



Issue 2 Aug 2011

Getting You Future Ready – starting with the Internet Fridge!

A few years ago it seemed positively futuristic that you could have an affordable High Definition flat screen TV in your living room that streamed your favourite movies, radio and other content from the Internet on demand.

So what's the next high-tech gadget for the home? Well, almost undoubtedly, the much hyped 'Internet Fridge' – a refrigerator that connects to your wireless broadband router at home, and automatically orders milk, cheese and eggs (or in this day and age, fruit smoothies, bagels and Philadelphia) from Ocado or Tesco online when they run out.

While the Internet Fridge is not quite yet at mass adoption (at least not in our house), more and more businesses, locally and globally, are increasingly aware that voice services and on-demand, high bandwidth computing power via the internet are already a must have.

That's because these technologies allow business to be more creative, more efficient and more competitive in the way in which they deliver products and services to their customers.

Here at NewNet we know how to combine the internet with VoIP technologies and on-demand computing in a holistic way – one that ensures your business has the competitive advantage in the future, in what has become a highly demanding market.

Unfortunately, we can't offer you the Internet Fridge today – but we can promise to let you know when it's time to invest in this and other new technologies!



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About Pierre

Pierre Lams is NewNet's Sales & Marketing Director. With nine years' senior management in the technology sector, he is focused on helping businesses to become more profitable by unifying their communications. Previously, Pierre was both Chairman and Business Development Director at Handheld PCs, where he helped organisations reduce their carbon footprint by the effective deployment of innovative mobile working solutions.

Pierre Lams,
Sales & Marketing Director
NewNet



Partner Spotlight



NewNet People



Sponsorship



Technology Spotlight

Partner spotlight: Taylor Made Computer Solutions

Taylor Made Computer Solutions is one of NewNet's long-standing B2B partners. With an £8 million turnover and a 100-strong team, they are the Solent region's largest and fastest growing IT support organisation. Here, Ian Lockwood, Commercial Director at Taylor Made Computer Solutions, tells us why his company's relationship with NewNet is so important.

"We've enjoyed a long-standing relationship with NewNet – one that's brought our business much success and helped us deliver additional services to our clients. In fact, our company is based in Fareham, just a stone's throw from NewNet's offices, which always helps.

We serve organisations right across the South Coast in a geographical area that roughly covers Brighton to Poole and Bournemouth, and as far north as Basingstoke. Most of our clients are SMEs with upwards of 20 users, but we also work with companies that have a turnover of £100 million – some of which are household names.

Primarily we focus on delivering IT Strategy, and through a well-structured approach, we get to understand a business' IT needs. This helps us make the correct recommendations for

growth, and ultimately save the business money and pain.

We can then fulfil the requirements – everything from hardware purchasing to installation and engineering support. In many cases we provide a full outsourced solution for our customers, including all the auxiliary solutions such as telephone systems and connectivity – things like phone lines and DSL circuits. Basically, we manage everything so they don't have to. Having the right partners in place is crucial. That's why our relationship with NewNet is very important.



"We've enjoyed a long-standing relationship with NewNet – one that's brought our business much success and helped us deliver additional services to our clients."

Ian Lockwood,

Commercial Director at Taylor Made Computer Solutions

At the end of the day relationships are based on individuals and Victoria Bradley from NewNet has been a breath of fresh air. She's brought another dimension to our offering, and she really helps get things progressed smoothly. For example, one of our clients operates an overseas branch in the United

States and needed better connectivity. But both the timeframe and geography of the project were proving a real challenge. Victoria stepped in and was instrumental in making that happen successfully.

Taylor Made are expanding quickly and we rely on positive relationships like NewNet's to help us provide a first class service to our clients."

NewNet People

Meet Linzi Clemente...

In each issue of the NewNet Newsletter, we will bring you a unique profile of one of our people. This month, we would like to introduce you to Linzi Clemente who works in our Customer Services team.

Name: Linzi Clemente

Position:
Team Leader, Customer Services

When did you join NewNet? 2000

What did you do before?

I joined straight out of college. I then had several different roles and now, I'm the longest serving member of staff!

What first attracted you to NewNet?

The company and the products – they're always changing, so I'm always learning. A few years ago, we were offering dial-up, and not broadband. So who knows what we'll be providing in 5 years' time. I didn't think I'd end up working for

an ISP, but I like it because it the technology changes all the time.

What does your job involve?

We sell and provision broadband hosting and domain names, taking provisional orders from new and existing customers. Our team is about to incorporate Broadband Accounts, so that we can offer our customers a more joined-up service.

How do you find working here?

We're a close team, within Customer Services and across the company. We're always busy, but we find time for a laugh and joke! We enjoy the banter, because we work hard and get the job done.

What makes NewNet customer service great?

It's the relationships with our customers and the relationships within the team. I've been here a long time, so I've seen what can happen when these long-standing relationships grow and develop.

How do you help NewNet customers?

I provide a personalised service. I



recognise a lot of our customers by their voice, even before they say their name. And a lot of customers ask to speak to specific members of the team – and if they're busy, our customers are quite often happy to wait!

How do you see your role progressing?

I've literally just been promoted to Team Leader. Before joining the Customer Services team, I worked in Accounts and also on the Help Desk – so who knows where I'll go from here!

Sponsoring one of tomorrow's champions!

Sam practises shooting in his NewNet sponsored shirt.

NewNet is proud to be sponsoring Sam Jeram, the UK's Under 14 Metric National Champion in Archery. We first knew Sam as the son of our Business Development Manager, Paul Jeram. And when we heard about Sam's particular talent, we were keen to get involved.

"We're delighted to be showing our support for a local champion, and the son of one of our employees," said Darren Hilton - MD. "We wish Sam every success in pursuing his dream - and we'll be watching with interest!"

Sam regularly competes in local and national competitions - and we know he's destined for truly great things.



Sam collects his Archery GB Gold Medal and Compound Cup.

Technology Spotlight: Fibre Optic Broadband

Award-winning high speed, high performance broadband from one of the UK's fastest and most reliable ISPs

What is Fibre Optic Broadband?

Fibre Optic Broadband from NewNet is a single, manageable and highly cost-effective network that allows you to work faster than ever before. Right now, we're offering a number of first class and affordable Fibre Optic packages to suit different needs – because we are dedicated to bringing the benefits of high-speed broadband to everyone.

Who is it for?

NewNet Fibre Optic Broadband is perfect for anyone who relies on the internet for their business. Because of the speed, Fibre Optic is especially suited to more demanding internet users.



NewNet Fibre Optic Broadband is ideal for:

- Home workers
- Small and medium businesses
- Large-scale enterprises

What are the benefits?

However many users you need to connect, NewNet Fibre Optic Broadband will give you high speed, ultra reliable connections – any time, any day.

- High speed
- High usage
- Ultra reliable
- Affordable
- Award-winning hosting and support

Can I access support when I need it?

Our services and products are designed to meet the requirements of people who depend on the internet on a daily basis. That's why, with NewNet, you are guaranteed a fantastic level of support from our UK based, award-winning Helpdesk. Whenever you need help, our highly skilled support team will be just one phone call away.

Discover a new way of working

With increased connectivity and faster broadband, you can find new, more effective ways of working – and you can deliver an enhanced, even more efficient service to your customers.

Want to find out more?

Simply call us on 0844 854 9288 or visit our website: www.newnet.co.uk