By outsourcing your IT to M7 you no longer have to worry about holiday or sickness cover or prohibitive training costs.

- Easy administration

At M7 we can handle all aspects of equipment and software specification, installation and support, leaving you free to concentrate on core tasks.



# M7 - a new approach to IT services

M7 Managed Services Limited is recognised as a leading provider of managed IT solutions to businesses throughout the UK. We provide services to a diverse range of customers. Central to our philosophy is that our customers should be free to focus on their core business while we deliver always on, dependable IT. We work to gain a deep understanding of your technology and business requirements and make recommendations based on your unique needs. Your solution will be delivered on-time, on-budget and with minimum interruption.

Below is a pictorial representation of our key offerings.

Infrastructure	Applications	Consultancy
<ul style="list-style-type: none"> <li>- Client hardware</li> <li>- Server hardware</li> <li>- Networking</li> <li>- Communications</li> <li>- Voice over IP (VoIP)</li> <li>- VM Ware</li> </ul>	<ul style="list-style-type: none"> <li>- Microsoft Office</li> <li>- Microsoft Exchange</li> <li>- Microsoft SharePoint</li> <li>- Infor Syteline ERP</li> <li>- ISV SaaS</li> </ul>	<ul style="list-style-type: none"> <li>- Infrastructure</li> <li>- Networking</li> <li>- Infor Syteline ERP</li> <li>- Project management</li> <li>- Virtualisation</li> <li>- Systems Audit</li> </ul>
Support		Disaster Recovery
<ul style="list-style-type: none"> <li>- Helpdesk</li> <li>- Account management</li> <li>- 24 x 7 Call Centre</li> <li>- Monthly Reporting</li> <li>- ERMIS</li> </ul>		<ul style="list-style-type: none"> <li>- High availability</li> <li>- Data recovery</li> <li>- Business Continuity</li> <li>- Off site Storage</li> </ul>
Training	Security	Hosting
<ul style="list-style-type: none"> <li>- Microsoft Office</li> <li>- Infor CRM</li> <li>- Infor Syteline ERP</li> <li>- TSM</li> </ul>	<ul style="list-style-type: none"> <li>- Firewalls</li> <li>- Antivirus</li> <li>- Secure email</li> <li>- Secure internet</li> </ul>	<ul style="list-style-type: none"> <li>- Application hosting</li> <li>- Managed desktop</li> <li>- Managed networks</li> <li>- Email</li> <li>- SharePoint</li> </ul>

Clients are supported by our dedicated helpdesk, ensuring that any issues are resolved with minimum disruption. Support options range from telephone, e-mail, break and fix to a complete managed service.

Our advanced network monitoring technology, eRMIS from IBM, means most issues are pro-actively diagnosed and fixed remotely before a problem is encountered by a user.

For further information please contact Rob Price at [rprice@m7ms.co.uk](mailto:rprice@m7ms.co.uk)

