

# BLUELOOP

Winter 2015

## Newsletter

### What happened in IT in 2015?

From the **Blueloop** perspective the biggest influence on our ability to offer even more competitive and comprehensive services to our customers in 2015 has been the much improved availability of fast and reliable telecommunications. Branded as anything from Superfast Broadband to BT Infinity, the underlying Fibre Technology is transforming the types of applications that can be made available to our customers at realistic costs. Until recently, a true Cloud implementation of core business systems was just not practical in large areas of the South-West due to the restraints of limited telecommunications. This has or is about to change with the availability of fast fibre technology.

During 2015 **Blueloop** implemented a number of Backup and Disaster Recovery solutions for our customers that were only possible with the new technology. On-line backups to **Blueloop's** datacentre and real "hot" stand-by Disaster Recovery solutions are now a reality even for SMEs. Voice Over Internet Protocol (VOIP) gives a real financial saving and should be on any list of planned applications. Blueloop has also extended its security offerings with CCTV and fast Wi-fi installations embedded within the improved communications scenario.

It hasn't always been plain sailing though as BT Openreach has often this year looked more like BT Overreach with missed appointments and incomplete installations. **Blueloop** would like to say a big "Thank You" to our customers that have experienced these delays and frustrations in 2015.

If you would like to discuss how Fast Fibre communications can help your business, then please call either **Darryn or Andrew on 01460 271055** for an informal chat.

### Microsoft Major releases in 2015

Both of **Microsoft's** major product releases in 2015 came in the late summer/early autumn. First up was **Windows 10** closely followed by **Office 2016**. In both applications Microsoft has continued its drive to "cloud-centric" approach and generally this has been achieved.

After the less than favourable industry reaction to **Windows 8**, **Microsoft** has gone back to the desktop and Start menu in **Windows 10**, though it does still have a distinctly modern user interface flavour. This seems like a perfectly acceptable compromise and users of both **Windows 7** and **8** should not feel alienated.

With **Office 2016** **Microsoft** has provided a whole family of offerings alongside the traditional Word, Excel & Outlook. These range from the **Office 365** cloud services to mobile apps for IOS and Android. It's designed as the right **Office** for each platform be that **Windows 7, 10 or OS X**.

### Blueloop Sports Sponsorship



**Blueloop** are proud to be associated with local youth football team Ash U16 who play in the Yeovil & District League. Working as co-sponsor with Turners Plant & Groundworks, here we see their own Messi #10, Sam Haines modelling the **Blueloop** colours that they will wear throughout the current season.

## IT Wishes for 2016.

We carried out a very simplistic poll across the office to determine what we would really like to see in our IT wish list for 2016. Here are some of the suggestions, we'd like to know yours too...

- "Disaster Recovery solutions to be tested and documented before the disaster takes place"
- "My wish is that BT Openreach keep each booked appointment in 2016"
- "Greater understanding of the modern threats to IT Security"
- "Free wifi for all in public areas"
- "Mobile phone operators should be legally required to offer best deals for contracted users rather than the user having to check"
- "My IT Wish is for SPAMers to stop!"
- "I'd like a computer that did all my admin tasks automatically"
- "Customers to demand that I provide remote IT support from a beach in the Bahamas"
- "Those living in rural areas should not be penalised with slower Broadband speeds just because they have a nice view"



SPECIALISTS IN FINE CONFECTIONERY

Fine confectionery specialists **House of Sarunds** of Blandford Forum have grown quickly and successfully but this growth had led to strains on the performance of their ERP application, SAP. Key processes such as the production of stock picking lists was just taking too long and impacting the business. The problem didn't lie with the application but it was the sheer volume of database transactions, reflecting the success of the business that required attention.

**Blueloop** working closely with IT Manager Nic Brine, designed a new Virtual Server environment with additional processing power and a superfast Dell EqualLogic Hybrid SAN to store the key company

database with rapid read and write access across SSD disks and SAS drives for storage. The SAN was connected to the server infrastructure using iSCSI over 10Gbit switching. **Blueloop** and Nic took the opportunity to upgrade the Microsoft server environment and also move to an Office 365 and Citrix platform.

Subsequent works include the installation of a high-speed wireless connection between two site buildings.

## Stepping out for a good cause

**Blueloop's** own Chris Rowswell has been putting in the lonely tarmac miles in preparation for running the London Marathon next Spring. Seen here in the Bournemouth half-marathon as preparation, Chris is looking to get under 4.5 hours for the gruelling but highly rewarding challenge. Chris is very much the local sportsman and with



that in mind he is running in support of the **St John Ambulance** who provide first aid support to so many of our public events locally. This is NOT a plea for sponsorship but if this is a cause that you like to support and you know Chris, he has a Just Giving page at: <http://www.justgiving.com/Chris-Rowswell1>

## Contact Blueloop

If you would like to discuss any of the items above in more detail or have any other IT related queries or issues, please call either **Darryn or Andrew on 01460 271055** for an informal chat.

## Christmas

As this will be the last newsletter of 2015, Jon, Tony, Robin and all the staff at **Blueloop** would like to wish all our customers and suppliers and their families a very Merry Christmas and a Happy and peaceful New Year.

