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WELCOME

Welcome back to the Info Tech newsletter - long time no see! Here's hoping that you find a few gems within.

The year has flown and the great GFC (Geelong Football Club) a distant memory. Christmas is bearing down, just behind the Melbourne Cup, followed by the dawn of a new decade. 'Good grief' someone once said.

There is never enough time to thank everyone for their continuing support - just enough time to leave someone out when you try - so just a big Thank You all.

We'll try and sneak a few prizes in over the next few issues and place the spotlight on you, our business partners, to ensure that we continue to provide the service levels that you (and we) expect.

Enjoy the rest of year, enjoy the newsletter and let us know what you think.



IBM

Info Tech strongly recommends the use of IBM[®] server infrastructure in any mission critical deployment of information services within enterprises of any size. While our IBM[®] solutions are commonly compared to discounted equipment of similar or inferior specification solely on price, information technology infrastructure reliability and performance must be paramount in any corporate IT strategy. The best analogy I have come across is to compare IT within your organisation to a parachute; clearly the cost of a parachute is much lower in the decision making process of a sky-diver. Using IBM[®] equipment has several distinct advantages for your organization when considered over the life of the asset.

In particular, the total cost of ownership (TCO) of this equipment should take into consideration:

- Info Tech's knowledge and expertise with IBM[®] servers; our responsiveness to your IT needs and reduced implementation timeframes result in significant cost reductions in support and management of your critical infrastructure
- Superior reliability and performance; ensuring your business system uptime is maximised
- Superior vendor support and warranty options; ensuring that, in the event of any outages, issues are responded to in a timely manner as outlined in your organizations IT contingency planning.

Will your IT parachute open when needed – and are you planning for a soft landing?



Change to Sage Policy

Effective October 1, 2009, sales and support of Sage Accpac™ and Sage CRM™ products to existing customers will only be available to customers who are current on Software Assurance.

Sage Accpac ERP™

Sage Accpac ERP™ is an end-to-end, highly functional mid-market business software solution that addresses a wide variety of general and vertical / specialist requirements. This includes a financial suite, an operational suite, service management, manufacturing, business intelligence, distribution, warehouse management and EDI. The product is built on a multi-tiered architecture offering flexible customisation as well as a choice of operating systems, databases and user interfaces.

 [Download Brochure](#)

Sage CRM™

Sage CRM™ is an entirely web deployed CRM application offering best practice marketing, sales and customer care capabilities. It is fully integrated with Sage Accpac ERP™, providing customers with a 360° view of their business. At the heart of the software is a rules-based workflow engine that enables automation of business processes throughout an organisation. It is highly configurable and customisable, scalable, easy to use and fast to deploy.

 [Download Brochure](#)

Microsoft Server 2008™

Microsoft Windows Server 2008™ is the next generation of the Windows Server operating system that helps information technology (IT) professionals maximize control over their infrastructure. Find out why Microsoft say Windows Server 2008™ provides unprecedented availability and management capabilities, leading to a significantly more secure and reliable and robust server environment than ever before; delivering new value to organisations by ensuring all users regardless of location are able to get the full complement of services from the network.

 [Download Brochure](#)

Branch Repeater™

Citrix Branch Repeater™ is a WAN optimisation solution that accelerates application delivery to branch office users while dramatically reducing WAN bandwidth requirements and simplifying branch IT infrastructure. Branch Repeater™ dramatically increases productivity by providing a high definition user experience over any network. Branch Repeater™ also reduces costs by improving utilisation of existing WAN bandwidth and by streamlining branch IT start-up and management.

 [Download Brochure](#)



SERVICES & SUPPORT TRAINING SESSIONS

- As part of our Services Support Agreement, we offer quarterly training sessions for our clients to broaden your experience and get the most out of your solution. We recognise that it is difficult to keep on top of and up to date with all the existing and new products, new versions and feature releases. Our training sessions are designed to include a broad range of topics, such as: networks and infrastructure; specific business software applications/modules; or general information technology applications and are suitable for long time employees or those new to your team.

- August saw the training of Alerts with fabulous, dynamic conversation concerning ways to apply the module. Our future sessions are scheduled for November, February and May, which we will notify you of via email closer to the sessions of the training date and the coming topic. In the meantime, if you have a topic request, please feel free to email natalia.cristina@infotech.com.au



NEW CLIENTS

Info Tech would like to take this opportunity to welcome our new clients. We look forward to a long and satisfying working relationship with each of you!



Medela's commitment to innovative, research-based medical technology is driving the future of Breastfeeding, Phototherapy and Suction Device Healthcare around the globe.



Superonlinestore.com.au is an importer and wholesaler of a wide variety of products. Based in Melbourne, they have full support from their well established parent company in China.



Total Window Concepts is one of the largest independent manufacturers of custom made window furnishings in Australia. TWC is a wholesale supplier of these products with a customer base throughout Australia.



TIPS 'N TRICKS

This section is aimed at providing you with some handy tips and tricks that can be used to improve your daily processing tasks. Please let us know if there are any specific topics or areas that you would like covered in the future.

Sage Accpac Windows Authentication

If your organisation is using a Microsoft Windows Domain then it is possible to enable Windows Authentication within Accpac™. This means that when you logon to Accpac™ it already knows who you are. [Click here to find out how!](#)

Sage Accpac Screen Navigation

To learn simple shortcut keys, icons and buttons you can use when you work with Sage Accpac™ forms, [click here](#).

Microsoft Excel - General Tips

How do you repeat a row when printing a worksheet?

- Determine which **Row** is to be **Repeated**
- From the **Page Layout** tab, in the **Page Setup** group, select **Print Titles**
- Select the **Collapse Dialog** button in the **Rows to Repeat at Top**
- Select the desired **Row**
- Press **Enter**
- Select **OK**

How do you remove Duplicates?

- Select the range of **Cells/Table/List** that contains the **duplicates**
- From the **Data** tab, in the **Data tools** group, select **remove duplicates**
- Select the **column/s** that contain **duplicates**
- Select **OK**
- You will get a message notifying you of how many **duplicates** are removed
- Select **OK**



NOTICES

Info Tech Accounting Pty Ltd will be closed over the Christmas Period from 22nd December 2009 until 4th January 2010. Limited support will be available on **+61 3 9569 2166** during this period. If you require specific work to be completed during this period please contact your Lead Consultant as soon as possible to discuss your requirements.

Please note there will be no support available on the 23rd December 2009.

[Unsubscribe](#) from this list.

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