

DUNDAS IT NEWSLETTER

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Welcome...

To the latest Newsletter from Dundas IT Limited.

This month we talk about changes afoot at Dundas IT and the latest must have "gadget" which appears to add real business benefit – not just the Techno-fiends equivalent to the Prada Handbag after all!

As ever, we welcome your feedback, so any comments, please send them directly to editor@dundasit.com.

We look forward to hearing from you!

Re-structuring at Dundas IT...

Changes afoot at your favourite IT company.

We are delighted to announce that we have recently re-structured Dundas IT in an effort to improve our client service delivery.

One of the major changes is the implementation of two separate divisions within Technical Services – the Support Division, which is headed up by Keith Barbour and the IT Project department, which is managed by Billy Coad.

We feel this re-alignment will provide improved customer service to our clients, with each division having clearly defined responsibilities. To aid the Support Division, we have recruited a senior technician, Andrew Smith, who will assist Jason and Jonathan providing 2nd level support from early March 2005.

Further developments include the promotion of Billy Coad and Keith Barbour to the positions on Technical Director and Business Development Director respectively. They join Catherine O'Day and Jim Wilkie at the helm of Dundas IT and will be instrumental in helping build the company for the future.

Jimmy Budge, previous Director of Dundas IT, has left the company to pursue opportunities in business consultancy elsewhere, although he remains an Associate of Dundas IT and will be working with us & our clients on Business Continuity projects.

Personal Digital Assistant's (PDA's) –

The latest "toy for boys" or do they offer real business benefit? We review one of our client's integration of Blackberry Handheld PDA's into the work place.

So, are Blackberry's simply the latest gadget – designed to accompany the ipod and the Mini Mac in the techno-fan's armoury of "must haves" or do these handheld communication devices actually deliver what they promise in the sales pitch?

The sales pitch boasts secure end-to-end connectivity, allowing mobile users to maintain a virtual presence in the workplace. They allow organisations to customise software and services to meet the needs of the mobile workforce and improve the efficiency of business operations. All this, according to the marketing people at Blackberry, leads to greater productivity and improved communication, but is that the experience of the end user?

The EDI Group Limited trialed Blackberry PDA's in the workplace recently. The Edinburgh based Property Company issued 5 devices to a range of users for a period of 2 months.

Alasdair Tweedie, tells us "The EDI Group had investigated various PDA's over the past year, many of which provided the required functionality but were reliant upon the user managing connectivity. The attraction of the Blackberry system is that it is always on and provides remote synchronisation with the desktop pc.

The e-mail, calendar, contacts, tasks and internet functions work extremely well. The ability to tidy up the in-box clearing unwanted e-mails whilst you have a spare five minutes on the move or sitting on the train is most useful. Word attachments to e-mails are easy to open and read, however, the viewing of spreadsheet attachments is poor.

The keyboard is surprisingly easy to get use to and keying errors are minimal. The use of Blackberry has assisted in our diary management when out and about and has ensured double booking is reduced due to the real time sync. with the office server. The battery life is also excellent.

(Continued...)

Personal Digital Assistant's (PDA's) –

The latest “toy for boys” or do they offer real business benefit? (Continued)

Although the Blackberry has a built in phone we have decided to keep our existing mobile phones. This was considered during our pilot phase and the majority of users commented that they would not be comfortable using it as a phone.

All in all a very good product, we have just installed our tenth device. The biggest draw back – another device that ensures you are always in contact and always on! “

So, it does seem that there are true business benefits to be gained from adopting PDA's in the right business environment.

For further information on PDA's and their compatibility with your IT infrastructure, please contact Billy Coad, Technical Director at Dundas IT.

Watch out for the new look website for Dundas IT....

Coming soon to a PC near you....

Springfords sponsor the Scottish Legal Awards

Catch a Rising Star...

Springfords LLP, our sister Accountancy firm has just seen the completion of its sponsorship of the Scottish Legal Awards, which culminated with the Awards Lunch, held at the Edinburgh International Conference Centre on Friday 4th February 2005.

The Scottish Legal Awards is now in its third year and prides itself on offering a rigorous and credible platform to recognise, reward and celebrate all those working within the legal profession.

There were various categories of Award, including Partner of the Year, Specialist of the Year and Best Legal Website to name but a few.

Springfords sponsored the award for the Legal Industries Rising Star, which was won by Laura Gordon of Glasgow based firm, Boyds. In second place was Rosalie Mackay from Edinburgh based firm, McGrigors.

Congratulations to both worthy winners!



Further information, if required, can be found at www.thescottishlegalawards.com.



The Stork returns!

Yet again, Dundas IT is blessed with another wee baby. The latest addition is Casey Hilson, a beautiful daughter for Mark and Clare, and wee sister for 2 year old Abby.

Casey arrived just before Christmas – best Christmas gift a big sister could ask for!

Congratulations are also due to Billy and Kelly, whose first offspring is due in May 2005. Watch this space for further details...



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