



WARNING



Hardware failures cost much more than just the repair bill.

- ✚ **Interruption to business**
Effect on management tasks, ordering, stocktaking etc.
- ✚ **Loss of goodwill with customers**
Long queues at Point of Sale
- ✚ **Impact on staff workloads**
Domino effect on other people and tasks
- ✚ **Demands on Technology Provider**
Major rebuild of systems could be avoided

The CRAZY situation is that most disasters are preventable.

- ✚ **Schedule regular maintenance**
Dust and clogged fans cause overheating
- ✚ **Install adequate power protection**
Every computer should have filter protection as well as UPS
- ✚ **Position computers above floor level**
Above desk mounting means less dust
- ✚ **Insist on daily backups**
These can be automated as a scheduled event
- ✚ **Store backup off-site**
Data protection against fire and theft of computer
- ✚ **Ensure adequate ventilation**



ACTION PLAN

- 1. Install power filter board as well as UPS**
The power filter boards were advertised at half price last month. Still a few left. Ring now and get a bargain!
- 2. Label important cords and cables**
Particularly number power points and label cables to enable staff to quickly identify electrical connections.
- 3. Tidy up under counter**
The cleaner the environment, the easier it is to fix things quickly in an emergency.
- 4. Train staff in emergency procedures**
Many POS Operators have difficulty in identifying basic components of the system when they call for help desk support.
- 5. Ring your Insurance Broker**
Take out electronic breakdown insurance and include cover for data restoration costs. Unfortunately time costs in restoring systems are often well in excess of the cost of a replacement computer hardware.

BEWARE

Costs associated with hardware repairs and data restoration are not covered by your software support agreement. Data corruption as a result of power spike and electrical interference, and any external influence is also not covered by software maintenance agreements.





COUNTDOWN TO CHRISTMAS

Only 5 weeks to go to the start of the busy period so it is now time to check that all components of your technology system are in good working order and that planning is in place to handle whatever challenges arise.

Starting point is to call a technician and have preventative maintenance completed. Have all computers dismantled and dust blown out of the processor units. Dust is the number one enemy in most computer installations. It causes heat build up and this leads to premature component failure.

Symptoms that often indicate a need for servicing will include computer switching off unexpectedly, or operating slowly under heavy workloads.

Run scheduled maintenance routines on your computer. A system defrag will restructure data on the hard drive and surprise you with better response times.

Instructions for Defragmenting your POSLANE or BACKOFFICE hard drive.

1. Startup your PC as normal
2. Wait until WINDOWS loads completely
3. Click on START
4. Click on Programs (or All Programs)
5. Click on Accessories
6. Click on Systems Tools
7. Click on Disk Defragmenter
8. Hi-light C: and click on Defragment

Leave your PC on overnight and allow this process to complete. Once completed, click on CLOSE and then restart the computer. You should notice a marked improvement in performance.



NEW FACES AT SSA



VICTORIAN OFFICE

Welcome to Karen Tamlin joining Sandy, Jim and John. Karen will be assisting with customer site preparations, along with training and administrative support to the Victorian team.

Karen has returned to her family in Melbourne after 7 years working in Perth for the Health Dept where she travelled the state, co-ordinating and training teams of staff on mental health software.

HARDWARE ENGINEERING SUPPORT

Welcome to Brad Emmerson as a Senior Hardware Engineer at Brisbane Head Office. Brad has had a wealth of experience over the past 12 years as a Field Technician and Computer Engineer and is well equipped to provide the right advice and support for your computer problems.

Brad is a family guy with an enthusiastic approach to life that will result in a positive approach to whatever problems you throw at him. He believes in the old adage – “an ounce of prevention is better than cure” and if you wish to seek his guidance on any subject relating to your technology, give him a call.

SCANNING SYSTEMS AUSTRALIA

"SMARTER USE OF TECHNOLOGY"