
Datamerge Newsletter Jan-Mar 2010

What's new?

Adam Sturdy joined us a Network Engineer on 11 January 2010. Adam has been working in the industry for a number of years and is used to working on individual customers networks. He has qualifications from both Cisco and Microsoft.

We are in the process of finalising an offer for an additional Network Engineer with significant IP Telephony experience. This appointment will increase the number of engineers we have available to service our customers and ensure we can continue to maintain a high standard of service.

Glazelle will be leaving us on 12 February to pursue her new career of being a first time Mum. Natasha Minns joined us this week to take over the gruelling task of placing orders with our suppliers and keeping tabs on all stock movements.

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Customer Satisfaction

At Datamerge we continue to take customer satisfaction very seriously and are constantly looking at ways to improve the level of service we provide to our customers.

In November last year we undertook our 4th annual customer satisfaction survey to find out what our customers thought of the level of service we are providing.

The results of the survey show that our customers are highly satisfied with the service we provide. 84% of respondents said they were satisfied.

Even though this is a great result we are continuously looking for ways to improve service levels.

Are you certain the back up of your data is occurring?

Don't have the time to check?

Datamerge can proactively monitor your back ups for you and rectify any issues before they affect the integrity of your data.

If you would like to subscribe to this service, give us a call on 1300 662 097 or email admin@datamerge.com.au and we will take care of it for you.

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Virtualisation

Did you know that Datamerge are an accredited VMware partner, and have been for quite some time?

Virtualisation is changing the computing landscape.

Virtualisation essentially lets one computer do the job of multiple computers, by sharing the resources of a single computer across multiple environments. Virtual servers and virtual desktops let you host multiple operating systems and multiple applications locally and in remote locations, freeing you from physical and geographical limitations. In addition to

energy savings and lower capital expenses due to more efficient use of your hardware resources, you get high availability of resources, better desktop management, increased security, and improved disaster recovery processes when you build a virtual infrastructure.

To find out more, give us a call on 1300 662 097 or check out www.vmware.com

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Client Profile - Fremantle Football Club

The Fremantle Football Club is delighted to have entered a partnership with ShoreTel and Datamerge to provide IP Telephony services, simplifying and enhancing the club's communications systems.

With over 39,000 members, 400 corporate partners and club offices in Perth and Melbourne, this new IP Telephony system will provide the club greater flexibility and efficiency in communicating with its key stakeholders.

The club prides itself on being at the forefront of customer service and communication and we thank both ShoreTel and Datamerge for their professionalism and assistance in delivering this new system.

Season 2010 kicks off for Fremantle at Subiaco Oval on Sunday 28 March when they take on the Adelaide Crows in the club's annual Starlight Purple Haze Game. If you would like to be there to cheer on the team or to find out more about Fremantle, please visit www.fremantlefc.com.au or contact the club on 9433 7182 (corporate) or 9433 7111 (membership).

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Staff Profile - Leigh Harding

Leigh Harding is one of our Network Engineers. Leigh came on board with Datamerge in October 2008 and has been a valuable asset to our team.

For those customers who have met Leigh you will know he is outgoing, stands his ground and jokes around but always gets the job done. Leigh also makes our regular service trips to Margaret River.

Leigh puts every effort into providing excellent customer service and is a very popular preferred engineer.

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Simplify the complex world of business communication with IP Telephony (VoIP)

At Datamerge we specialise in IP Telephony solutions

IP Telephony bridges the gap between your IT Network and your phone system, linking your phone with your computer, your voice mail with your email, and enabling new ways to manage the communication needs of your business on a single network.

By implementing an IP telephony solution your business can give employees a new set of tools that are as easy to use and designed to save you time and money and increase your productivity.

For an obligation free discussion about your communication needs call us on 94747300 or Email us for an information pack - info@datamerge.com.au

If you would like further information

94747300

info@datamerge.com.au

www.datamerge.com.au