

LETTERS

EDITORIAL Sara Yirrell

★ Getting your back up

While it's encouraging to see more organisations use software or a service for PC backup and recovery, many rely on individual employees to back up data themselves.

This could spell disaster. It is very easy for employees to forget, be off-site or simply have no time to do an important backup. Even if staff save files to the server, a lot of data still resides on workstations.

I believe about 60 per cent of an organisation's data is saved on workstations rather than servers. Make sure organisations back up their laptops and PCs as well as their servers.

What is needed is a centralised back-up and recovery solution, protecting both workstations and servers, supported by a documented back-up and recovery policy.

Laurent Dedenis, Acronis

Happy customers mean success

In a slowdown, you should be keeping your customers close – as the market turns, loyalty will ensure stability.

Getting into the mind of the customer is key. Automated responses can help set expectations for customers sending in queries. Whenever sending emails to a blind group address, follow them up in person to ensure reception.

Every part of customer service needs to be thought about carefully – after all, happy customers are key to any company's success.

Mike Morrison, Networks First



Consultancy Escape Studios has implemented an Isilon IQ solution at Bournemouth University's Asts department to ease bottlenecks.

Give NHS single asset register

A NHS Confederation report suggested the health service will face the most severe financial shortfall in its history after 2011. With added compliance pressure and demand for annual savings of six per cent for 2011-14, performance relating to several hundred million pounds of assets must be controlled.

However, assets are distributed across each hospital – and GP surgery – and managed by different departments, each with their own asset management systems, data duplication and inaccuracy.

Replacing disparate systems with a single, integrated asset register that not only holds the capital asset information for the finance team, but also service records and histories enables Trusts to assess asset condition and recommend maintenance and determine whether assets are performing.

Karen Conneely, Real Asset Management

Public search only as good as tags

Regarding the Greater London Authority's (GLA) initiative to make more data available about public services, when information is supplied by different councils, the tags that identify each piece of information may not be consistent, throwing public search results out. Common information needs to be published and aggregated. If a person searches for 'rubbish collection' information, all pages that match the identifier for rubbish should appear.

While the GLA is making this information available, it must ensure each piece of data is using a common, agreed identifier for core subjects.

Kal Ahmed, Networked Planet

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Don't toy with the channel

The fallout continues with the Sun/Oracle takeover, which has left some rivals rubbing their hands with glee.

After Larry Ellison's shock announcement last month that Oracle will be taking Sun's largest 4,000 accounts direct, UK partners are, quite rightly, keen to know how this will affect them, if at all.

But Oracle seems to have closed ranks and is keeping the information flow to a minimum.

Therefore, a lot of Sun partners do not actually know where they stand right now – in fact, I think quite a few staff feel the same way.

Oracle will realise the channel is vital to its success

Sun chief executive Jonathan Schwartz, buried the hidden message 'beat IBM' in an email to his

employees and urged them to think of Oracle as their new company. This was before he stepped down.

I met with IBM last week and it is safe to say Big Blue is delighted with the announcement, giving it the perfect opportunity to mop up any disgruntled partners looking for a Unix vendor with a reliable channel message.

I predict that somewhere in the near future there will be a retraction of sorts as Ellison & co realise that the channel is vital to Oracle's success, just as it is vital to the success of most tier-one vendors.

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