

Bryley Tips and Information February 2008

1. How to improve the reliability of your computer network

To improve computer-network reliability, focus on mission-critical systems (typically servers and firewalls) and their associated equipment. The goal is to reduce the risk of failure with its resulting loss of productivity (often measured in terms of lost business and employee downtime).

Reliability is primarily enhanced through these techniques:

- Develop a data-backup routine and test it periodically
- Add redundancy to high-risk components (disk drives, power supplies, etc.)
- Provide rapid access to these components by deploying hot-swappable items
- Where feasible, create automatic failover to duplicated, mission-critical systems

Bryley builds reliability into every computer network. Call 978.562.6077 for more information.

2. Announcements, news, and events

Avaya IP Office demonstration – Join Avaya and Bryley Systems for a free, business-oriented demonstration of advanced, IP-based, communications featuring Avaya's IP Office.

This demonstration will be held at 9:00am on Wednesday, March 9th, at Avaya's training facility in Chelmsford, MA. Refreshments will be served. To reserve a seat:

- Call 978.562.6077, extension 207 and ask for Isa
- Visit [www.Bryley.com\Event signup.htm](http://www.Bryley.com\Event%20signup.htm).
- Email Events@Bryley.com.

Free training on Avaya PARTNER ACS telephone system – Join Bryley Systems for free Avaya PARTNER ACS training on April 9th at 9:00am in Hudson, MA. To reserve a seat:

- Call 978.562.6077, extension 207 and ask for Isa
- Visit [www.Bryley.com\Event signup.htm](http://www.Bryley.com\Event%20signup.htm).
- Email Events@Bryley.com.

Microsoft's new server products – Join Bryley Systems and Microsoft for a free, business-oriented overview of these exciting, new, server technologies:

- Microsoft SharePoint Server 2007
- Microsoft Windows Server 2008
- Microsoft Exchange Server 2007
- Microsoft SQL Server 2008

The session will be held at 9:00am on Wednesday, May 21st, at Worcester State College. Refreshments will be served. To reserve a seat:

- Call 978.562.6077, extension 207 and ask for Isa
- Visit [www.Bryley.com\Event signup.htm](http://www.Bryley.com\Event%20signup.htm).

- Email Events@Bryley.com.

Bryley's new Service Portal – Over the past few years, Bryley has made significant investments in our business systems and infrastructure to enable real-time communications regarding the timeliness and quality of services that we deliver. A result is that client-service requests (with resulting service tickets) may now be added, viewed, or updated through our Service Portal.

This real-time environment is available 24 x 7 at www.Bryley.com by selecting “Client login” from the upper-right corner of the home-page. Clients may perform these functions:

- View the current status and details of their service tickets
- Enter new service requests
- Review invoices
- View reports

To use this capability, please contact Beverley at 978.562.6077 x201 to setup an account and receive training.