

Bryley Tips and Information April 2009

1. One more reprieve for Windows XP

Microsoft has again delayed the retirement of Windows XP, even though it had scheduled the discontinuation of XP for May 31, 2009. (Mainstream support of Windows XP will still end on April 14, 2009, but security patches will continue beyond that date.)

Recently, Microsoft told Hewlett Packard, the largest manufacturer of personal computers in the world, that it may continue to sell downgrade-to-XP licenses through April 30, 2010, effectively allowing HP customers to install Window XP onto new HP computers. (It is likely that Microsoft will extend this offer to other PC manufacturers.)

For more information, please visit <http://www.channelinsider.com/c/a/Microsoft/Microsoft-Extends-Windows-XP-Support-Again-473469/?kc=CITCIEMNL04072009STR1> and <http://www.echannelline.com/usa/story.cfm?item=24408>.

2.Nortel's woes

Nortel (formerly Northern TeleCom), once one of the largest manufacturers of telephone systems in the world, declared bankruptcy recently and is now shedding divisions. For details, please see http://www.nojitter.com/blog/archives/2009/04/auctioning_nort.html?cid=nl_nojitter_html.

Note: Avaya has a “Beat Nortel” promotion for former Nortel owners. Call us at 888.280.5799.

3. Announcements, news, and events

Mike Dwyer is Microsoft Certified Technology Specialist – Mike, Bryley Engineer and expert in Avaya telephone systems, is now a Microsoft CTS, having completed the significant and lengthy requirements for this certification.

Roy Pacitto is Technical-Services Manager – Roy, long-term senior manager with over 14 years at Bryley Systems, has taken over the management of our technical-services team and processes. He brings considerable management experience to this role with a mandate to improve our service-delivery process.

Prepare your business for privacy compliance – Please join Bryley Systems for a free, how-to seminar on complying with Massachusetts 201 CMR 17.00, Standards for the Protection of Personal Information of Residents of the Commonwealth. (Bryley’s original write-up on 201 CMR 17.00 is available at http://www.bryley.com/documents/2008/bryley_tips_11-2008.pdf.)

These seminars will be held at 9:00am at Bryley’s second-floor conference room in Hudson, MA. Refreshments will be served.

Next seminar date and time: April 22, 2009

To reserve a seat:

- Call 888.280.5799, extension 216 and ask for Michelle.
- Visit www.Bryley.com/Events.htm.
- Email Events@Bryley.com.

Client service

If you have questions about, or issues with, our client service or response, please contact Beverley Denio, Client-Service Manager, at 978.562.6077 x201, or Gavin Livingstone, President, at 978.562.6077 x215. (Respective email addresses are BDenio@Bryley.com and GLivingstone@Bryley.com.)

Bryley's Client-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 Client-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. Registered users may perform these functions:

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

To use this capability, please contact Beverley at 978.562.6077 x201 to setup a username and password. Training is also available at no charge.

Contact Bryley Systems Inc.

Bryley Systems is a full-service, end-to-end provider of business-technology solutions, fulfilling the information-technology needs of organizations throughout New England since 1987. We cultivate new, and retain existing, long-term relationships with clients by becoming, and remaining, vital to the operation of their businesses. Areas of expertise include:

- Computer networks
- Network security
- Telephone systems

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