

Technology Briefing

The Newsletter of the M7 Group



Winter Spring 2010 - Issue 6

M7 Business Partner Forum 2010

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

The objective of the event is to help increase opportunities through developing new and strategic partnerships with other attendees at The Forum, whilst hearing from Industry leaders representing the IT, Telecommunication and Media sectors

The agenda will include an IBM Executive view of how their supply chain models are changing for these sectors and their approach to finding new partners to gain market share.

Other presentations will look at the success of The Cloud and what next for one of the co-



founders with THNGY. There will also be live demonstrations including data vaulting and CCTV solutions, both examples of new solutions that represent the cross sector integration.

Held in the Buckingham Room overlooking the lakes at Bedfont, the venue provides a convivial environment for networking with other solution providers. As an added incentive

to attend we will be inviting one person from the day to join us for a fabulous day out at the Cheltenham Gold Cup on Friday 19th March. The draw will take place during the event. To reserve a place please email mhewlett@m7ms.co.uk and let us know if any colleagues will be joining you. Please also indicate if you would like to present your company during the afternoon session.

TALK training selects CloudSecure-7 for CCTV Security

Since 1996, TALK training has established itself as a market leader in the delivery of government funded training programmes covering Skill Build Learning, Foundation Modern Apprenticeships (FMA) and Modern Apprenticeships (MA) Frameworks, employing over 80 staff.

As approved training providers to The Welsh Assembly Government (WAG) TALK training deliver over 1300 NVQ's per annum to over 200 clients, covering a range of businesses from manufacturing through contact centres, to public sector organisations and were awarded a £3.5 million contract in 2009.

Enhancing its reputation as a premier training and development company, TALK training also offers a wide range of courses and workshops, covering Management and Leadership, Human Resources, Lean Manufacturing and Health and Safety.

These courses are run across their 4 Training Centres in South Wales where students, with a



wide range of abilities and backgrounds, attend. To ensure the security of premises, staff and students alike, Talk training have asked M7 to install and manage the hosted CCTV solution, CloudSecure-7. The first of these, at Cwmbran, went live during October and is already providing valuable information as well as an added feeling of security to those using the Centre.

Talk training Managing Director Jon Hughes was delighted with the new system. "CloudSecure-7 allows us to view activity at Cwmbran from our offices in Nantgarw whilst the record and play back facility allows us to look back at an incident where necessary."

For more information on Talk training visit: <http://www.talktraining.co.uk>.

For more information on CloudSecure-7 please contact M7, 01443 657100.

Cloud-7 Demonstration Day

On February 25th at IBM Bedfont Lakes we will present the range of CloudVault-7, CloudRecover-7 and CloudSecure-7 offerings. For more details and to book a place please call Mark Whalley on 01443 657100.

Contents

- Page 1** - BP Forum, Talk Training, Cloud 7 Demonstration day
- Page 2** - UK Syteline SIGS, Infor and Siphon Networks
- Page 3** - Update - M7 Partnership and Desk link
- Page 4** - M7 a new approach to IT services



UK SyteLine Users introduce SIGs

Following the successful SyteLine Conference which was held on September 22nd 2009 at Blythe Valley, the committee are pleased to announce that it will be setting up some Special Interest Groups (SIGs). The idea is to bring together representatives from the various User Group members who share a common interest and who will benefit in spending time together



sharing problems, experiences and solutions. Whilst meetings may be held in different ways, the first meeting of each group will be a face to face meeting to kick-off the process.

20 delegates attended the inaugural Finance SIG on December 9th at Blythe Valley and SIGs for APS, February 4th, and Personalisations, April, have been scheduled.

For a full agenda and more details go <http://www.sytelineusers.co.uk/>

INFOR™ channel partner

Infor has unveiled a push to expand its channel in the UK in a bid to win market share for its Performance Management, ERP and CRM software. This coincides with the launch of a major advertising campaign taking on the likes of SAP and Oracle in the mid-market.

Commenting on the partner recruitment campaign, Jean-Philippe Pommel, VP, EMEA channels and alliances, Infor, says: "Our approach remains focused on quality over quantity"

Infor CTO Bruce Gordon said that the aim is to get 40 percent of its business going through the channel with Infor's direct sales team focused on the \$100m-upwards space and the channel at the lower end of the mid market, in the \$20m-\$100m arena.

Infor admit that they need to raise awareness of its brand hence the new multi-million \$ advertising campaign. Greg Corgan, Global Head of Sales, told partners at its recent channel conference that the firm is "the largest software company you've never heard of."

The US company posted US\$2.2bn in revenues last year (US\$970m in EMEA) last year with 24

percent of total EMEA revenue coming via the channel.

M7 continues to support Infor through the sales of SyteLine licenses, consultancy and application hosting in the mid-market. We are the only Authorised UK Partner for SyteLine, providing both development and support services to Infor and their UK customers.



Get a preview of Infor's new advertising campaign at www.downwithbigerp.com

SIPhon Networks forms strategic partnership with M7

SIPhon Networks Ltd, a leading Systems Integrator and Services Company, formally joined the IBM Industry Solution Reseller (ISR) program. The availability of a full VoIP and UC software eco-system on a common IBM hardware platform is a very compelling proposition for Internet Telephony Service Providers (ITSP's). SIPhon can now provide a full suite of IBM hardware products and services to ITSP customers through the ISR Program and a strategic partnership with M7 Managed Services who are a long established IBM Advanced Level Business Partner.

"SIPhon is delighted to formally announce this partnership with M7. We believe that this will provide our customers with a unique offering in that they can now purchase a turnkey solution across multiple software products, but on a single hardware platform, which reduces complexity and operational costs" states Steve Harris, Director, SIPhon Networks.

"M7 is excited to be working with SIPhon" said Neil Cornish, Managing Director, M7. "We believe that the relationship between Siphon and M7 provides ITSP's with a market leading



and differentiated offering. This is achieved by leveraging the complementary skills of both companies and combining the technology leadership of the SIPhon vendor partners with the global reach of IBM".

For more information on Siphon please visit www.siphonnetworks.com or meet them at the M7 Business Partner Forum in February.

Updata and M7 create new partnership

Updata Infrastructure Limited is a leading telecommunications and broadband services provider operating out of offices in Reigate, England and Cardiff, Wales.

Updata Infrastructure Limited has developed a reputation for the first class delivery and management of carrier class networks to high profile customers primarily from within the public sector.

The company prides itself on its ability to deliver both individual projects, within the education and health sectors, and larger scale corporate projects, having cultivated an enviable reputation in both.



Currently providing nation wide, leading edge, telecommunications services to the whole of Wales, through the ground breaking PSBA project, the company is able to draw upon their vast experience, gained through previous successes, to achieve as smooth a transition as possible.

M7 is working closely with Updata in providing Project Management services on various public sector projects. The projects involve the unbundling of local exchange sites to reshape and segment telecommunications to a number of council associated end sites. Based

on fibre and SDSL technology the projects are designed to enhance communications and improve efficiencies within the public sector environment.

www.updatanet.co.uk

Desk-Link secure data with CloudVault-7

Desk-Link (UK) Ltd is a major force in the office furniture industry with a combination of quality products at competitive prices coupled with high levels of service. A commitment to embracing new technology gives Desk-Link a key competency allowing it to stand out from competitors. The company remains committed to offering the highest level of service whilst continuing to adapt to changes within its environment. Desk-Link's culture is based on three principles; quality, flexibility and competitiveness whilst continuing to focus on customers' needs.'

The Challenge

Desk-Link is part of the Business Fort Group, an investment company that specialises in re-energising businesses that have potential for future growth. The growing challenge for backing up and securing their business critical data led Desk-Link to install CloudVault-7 from M7.



The Solution

Utilising IBM server and storage technology, this offering provides a unique solution to data back up and security for Desk-Link. The CloudVault-7 solution enables, in the event of data loss, the local restoration of files back to servers, desktops and laptops. In addition to the local data storage, M7 replicate this single view, securely back to the M7 data centre, across the internet where it is then backed up using Enterprise Standard Automated Tape Libraries and IBM Tivoli Storage Management Software.

A full history including all changes is kept allowing the easy restoration of files which have been inadvertently changed, lost or corrupted.

The Benefits

Andrew Jarman, Group IT Manager at Business Fort said: "The Cloudvault-7 Solution from M7 provides us a secure environment for our data without the headache of taking daily tape back-ups."

For more contact M7 on 01443 657100

M7 Managed Services Limited - a new approach to IT Services

M7 Managed Services Limited hosts and supports a wide range of Business and Manufacturing applications in the Cardiff Data Centre and provides solutions to customers in the UK, Europe, Middle East and the United States.

Utilising a 'Software as a Service' model (SaaS), the company hosts applications from US software companies IBM, Infor and Microsoft, based on an IBM, VMWare and Cisco infrastructure in a modern, secure data centre. Solutions provided include hosted Financials, Microsoft Office, Sharepoint, managed e-mail, off-site storage back-up and disaster recovery.

The flexibility of approach, investment in people skills and large asset base enables

M7 to reduce IT operational costs of a business and then fix them; whilst introducing appropriate Managed Service Level Agreements. The 24x7 help desk and monitoring service is provided from the Cardiff Headquarters, which also hosts our Education and Conference facilities.

In addition to hosting and managing customers' IT systems, M7 provides a SaaS platform for Independent Software Vendors (ISVs) to offer their customers a new way of using and paying for their applications. The knowledge and skills developed in providing these data centre services are also being deployed in installing IBM infrastructure based solutions on our customers' sites. This is complemented by a consulting service including IT system audits, solutions design, application development, project management, systems implementation and post sales support.

The recognition of M7 by IBM in 2008 as their first European ISI Business Partner (Industry Systems Integrator), has created a new opportunity working within the fast growing communications and media sector. M7 is now the IBM partner of choice for a number of ISVs (Independent Software Vendors) and OEMs (Original Equipment Manufacturers) taking software and services to this market. M7 works in collaboration with these partners to take complete solutions to market, including joint marketing, pre-sales, systems design, financing, and worldwide shipping, installation and commissioning.



M7 a new approach to IT services

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.

Below is a pictorial representation of our key offerings.

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

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.

