

NEW WEBSITE

After many hours work we have launched our new website. We hope you like the new style and feel.



Have a good look around and let us have your feedback.

AUTOMATED CALL LOGGING



Did you know if you email us your issue using our special email address **supportdesk@gradecomputersolutions.co.uk**

Your issue will be logged on our system automatically and you will be emailed a call reference number by return email.

WELCOME TO OUR NEW NEWSLETTER

This is the first of our new monthly newsletter where we will keep you informed of the latest news and developments at Grade and within the IT industry generally. Please give us your feedback and suggest items you would like to see.

Email adrian@gradecomputersolutions.co.uk

PROTECT YOURSELF FROM VIRUS ATTACK IN 5 SIMPLE STEPS.

Viruses are as prevalent today as they have ever been. In 2009 alone, they have caused a total of over 5 Billion dollars in damages through lost productivity and downtime to businesses worldwide.

And the number one way that viruses find their way into businesses today remains directly through email.

Still today as our engineers do Computer support, We are amazed at how many companies fail to take the proper precautions to protect themselves.

By taking these 5 simple precautions, you will find yourself better protected than the vast majority of your peers that might be leaving themselves wide open to attack.

1. Make sure that your Antivirus application is installed and up to date – Far too often we come across workstations where the

user decided to uninstall the Antivirus application because they thought it would “speed up” the computer. Let’s see how fast that computer runs when it can’t even boot because it’s been attacked!

Also found often are computers that are simply failing to receive daily updates to the Antivirus signature files. The causes for failed updates are many, but the solution is simple. Just make sure to monitor the Antivirus activity daily (easily done with a service like the managed support plan offered by **Grade Computer Solutions**).

2. Install a quality Spam Filter application – Lots of viruses are passed around the Internet automatically through automated Spam messaging. By having a quality Spam Filter installed either on your local computer or on your email server, you can prevent a number of

Grade Support resolves the **fault** before you see the **problem**

potentially infected messages from ever reaching your inbox.

3. Don't open attachments – The most common way to transmit spam messages is through an infected file attached to the email. If you receive an email from a sender you're unfamiliar with, simply delete the attachment along with the email without ever opening it. If it was really an important attachment from a real sender, chances are they'll contact you to make sure you receive it properly the next time they send it.

4. Scan attachments before opening – When you do receive

an email from someone you know and an expected file is attached, there is still the distinct possibility that the file has been unintentionally infected prior to being sent to you. Take the precaution of running your virus scan on the file before opening it (simply right-click the file and click "scan for viruses").

5. Shut off the Preview Pane – The path to get there will differ depending on what email client you're using, (most of Grade's customers use Outlook), but what you want to do is turn off the preview pane that lets you read an email without actually opening it.

Viruses can be embedded in the HTML coding of the email message itself, and when the message is read, even in the preview pane, the virus can be activated. By shutting off the Preview Pane, you reduce the chance of accidentally unleashing a virus from an email you had no intention of opening in the first place.

By taking these simple precautions, you will be going a long way towards protecting your company from some potentially very costly downtime.

3 Inexpensive But Effective PC Upgrades

A slow computer isn't just an annoying inconvenience. For every minute staff members sit around waiting for their computer to finish whatever it seems to be "thinking" about, money resulting from lost productivity is draining from your bank account.

Fortunately, boosting productivity doesn't necessarily require expensive upgrades or pc replacements. (Of course if your computers have been in use since the Clinton era, it might be time for some overhauls).

When we do our support the first thing we look for are the simple, inexpensive upgrades that have the potential to make a big difference.

1. Run a cleanup – Over time, a heavily used computer can get completely bogged down with temp files, cached data, old registry code, malware, spyware and more. Running some basic, free cleanup utilities like CCleaner, Malwarebytes and even running an Antivirus scan can find and clean lots of problematic files that have been holding back the computer from performing up to its capabilities.

2. Install more RAM – While not free, RAM is one of the most inexpensive upgrades you can make to your computer that can have the greatest positive impact on the performance of the machine. Today's computers should be operating with no less than 2GB of RAM to ensure you're getting



the performance out of your systems. If you're running Windows 7, it's recommended that you install a minimum of 4GB. If you're running large database applications, heavy graphics or rendering programs or CAD type applications, the more RAM you install in your computer, the better. For our clients for, the first thing we check for when performing an initial network audit is the amount of RAM in the workstations.

3. Another relatively inexpensive upgrade that can have a big impact on performance is installing a larger monitor. Large LCD screens have come down dramatically in price over the years, making a large monitor a very affordable upgrade option. By fitting more information on the screen and reducing the need to scroll to see data, employee performance can be increased significantly.



Plus, LCD screens will give you the added benefits of using less energy, they give off a lot less heat and they take up much less desktop real estate than their older CRT counterparts.

Most customers are always looking for new ways to improve performance without spending a fortune. These simple, inexpensive upgrades are an excellent place to start.

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Call our Sales team

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