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### IN THIS ISSUE

### 04 Agenda

Time to re-think office lighting rules

- 11 Comment Don't put your trust in a bubble, warns Geraldine Osman
- 12 Cover Story How to save money with MPLS

**15 Opinion** How to avoid the pitfalls of modern technology

- 16 Computing Quick payback for school data centre
- 28 Business Continuity Could you survive business interruption?
- 31 Broadband How to improve speeds for your home office
- 32 Sustainability Natural ventilation wins plaudits in Bradford
- 34 Internet of Things The technology keeping Britain moving

#### 38 Workplace

Why sit-stand is an investment worth making. Plus, how to combat 'presence disparity' and can lighting prevent diabetes?





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Business Info is a controlled circulation magazine. Applications for free copies will be considered upon receipt of a completed and signed reader info card or online form. Business Info is available on subscription @ £40 p.a. to UK companies or residents and @ £75 p.a. for non-UK subscribers.

The opinions expressed by contributors are not necessarily those of the publishers who cannot accept responsibility for any errors or omissions.

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### 66 Comment 99

The 175th anniversary of the Penny Black last month highlighted the potential of innovation to work to the common good. Through standardisation of format and pricing, the first adhesive postage stamp replaced the inconsistencies of the prevailing postal system with a clear, uniform and low-cost means of communication that led to a massive increase in activity and enterprise. About 150 years later, email was to have a similar effect in the digital age.

It is testament to the rapid pace of progress today that email is already falling out of favour. As we report on page 10, email is increasingly seen as a costly drain on productivity. Part of the problem (also a benefit) is that email is free (or seen as free) for the sender, with costs borne by the recipient in the form of time spent processing messages.

A big part of the Penny Black's success was that it replaced payment on delivery with pre-payment by the sender. In that respect at least email has turned the clock back more than 175 years. As we celebrate the achievement of Rowland Hill, perhaps we should consider whether a system of pre-payment for email (if only nominally) would make people think more carefully about how and when they used it.

James Goulding, Editor, jamesg@binfo.co.uk

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# agenda

# Time to re-think office lighting rules

Philips Lighting is demanding a re-appraisal of office lighting rules now that 30-50% of people in work are over 45 years old.

In Europe, the minimum lighting requirements for writing, typing, reading and data processing in offices is 500 lux, a level considered insufficient by almost one third of today's workers.

Research shows that a 60-year-old person needs between two and five times as much light as a 20-year-old to see the same visual detail, let alone to concentrate.

Philips advocates more user control over lighting to meet the diverse needs of all employees, not just older workers, citing a laboratory study from 2011 which showed that while 1000 lux is required to support concentration, dimmer lighting enhances creative thinking.

When Philips gave people desk lamps that allowed them to adjust light intensity and colour temperature, 90% reported sharper vision, optimum eye comfort, the ability to see smaller details and improved contrast.

Dr Bianca van der Zande, principal scientist at Philips Lighting, said: "Regulatory bodies should take these findings into account for the wellbeing and productivity of today's workforce. People spend 80-90% of their time indoors, of which around 20% is spent at work, so the indoor environment determines, to a large extent, the



Older workers need more light

comfort and well-being of the office employee, influencing their performance."

As an economical alternative to adjustable desk lights, Philips advocates Philips Power-over-Ethernet ceiling lighting that uses the same cabling as computers. Wireless communication access points integrated into each lighting fixture enable users to adjust lighting in their personal space using a smartphone.

Adrie de Vries, senior lighting consultant at Philips, said: "Imagine being able to adjust the lighting directly above you with just a tap of an app on your smartphone. Philips' connected lighting system for offices allows you to change your light settings depending on your own preference. You can select a high light level to boost your energy or a lower light level to promote creative work. What's more, the system can remember your personal preferences."

### Health checks while you work

Businesses are being urged to hire interactive health kiosks to provide employees who don't have time to visit a GP with a quick and easy health check and to encourage healthier lifestyles.

Analysis of 50,000 health MOTs completed in workplaces last year by The Health Insurance Group and the Wellbeing People, makers of interactive health kiosks, shows that 17% of the UK workforce has a BMI greater than 30, a measure defined as 'clinically obese' by the World Health Organisation. More than two thirds (68%) of men and 54% of women had a high or very high body fat content and 33% men and 19% of women had high blood pressure.

Brett Hill, director of The Health Insurance Group, said: "The kiosks provided some intriguing data about workplace health and have shown they are the perfect tool for building awareness around the importance of health issues and engaging people in a way that's convenient, noninvasive and fits in around their working day."

The kiosks check a person's weight, height, body mass index, body fat percentage, blood pressure and heart rate. Interactive applications test well-being through a mind/mood app that examines how someone is feeling and Boomerang, a life/balance programme that queries personal lifestyle habits i.e. smoking, diet, exercise and sleep. At the end of testing, a score card rates a person's health. www.wellbeingpeople.com

### Workplace Health Week

May 18-22 is the UK's first Workplace Health Week organised by Workplace Challenge to raise awareness of the importance of incorporating physical activity into one's working day. Businesses are being urged to join the 30,000 individuals and 5,500 workplaces already signed up to Workplace Challenge, a programme funded by Sport England to engage businesses in sport and physical activity. www.workplacechallenge.org.uk

Sickness absence rates fall

As the economy improves, 40% of UK employers have seen sickness absence rates improve over the last 12 months – 6% more than last year, according to new research from Group Risk Development (GRiD). Just 15% say rates have worsened. Respondents attribute the improvement to good morale (62%) and to employee health and wellness initiatives (21%). One third (36%) cited job insecurity as a factor. www.grouprisk.org.uk

### One of a kind

Sterillo is claimed to be the only hand dryer on the market that kills bacteria and cleans the surrounding air. It combines one of Europe's bestselling hand dryers with cutting-edge technology from AirSteril – also used by many ambulances and care homes – to kill the bacteria, mould



and viruses that spread disease and cause odours. http://www.sterillo.com

### Stress not an illness

Two thirds (69%) of senior business managers and owners don't believe that stress, anxiety or depression is a serious enough reason to be off work, according to research by AXA PPP healthcare. Only 39% of employees would be honest with their line manager when calling in sick if they were suffering from stress, anxiety or depression.



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Our ability to provide an industry leading choice of printing solutions has been enhanced thanks to the coming together of our multifunction products (MFP) and barcode/label printing devices. The amalgamation of these two Toshiba TEC printing divisions has created the most innovative and comprehensive Printing Solutions business – one that now enables customers to achieve efficiency through a unique blend of functionality and flexibility.

Toshiba TEC's extensive product portfolio continues to push the boundaries of what's possible with printing technology, and we have recently enhanced it with a **new range of A4 desktop printers, MFPs and barcode/label products**.

The **e-STUDIO305CP** colour printer and **e-STUDIO305CS** colour MFP offer remarkable and consistent image quality, with the latter having print, scan, copy and fax functionality as standard.

Similarly, the monochrome **e-STUDIO385S** MFP delivers high quality document output and boasts mobile printing capability for flexible working. Built-in duplex printing and standard energy saving modes can be found in the **e-STUDIO385P** printer, and if it's super high productivity that you're looking for, you'll find it in the monochrome **e-STUDIO525P**, which features a large range of output options to suit all document requirements.

Today's businesses need devices that are suitable for a multitude of uses and our stylish, robust and powerful **B-FV4** desktop thermal printers are small enough to fit into the tightest of spaces, making them ideal for producing labels in an office, printing product barcodes or even creating labels for use in a post room. With two key models – the **B-FV4D** and the **B-FV4T** – both come with a choice of communication interface options as standard.

Toshiba TEC is transforming the way organisations manage, display and share information – helping to work towards a more prosperous and sustainable future.

Find out what we can do for you...







### Build it and they will stay



If your employees frequently avoid the office in favour of more relaxed, creative environments, it might be time to replicate what they enjoy about Starbucks, Costa et al. on your own premises.

Steelcase has developed a new WorkCafé concept that marries café culture with business-class technology and ergonomic standards so that your employees can work efficiently in a relaxing environment and still enjoy the spontaneous exchange of

### M1 workplace

Regus, the global workspace provider, has opened the first Regus Express location on the M1, at Watford Gap motorway service station. Catering to the needs of mobile workers, local home-based professionals and business travellers, it features a drop-in business lounge with free, secure Wi-Fi and refreshments, as well as high-specification meeting rooms bookable by the hour. Regus Express locations can also be found at shopping centres, retail parks, airports and hotels. www.regus.co.uk/express

information and know-how with colleagues.

John Small, Steelcase Director of Industrial Design, EMEA, said: "In our increasingly mobile working world, it is a challenge for companies to bring employees together. The WorkCafé provides a central location for creative exchange and innovation. Employees find a coffee shop vibe with the functionality of a well-planned office that has the qualities to become a new favourite workplace."

The Steelcase WorkCafé incorporates five distinct zones to meet different requirements: Kitchen and Dine, with facilities for food and drink and space for recreation; the Social Hub, offering coffee and snacks in a relaxed lounge atmosphere; Meeting Commons, for undisturbed collaboration in meeting rooms of different sizes; the Nomadic Camp where mobile workers can concentrate or meet with team members; and the Resource Centre with access to lockers, printers and work tools. www.steelcase.com/uk



### More London law firms look to cut property overheads

London's largest law firms are continuing to target property overheads, the largest cost to legal practices after salaries.

In a CBRE survey of the 100 largest London law firms (ranked by space occupied), 83% of respondents said they were considering strategies to reduce property overheads (up from 76% in 2012).

The average area occupied per fee earner in these firms has gone down by 5% since 2012 to 490 sq ft at an average cost of £22,400 per annum.

Of the 60 UK law firms in the list, the top 11 to 25 have been most reactive, cutting the cost of rent per fee-earner by 9% to £19,600 per annum.

The CBRE says its analysis shows a clear differential between open plan and cellular offices, with fee earners in open plan occupying an average of 310 sq ft compared to 550 sq ft per fee earner in cellular offices.

This suggests that firms which pursue alternative space use strategies have scope for additional cost savings in the medium to long-term.

Colin Manders, CBRE Head of Central London Lease Consultancy, said: "Key tactics that support space reduction are outsourcing, intensifying use of space and the disposal of space. There isn't a one-size-fits-all approach, but interestingly many firms find a new office layout, including spaces that support collaboration, are integral in developing innovative service offerings and cross-selling, now seen as vital to a firm's survival. In the long-term, the benefits of an inventive real estate strategy can provide more than just cost saving and act as a catalyst for business change."

More than two-thirds (69%) of firms surveyed expect to increase their London headcount over the next three years. Almost three quarters (74%) regard location as the most important element for attracting the best talent.



agenda

### Better space management key to lower costs

Workplace space scheduling specialist Condeco Software is urging businesses to manage their office space better, as the UK is revealed as the costliest place in the world to invest in commercial property.

Condeco points out that 58% of desks in the financial services sector and 71% of meeting rooms are unused for up to half of the day and that remote and flexible working is adding to the under-utilisation of space.

Paul Statham, CEO and Founder of Condeco Software, said: "The most worrying aspect is that businesses are not aware of the extent to which their office space is under-used or their meeting rooms left empty, and it is large corporates, who own vast amounts of real estate across many cities and countries, who experience this pain more than anyone else."

He adds that understanding more about space utilisation can help companies create the type of working environment needed to attract top employees.

"A major trend for fast-growth multinational companies right now is the leveraging of USPs within their workplace, such as collaborative spaces, in order to attract and retain the world's best talent. A flexible workspace, geared to the daily demands of evolving business will not only work towards supporting better employee engagement and satisfaction, but also seriously enhance productivity," he said.

www.condecosoftware.com

### A meeting of minds

MeetingRooms.com, the latest addition to the Search Office Space group, has launched a global marketplace that brings together users and suppliers of meeting space in more than 40 countries. Users can find, compare and book meeting space, no matter where they are in the world, and suppliers, such as hotels and serviced office centres, can attract a wider pool of new customers, increasing occupancy and boosting revenues.

## Young, high earning males pose greatest risk to data security

Aruba Networks Inc. is calling on businesses to take action to protect themselves from the high-risk mindset of the #GenMobile workforce.

A new report from the provider of network access solutions for the mobile enterprise, *Securing #GenMobile: Is Your Business Running the Risk?*, highlights a drift towards a more sharing, securityagnostic workplace driven by the risky behaviour of higher-earning males:

Sharing becomes the norm: Six in ten share their work and personal devices with others regularly. Nearly a fifth of employees don't have passwords on devices, with 22% saying they don't have security measures in place so that they can share more easily;

Security agnostic attitudes arise: Security ranks fifth behind brand and operating system when #GenMobile is making buying decisions for new devices. Nearly nine in ten (87%) assume their IT departments will keep them protected. However, nearly a third (31%) have lost data due to the misuse of a mobile device; Self-empowerment succeeds: Over half (56%) of workers are willing to disobey their boss to get something done. Another 51% say that mobile technologies enable them to be more productive and engaged. Over three quarters (77%) are willing to perform self-service IT.

Male workers are a greater security risk than female ones, being 20% more likely to have lost personal or client data due to the misuse of a smartphone, and 40% more likely to fall victim to identity theft.

Other risk factors are age – employees aged 25-34 have the highest propensity for data loss and identity theft – and income.

People earning more than \$60K are more than twice as likely to lose company financial data than those earning less than \$18K and are 20% more likely to lose personal data due to the misuse or theft of a mobile device. When offered money, those earning more than \$75K were three times more likely to give out their device password than those on less than \$18K. www.arubanetworks.com

### Spark of inspiration

The National Portrait Gallery in London has upgraded its public WiFi system to provide visitors with free internet access.

agenda

The managed service from WiFi SPARK lets users log on simply by entering a few registration details. In the future, visitors may be given the option to log in using Facebook or Twitter, which would give the gallery the potential to increase its social media followers. Another possibility would be to use an NPG app.

The use of wayfinder and iBeacon technology to guide visitors around the building enables the NPG to carefully target users with information on everything from talks and forthcoming events to café offers and gift shop promotions. www.wifispark.com



Visitors to the Tudor Gallery at the National Portrait Gallery can easily get online thanks to the NPG's new WiFi installation.

### Biodegradable plastic claims exaggerated

Claims that biodegradable plastic products, including some office stationery items, are a sustainable alternative to conventional plastic don't stack up, new research claims.

A three-year study by Michigan State University, featured in *Environmental Science and Technology*, suggests that some additives claimed to biodegrade polyethylene (i.e. plastic bags) and polyethylene terephthalate (i.e. drinks bottles) don't work in landfill and composting.

The study focused on five additives and three categories of biodegradation – biodegradation with oxygen, such as in composting; biodegradation without oxygen, such as in an anaerobic digester or landfill; and simply burying plastics.

Rafael Auras, MSU packaging professor

Bt 😭



and co-author of the report, said: "There was no difference between the plastics mixed with the additives we tested and the ones without. The claim is that, with the additives, the plastics will break down to a level in which micro-organisms can use the decomposed material as food. That simply did not happen."

### Smartphones hit new high



The limited edition RED BlackBerry Passport

The Western European mobile phone market failed to grow in 2014 for the second consecutive year, according to International Data Corporation's European Mobile Phone Tracker. Total shipments declined 5.2% year-onyear to 174.1 million units, though smartphone shipments were up 6.4% to a record high of 145.8 million units or 84% of all mobile phones shipped in the region last year. Phablets represented nearly 10% of smartphones shipped in 2014, with an average selling price (ASP) of \$669 compared to \$428 for normal smartphones. www.idc.com

### Grand Prix for BT Home Hub

BT's Home Hub 5 designed by Alloy has won the Grand Prix at the 2015 Design Business Association (DBA) Design Effectiveness Awards, plus separate Gold and Sustainability awards. Launched in 1989, the Design Effectiveness Awards celebrate design that has delivered significant competitive advantage.

The BT Home Hub 5, which enables customers to connect to the BT fibre optic network, has helped BT gain 530,000 new subscribers by improving the user experience. It has also substantially decreased the need for engineer visits, reduced energy consumption and cut distribution costs and 147 tonnes of CO2 emissions through reduced packaging. www.effectivedesign.org.uk



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### Email and gossip take their toll

Businesses are wasting £250 million a year in lost productivity caused by heavy email traffic, loud talkers and office gossips.

The Ahead of the Curve Report, produced by Samsung in partnership with Stephen Westland, Professor of Colour Science at the University of Leeds, found that UK workers are unproductive for 70 days a year because of office distractions.

Almost four out of 10 (38%) employees can only work for 15 minutes before losing focus and checking their email. A further 22% claim they interrupt their workflow every 22 minutes to check email.

### Kick out the jams

Traffic jams are the Number One drain on productivity, according to a report by Regus – cited by 39% of 3,000 UK professionals surveyed. Transport delays (27%) and road works (20%) also got a mention. Other prominent distractions include lengthy meetings (35%) and dealing with incoming cold calls (27%). www.regus.co.uk



The Garmin nüviCam is the first sat nav to feature a built-in dash cam and advanced alerts to warn if you are driving too close to the car in front or start to drift off the road. The dash cam records footage



continuously and automatically saves files in the event of a crash, with a record of exactly when and where the incident took place. The camera can also be used to capture still images within and outside the car and can display a camera view of the street. It costs £299.99.

www.garmin.com/nuvi

### Did you know?

Workers in London take 25% longer for lunch than their colleagues elsewhere in the country. Almost one in four males in the capital (24%) uses his lunch-hour for a power nap (source: Avanta London Worker Index).



- 1. Loud talkers 57%
- 2. Ringing phones 39%
- 3. Unnecessary meetings 26%
- 4. Email 22%
- 5. Making tea for colleagues 18%
- 6. Office gossip 16%
- 7. Loud typing 12%

The average worker has two or three different devices at work, with 10% using as many as five or six. More than a third (38%) have three or more screens attached to their PC; an additional 28% have two computer screens.



agenda

Samsung says its curved monitors deliver a more immersive viewing experience that can help minimise distractions.

### A quarter of software paid for but not used

Over a quarter (28%) of software deployed in enterprises is unused or rarely used, yet companies do not have the appropriate processes in place to fully understand and manage these assets, warns software lifecycle automation company 1E.

1E's analysis of software deployed and used on 1.8 million desktops in 74 large enterprises, supported by a survey of 300 IT decision-makers in organisations with over 500 employees, shows that the average number of software vendor audits is now four per year, up from three in 2012. One in 10 US companies faces between 11 and 15 audits per year.

Most are prepared for such audits, with twothirds (66%) of IT decision-makers saying they have clear visibility of software installed across

### Top technologies reshaping the world

 Biometrics, 2) Drones, 3) Real-Time Translation, 4) Augmented Reality Wearables, 5) Desktop 3D Printing,
 Invisible Wearables, 7) Advanced Driver Assistance, 8) 5G/Internet of Everything,
 RNA Sequencing, 10) Wireless Area Charging, 11) Self-Driving Cars

Source: Juniper Research, '*The World in 2020* – *A Technology Vision*'. The free report can be downloaded from www.juniperresearch.com.



Disruptive: the Samsung Galaxy Gear

their organisation and 54% claiming they can identify all unused software.

However, 1E warns that with 28% of all software being unused for at least 90 days, it is clear that organisations are not making best use of their software spend.

Only 44% of IT decision-makers can put an accurate figure on their annual software licensing spend and less than half (47%) can identify the cost of their unused software. Two-thirds of organisations do not have a software asset optimisation policy in place.

In November 2014, 1E revealed that organisations in the US and UK with more than 500 employees have collectively paid over \$7bn for software that isn't used. www.1e.com

### Data loss due to faulty IT on the rise

Is equipment becoming less reliable or are we putting it under more strain? A new Kroll Ontrack report shows that over a 12-month period from 2013-2014, a quarter of UK employees lost work due to malfunctioning technology. Two years ago, the figure was 19%.

Of the data lost, 68% was recoverable, meaning that almost a third was lost for good. Recovery rates were lowest from personal devices including home desktops (19%), laptops and tablets (17%) and personal mobile devices (17%).

This has obvious implications given the rise in BYOD and greater use of personal devices for work purposes. Kroll Ontrack's survey shows that in the last 12 months, 33% of UK employees used personal devices or cloud services to store work-related data. www.krollontrack.co.uk

## Beware the bubble

### Don't wait for the 'Sync 'n Share' bubble to burst advises Geraldine Osman

Do you know how many of your employees are using public cloud 'sync and share' services? Despite many IT leaders' best intentions, they remain a popular way to share and collaborate within the enterprise. Yet the truth is that these services are not only bad for your business but are failing commercially. So what happens if or when they start to disappear, taking your corporate data with them? Do you have an exit strategy?

#### Papering over the cracks

Watch the glossy marketing campaigns promoted by these public cloud file share providers and you'd be forgiven for thinking that business is booming. The likes of Dropbox, Amazon Cloud Drive, Box, Microsoft OneDrive and others all talk a good game. And they're certainly popular in the enterprise, amongst staff looking to circumvent inflexible, nonuser friendly corporate storage systems. But they represent just 1% of the total income of the enterprise storage market.

Annual revenue of \$500 million might sound like a lot on paper but it pales in comparison with the \$50 billion made every year by hardware giants like EMC, NetApp and HP. The problem is that most users of these cloud services – around 97% in fact – don't actually pay, turning the whole industry into a financial black hole for the providers. What's more, while traditional enterprise storage continues to grow at around 10% annually, the cloud players show little signs of making the gains they so desperately need to recoup their massive investments.

A recent regulatory filing by Box showing losses of \$168m on just \$124m in revenue highlights the unpalatable truth: these services cost more to run than they make. Even cloud giant Amazon has lost an estimated \$2bn over the last four quarters, according to analyst Canalys.

Although many of these cloudbased file sync and share services are bank-rolled by large technology firms, what happens when the board finally says 'enough is enough' and pulls the plug on their loss-making divisions?



What happens to all that corporate data residing on servers outside the company? Do you have a back-up plan?

#### Heads in the sand

A new study commissioned by Connected Data finds that 19% of UK IT leaders have no idea how quickly they could get their data back or migrate it to another provider in such an event. This is particularly worrying considering that even a day or two without mission critical data could have a serious knockon effect on an organisation. What's more, a quarter (26%) say they don't know how much that process would cost them, although 18% suspect the figure would be over £25,000.

It's not just the costs and operational impact at stake, but also the potential repercussions on compliance. More than one in ten (12%) respondents claim they don't even know where their public cloud provider stores their data. Failing to meet such requirements could lead to strict penalties and reputational damage.

These figures, of course, wouldn't be so worrying if very little corporate data ended up being stored on public cloud-based file share platforms. But it is. Hundreds of millions of corporate users globally set up accounts, either unaware of, or in deliberate defiance of, official IT departments. A recent study by Connected Data revealed that 69% of IT leaders believe their staff are using such services regardless of policy.

It's an obvious reaction to what are often seen by users as monolithic, unintuitive enterprise storage systems. So what's to be done?

#### Plan for the future

First, IT leaders need to accept the need

19% of UK IT leaders have no idea how quickly they could get their data back or migrate it to another provider. for employees to share and collaborate. It's one of the key enablers of a productive, efficient and agile workforce. Then it's all about finding alternative file sync and share systems that can support these new ways of working – tiering the approach according to what data needs to be shared and what needs to be stored. These systems should combine the best features of cloud services – flexibility and intuitive UIs – with the control and security of in-house systems.

In short, you're looking for a private cloud service which can save costs by sitting on top of existing in-house infrastructure, but offer options such as file sharing via links, mobile device support and file synchronisation. With 100% data privacy guaranteed and complete IT department oversight, there's simply no exit strategy required.

Geraldine Osman is VP International Marketing at Connected Data, the creator of Transporter, the world's first peer-to-peer private storage appliance. Transporter allows customers to privately share and protect data at a fraction of the cost of fee-based cloud services. The Connected Data team consists of the same professionals responsible for the Drobo storage array and the creation of the high performance BlueArc Silicon Server.

www.connecteddata.com

### Dat's the way to do it

Concerned about the security risks of staff and students using personal cloud-based storage to store and share sensitive data, The University of Liverpool is offering a secure, productive alternative in the form of an enterprise file sync and share solution from Varonis Systems.

It has also introduced a policy stating that 'confidential documents are not to be stored on other platforms.'

University of Liverpool systems manager Andy Williams said: "We faced the challenge of users moving data online to file sharing services. In addition to the data being vulnerable off-site, concerns of document version control needed to be addressed, plus the complication that when people leave the university, it is virtually impossible to retain or even revoke access to data stored in uncontrolled repositories."

Varonis DatAnywhere gives 32,000 students and 4,700 staff the flexibility to sync University file-share data across all of their devices and share files securely with external collaborators.

Users can access file storage, including personal (home folders) and shared departmental drives, from different locations and devices, such as mobiles, tablets and computers, with the definitive file copy always residing on the university's file shares.

Just one week after implementation, 1,366 faculty members and students had signed up to secure cloud-based sharing with DatAnywhere. www.varonis.com

# Now is the time for MPLS

Are you paying too much for your inter-site connectivity? Are you spending too long managing connections? Does the quality of the connection leave a lot to be desired? If so, have you considered MPLS? As Spitfire reports a surge in demand for MPLS services that facilitate the sharing of data and/or voice across multiple offices, *Business Info* spoke to Sales Director Tom Fellowes about why Spitfire's solutions are proving so popular.



Tom Fellowes, Sales Director, Spitfire

Changing working practices and greater scrutiny of business costs are leading to a surge in demand for Spitfire's MPLS (Multi-Protocol Label Switching) services for voice and data connectivity between multiple sites and branch offices.

Combining MPLS-enabled Ethernet or Broadband circuits with centralised Internet access and remote worker integration, Spitfire's MPLS solutions provide simple, affordable, secure connectivity for any size of business.

Because Spitfire uses dedicated connections between a client's sites and its MPLS core network, traffic doesn't touch the public internet and is therefore not subject to the same quality and security issues as an IPsec VPN solution. Nor does it incur large charges from other carriers or datacenters. An additional benefit is significantly simpler installation and management.

To find out more, *Business Info* spoke to Tom Fellowes, Sales Director of Spitfire Network Services.

### Business Info: What is MPLS and why is it preferable to a VPN solution, say?

**Tom Fellowes:** MPLS is a way of creating a private virtualised network across multiple sites – a private wide area network. It's done at a carrier level rather than a private circuit level, so we are not creating point-to-point links between sites. Instead, we are creating point-topoint circuits between each individual client site and the MPLS nodes at Spitfire's data centres. What this means is that all of the configuration for the MPLS is centralised at our datacentres as one private 'cloud', instead of having to configure each inter-site link from every single site.

The first thing this does is significantly reduce the management and support overhead. If we add another site into the MPLS, we just create another site and it is added in, rather than having to go to every other site and say 'We have added on a new site and here is your access restriction'. So it is significantly simpler from a WAN management perspective, which makes IT people very happy. This also makes problem-solving and security management very straightforward.

The second advantage of MPLS concerns internet consolidation. If you have multiple sites that all intercommunicate and also use the internet, and if you provide an internet circuit for each of those sites and connect by traditional methods, i.e. VPN, you will have to pay for the full data transit to the internet for each of those sites, even though 50% of the traffic may be inter-site rather than to the internet. MPLS allows you to consolidate all of that internet bandwidth requirement into a single point, which we call internet break-out. This also has obvious security and control benefits as you are managing Internet breakout from a single point. We can even provide a hosted or dedicated firewall for you to manage all sites from a single point.

For example, a five-site organisation that requires a 100Mb circuit on each site to inter-connect and provide internet bandwidth might only require 50Mb to inter-connect and a total of 50Mb for all of the sites in terms of internet bandwidth. Because you pay for two aspects of the circuit – the rental of the circuit (the fibre or the copper) and the data transit across that circuit - you can significantly reduce your costs per circuit. In some cases, by consolidating and reducing the total internet bandwidth costs, plus the management savings, we have reduced the total cost of ownership of an MPLS-based solution by 10-25% compared to a VPN-based solution.

## Business Info: What type of organisation would achieve the greatest savings with this arrangement?

**Tom Fellowes:** One with multiple sites that connect into a single site or a single private data centre, where most of the data transit is inter-site rather than internet. An organisation that has traditionally used internet transit for inter-site purposes, can now use intersite transit and will save an absolute fortune.

#### Business Info: Are there any other benefits in addition to simpler management and lower costs?

Tom Fellowes: Yes, the technical stability and guaranteed bandwidth between sites make our solution far superior to a VPN-based solution. Because there is no internet transit between sites, you can guarantee that a 100Mb circuit between point A and the MPLS and a 100Mb circuit between point B and the MPLS will provide 100Mb between point A and point B. You can't do that on an internet VPN. So where bandwidth quality is required, for example on voice solutions, which we provide a lot of, you will see better quality at a lower cost. You don't have to throw bandwidth at the solution to get the quality you need.

#### Business Info: Do Spitfire MPLS solutions differ from those offered by other providers and, if so, in what ways?

Tom Fellowes: Spitfire does do things differently. First, because we are both the carrier and the provider of the MPLS. we terminate the circuits directly on the MPLS nodes rather than having to buy wholesale circuits from a third party and botch it into our solution via an IP VPN tunnel or equivalent. Ours is a much cleaner solution. We can guarantee that at no point is the public internet traversed to get through to the MPLS. That reduces complexity and it reduces cost. The overhead we charge on MPLS is a small increment per circuit. Some carriers require a much more complex back-end or core to enable multiple carriers to terminate on the MPLS, which adds overhead and complexity.

Another key point is that most providers of MPLS services seem to see this as a licence to print money. Spitfire's MPLS solutions carry only a small additional cost and project charge, with the monthly MPLS charge normally being offset by the reduction in Internet transit. I think we probably offer the best value MPLS solution, with the greatest flexibility, on the market today.

Finally, one of our real strengths is providing converged Voice and Data. We are an Interconnected Operator and Business VoIP/SIP Trunking Service provider and offer voice services with Quality of Service QoS as an integral part of our MPLS solutions. Most MPLS providers use a separate voice provider to deliver SIP Trunks and call termination.

#### Business Info: MPLS solutions have been around for more than a decade. What were some of their limitations before and how have you overcome them?

Tom Fellowes: The largest one was the complexity of building the solution. But because our MPLS is built from the ground up as an MPLS solution, circuits terminate directly into the MPLS network; it is managed within a tier of our core and is designed specifically for MPLS purposes; and it is very, very low cost compared to traditional solutions. Effectively, we've just configured part of our core network as a multi-tenant MPLS VPN. so it doesn't touch the internet but terminates in our data centres in the same way that an internet circuit would, except that those break out directly to the internet, whereas this stays contained in the MPLS.

#### Business Info: Is there anything about the way organisations operate today that makes MPLS an attractive solution?

**Tom Fellowes:** Yes, one factor is the centralisation of IT systems. For example, if a five-site organisation moves each site's systems into a datacentre or consolidates them on one site, that datacentre can be part of the MPLS. Rather than having lots of complex intersite WAN links, having the datacentre on the MPLS is much more attractive and economical. We can also build resilience into the solution far more easily than with an IP Sec VPN-based network.

The other thing is that Spitfire's MPLS does allow non-MPLS sites to connect – for example, where a homeworker is working from home or where a client site needs to communicate into the MPLS as a trusted network. Working across boundaries is made more effective by MPLS. In fact, we do have clients that have MPLS built predominantly on broadband circuits. For example, retail organisations that might have multiple sites with just one computer that wouldn't warrant an Ethernet circuit.

If you have any questions regarding Spitfire's MPLS service, would like more information or would like a quotation, please call 0800 319 6363 or visit www.spitfire.co.uk.

### Why Spitfire MPLS

**1. Converged voice and data.** Managed WAN supports a converged voice and data network across multiple sites, improving site-to-site collaboration and productivity.

**2. Cost saving.** Compared to dedicated point-to-point circuits, Spitfire's solution potentially offers large savings, especially where sites are geographically distant and high bandwidth is required.

**3. Flexibility.** Unlike a standard Virtual Private Network, Spitfire can add new sites to the MPLS very simply. This saves time and cost because an engineer will not need to configure every router to allow the new site to talk to existing sites.

4. Negates need for onsite internet access. MPLS provides site-to-site connectivity without having to access the public internet, so improving security and compliance.

**5.** No expensive routers required. Spitfire managed WAN is set up on Spitfire's core network, so simple routers can be used and no on-site VPN expertise is required.

**6. Flexible IP access.** Spitfire MPLS is compatible with a wide variety of circuits including Fibre, EFM and GEA Ethernet, SDSL M, Annex M, VDSL & ADSL2+. Each site can use the circuit that best suits their needs.

#### 7. Managed Internet Access.

A centralised secure firewall allows shared internet access across multiple sites, reducing costs and increasing control.

8. Improved business continuity. All sites connect to the MPLS and Internet independently, so none are reliant on the other unlike with traditional point-to-point circuits. In addition, each site can have multiple connections for resilience, e.g. Ethernet as the primary connection with a free Broadband back-up.

**9. Remote VPN support.** The solution supports remote access via IPSec VPN. This is useful both for home/remote workers and for allowing access from sites with non-Spitfire circuits e.g. overseas offices.



NOTES

# Please turn over to SIDE B in 80 hours!

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...and no tapes.

Voice Recording, Made Easy 💫 📃 📀

# Is technology slowing us down?

Benoît Gruber examines how modern technology might be impairing our efficiency and offers advice on how to maximise its benefits

Welcome to the Digital Age. Gone are the days of typewriters, Polaroid cameras and rotary phones. Computers, digital cameras and smart phones have not only replaced their primitive counterparts, but seem to have become as important to our survival as food and clothing.

Simply put, they are what we now use to communicate and get things done in both the corporate world and our personal lives. As technology continues to advance, so must our understanding of how to use it correctly, otherwise technology could have an adverse effect on business communications and productivity.

Here are three signs that the technology you are using may be slowing you down and some suggestions on what you can do to maximise its benefits.

#### Despite the use of technology, your tasks take the same amount of time or sometimes longer to complete.

Business programs and management software can be of great benefit to companies and are being adopted at a rapid pace. If these systems are not implemented or maintained correctly, there can be costly consequences.

A number of factors could contribute to the common problem of technology actually reducing productivity. These include:

Lack of knowledge. It is of the utmost importance that when a computerised business program is implemented, anyone expected to use it is properly trained, as the amount of time it takes a person to learn on the job can be a great cost to a business. Initial and ongoing training with system updates are essential.

Poorly maintained systems. Just like a good old-fashioned filing cabinet, digital devices only have so much storage space. As memory is used up, the systems become sluggish or lock down completely – normally when a deadline is imminent. This can be avoided! Clean out your digital device,



just as you would a filing cabinet, by scheduling routine back-ups to other drives and deleting files that are no longer needed. Also, run checks on hard drives to eradicate viruses, adware and other debilitating files that the system may have picked up.

• Unnecessary complexity. Make sure you are using the most appropriate software for your business. The system must be able to handle all aspects of your business, yet not be so complex that it overwhelms employees or business resources. Sometimes, less is more. A customisable system is a great option if you cannot find a standard program to suit your needs.

2 Electronic communication is sometimes ineffective and takes longer than necessary.

Because of the disjointed nature of electronic communication, vague email messages that require extensive clarification can seriously slow down the flow of work. Instead of wasting time going back and forth, make an effort to communicate succinctly and clearly in all your communications.

- Prior to hitting send, take a moment to re-read your communication to ensure you are fully addressing the subject matter.
- Ensure the structure of the email is easy to follow by using bullet points rather than long paragraphs.
- Make sure you answer every question put to you in the initial email.

As technology continues to advance, so must our understanding of how to use it correctly.

- At the close of the email, ask the recipient to confirm receipt and share their feedback.
- If you sense a lack of effective communication occurring via email, pick up the phone or speak face-to-face.

3 Multiple devices can be

overwhelming and difficult to manage. You have your laptop in front of you, a large monitor behind that, a smartphone to the side and your office phone in the corner. As you try to focus on the task in hand, text messages are buzzing in, emails are popping up on your monitor and the phone is ringing off the hook. How do you get anything done? Here are some useful tactics to improve time management and avoid distractions:

- Schedule specific times to read and respond to email. Good times to do this might be first thing in the morning, right after lunch and at the end of the day, before leaving the office. Do not make a habit of stopping to read email messages every time one pops up.
- Implement one form of communication for urgent matters only, such as internal instant messaging.
- Turn your smartphone ringer/vibrate off and use the Do Not Disturb function to limit notifications.
   Designate a couple of times throughout the day to check for messages or missed calls.
- If your office phone rings while you are in the middle of a project or task, let it go to voice mail. You can check the message and return the call when you are free to focus on the subject of the call.

You will find you work far more efficiently without constant phone calls and text and email notifications disturbing your focus.

Continuing advances in technology have created diverse and instantaneous forms of communication and business solutions that are of real benefit to a company's productivity, success and growth. To maximise the benefits, make sure you implement proper end user training and system maintenance and think more carefully about how you use them in your working life.

#### Benoît Gruber is VP of Corporate Communications and Brand for Sage Enterprise-Market Europe and Sage ERP X3. He leads, defines and implements the strategy of corporate and digital communication and is in charge of Product Management & Marketing for Sage ERP X3 globally. www.sage.com

# Power play

Eastbourne College has centralised three data centres in a new facility designed and kitted out by power management company Eaton in conjunction with climate control specialist Eaton-Williams. Savings on equipment, installation and running costs are such that the school expects the equipment to pay for itself in less than five years.

The East Sussex boarding and day school for pupils aged 13 to 18 operates an intranet that serves around 1,200 users spread over two sites. Until recently, this service was supported by servers in three small data centres, all of which were far from ideal in terms of operating environment.

As part of a major redevelopment programme, the decision was taken to build a new data centre that would provide a carefully controlled environment for all of the school's servers with room for future expansion.

The school initially requested quotations from two organisations that offered turnkey solutions. In both cases, however, the prices put forward were dauntingly high and, as a result, the school decided that it would be more cost-effective, though much less convenient, to draw on its own resources to carry out the work.

"With this in mind, the school initially approached Eaton to supply equipment racks with a value of around £4,000 to house its servers," explains Paul Ryan, UK Segment Sales Manager for Eaton.



"However, during a meeting with our data centre experts, the total scope of the project soon came to light. It became apparent then that Eaton's extensive portfolio of products and solutions meant that, in conjunction with Eaton-Williams, we could provide all of the major infrastructure items needed."

In addition, Eaton could manage the whole project so that the school would, in effect, be working with a single supplier. This proposal meant that all equipment supplied would be compatible and that should any



problems occur, there would be no question of divided responsibility. Finally, the price quoted by Eaton for the overall project was around half that proposed by the turnkey suppliers.

#### **Project management**

Eaton provided all design and project management services for the project, which involved the deployment of a raised floor, and supplied and installed two 15 kVA three-phase uninterruptible power supplies (UPSs); four Delta<sup>3TM</sup> Rack Systems (DRS) with swipe-card controlled locks and space for 96 servers; and Eaton enclosure power distribution units (ePDUS) for each rack.

Combining class-leading efficiency with exceptional reliability, the UPSs used give an N+1 solution with a very high level of power protection at an affordable price. They are designed for a runtime of 15 minutes, which, in the event of a power failure, gives enough time for the servers to be shut down in a controlled way with no data loss or corruption.

Supplied by Eaton-Williams, the CRAC air conditioning system in Eastbourne College's new server room features traditional under-floor airflow and overhead return flow to deliver 15 kW of cooling at 24°C ambient temperature. Under most conditions, this system provides 'free' cooling, relying on forced ventilation alone, an arrangement that delivers big energy and cost savings. Refrigerated cooling is available when required.

www.eaton.eu/powerquality 01753 608 700

### Quiss Technology helping Bulldog grow

IT specialist Quiss Technology has helped one of Lincolnshire's fastest growing businesses, the Bulldog Hotel Group (BHG), make the transition to a hosted desktop solution for 65 employees spread across seven hotels.



Matt Rhodes, Commercial Services Manager, Quiss Technology

BHG turned to Quiss Technology when it became clear, following a period of expansion, that its existing IT infrastructure could no longer cope with current or future demands.

BHG director Kevin Charity said: "We've grown our portfolio of hotels in recent years and with 65 users across seven sites, the original IT infrastructure was unable to cope with the increasing demands placed upon it.

"The aim of the upgrade was to allow closer collaboration and interaction between all our users, across the seven sites, to ensure we maintain the high quality service our clients have become used to and which helps set us apart from our competitors."

Quiss recommended a hosted desktop environment that would make it easier for staff to communicate and share knowledge. Matt Rhodes, Quiss Technology Commercial Services Manager, said: "The deployment of a hosted desktop solution allows all users to log in from any computer in the office, home or even out on the road and access all their applications and data to help improve productivity. The new email service with advanced anti-spam filters will certainly improve connectivity and free users from unnecessary admin jobs."

He added: "The ability to access the full Office 365 suite of applications via the virtual desktop infrastructure will ensure the business is future-proofed for upgrades and patches all in one go, rather than worrying about individual machines and accidentally introducing a whole range of compatibility issues. Further resilience has been delivered with an improved storage, back-up and replication solution managed by the hotel group."



### Is your business spending too much on printer ink? Fight back with the Frama FREE Ink Initiative!



### The Problem...

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### **DF-777 & DF-755**

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### Businessinfo Innovations

Smart technology for business people in the office, at home and on the move



### IKEA powers ahead with wireless charging

Adding impetus to the roll-out of mobile charging solutions, IKEA has launched a range of bedside tables, lamps and desks with built-in wireless charging spots that eliminate cable mess and make it easier to keep mobile devices fully charged.

In addition to its Qi-enabled furniture products, IKEA is introducing:

- a wireless charger (the JYSSEN) that can be fitted wherever needed, including in the cable outlet of IKEA desks;
- a wireless charging pad with three ports (the NORDMÄRKE) for charging multiple devices simultaneously; and
- a selection of wireless charging covers for phones that don't support the Qi wireless charging standard, including the iPhone 4, 5/5S, 6 and Samsung Galaxy S3, S4 and S5.

### Wireless Smart lighting

Royal Philips has expanded its range of smartphone-controllable lighting with a portable wireless lamp, the Philips Hue Go. People can carry the lamp with them as they move around their home or garden and modify light settings to create the perfect ambience for every occasion. When unplugged from the mains, builtin batteries provide up to three hours of continuous lighting.

A control button on the device gives access to seven light settings, including warm white light, cool daylight and five dynamic effects – Cozy Candle, Sunday Coffee, Meditation, Enchanted Forest and Night Adventure.

The Philips Hue app offers further scope for personalisation with a palette of more than 16 million colours, plus the option of 'light notification' when a new email is received, for example. www.philipshue.com



### Wireless charging ready for take off

This year could be the year wireless charging goes mainstream, claims industry analyst IHS Technology.

Following the launch of Samsung's Galaxy S6 and the Galaxy S6 edge smartphones with built-in wireless charging capabilities (conforming to PMA and Qi standards), industry analyst IHS Technology forecasts that 100 million wireless charging-enabled receivers could be shipped in 2015 – in mobile handsets alone.

Analyst David Green commented: "Whilst the adoption of wireless inductive charging into mobile phones is not itself a new concept (for example the Nokia Lumia 930 has a Qi-standard receiver built-in), this announcement from Samsung provides a huge boost to the wireless power industry with its potential to drive market awareness and shipment volumes."

He added: "The decision to provide a 'dual-mode' receiver capable of receiving power from either a PMA or Qi transmitter is an interesting step. Infrastructure investment is on the increase, as shown by recent tie-ups such as Starbucks with PMA in the USA, and the IKEA announcement of Qiequipped furniture at MWC (Mobile World Congress)."

As manufacturers focus on providing a seamless charging experience for end users, IHS expects dual-mode (PMA/Qi inductive) receiver solutions to be a growing trend in 2015, with tri-modal solutions that also include resonant technology gaining share in the medium to long-term. www.ihs.com



ChargeSpot Wireless Power Inc. has introduced a cloud-based management platform for Qi and dual-mode wireless charging that enables offices and venues to manage ChargeSpot deployments remotely. ChargeSpot Connect offers live monitoring of ChargeSpots in real-time; automatic remote updating with latest firmware and features; operation outside internal networks to ensure the highest level of network security; and mobile app integration to tie wireless charging into broader mobile initiatives. www.chargespot.com

### A smartphone for the over 55s

Developed specially for over-55s, the emporiaSMART is designed to ease the transition from featurephone to smartphone through simple operation and unique easeof-use features.

These include a removable keyboard over the 4.5in colour touchscreen display, which enables users to dial numbers in the traditional way; a stylus for accurate on-screen typing; and a modified Android operating system.

The homescreen gives instant access to voice calls, text messages and images taken on the 8 megapixel camera. A swipe to the right reveals commonly used functions, such as the weather, web browsing and a calculator, while one to the left gives access to contacts, voicemail and emporia's emergency system. This enables users to call up to five numbers in sequence in an emergency.

Eveline Pupeter, CEO of emporia, said:



"We know that less than 40% of over 55s use a smartphone, often preferring tried and trusted feature phone functionality. The emporiaSMART is the first smartphone built from the ground up to enable people seamlessly to make the step from feature phone to smartphone, taking advantage of email, web browsing, image sharing and other popular functions without having to navigate difficult menu systems and complex app stores."

www.emporia.de/mwc2015

# Businessinfo



Nbo

### Panasonic builds M2M cloud for remote monitoring

Panasonic has launched a new service that allows Panasonic business devices to connect seamlessly to an M2M cloud for remote device monitoring, data collection and analysis.

Following the launch, Panasonic announced plans to integrate mobile connectivity across a number of its product lines and unveiled new M2M services utilising the Mobile Virtual Network. These include the remote monitoring of projectors and displays and heating and cooling systems.

The first new product to utilise Panasonic's M2M network will be the Panasonic Nubo, a mobile-connected 4G monitoring camera that can operate without a power or Wi-Fi connection.

Nubo will be available with a mobile app for control and monitoring, add-on extras like external battery and sensor packs, and a secure cloud storage system to enable seamless management of data and video.

Masaki Arizono, Managing Director of PSCEU, said: "As one of the world's leading electronics manufacturers, our new M2M network is the start of a strategic transformation. It is the first step in making our vast portfolio of products M2Mcapable, helping our customers to make their infrastructure and business processes intelligent. The results for our customers are simple network infrastructure, less capital tied up in stock and improved customer service."

He added: "Increasingly, our connected products are bridging the gap between our traditional consumer heritage and our increased B2B focus. Panasonic Nubo is an example of this kind of cross-over product; it utilises M2M technologies, but is targeted at consumers who are looking for freedom and flexibility in use and deployment."

### Where there's muck...

Ordnance Survey GeoVation Challenge winner Element Green Recycling has launched a new app to help businesses maximise the value of their recycling.

For £9.99 a month Green Alchemist provides the latest material prices enabling businesses to find out how much their sorted recycling is worth on the waste stock market.

Businesses can input their postcode and the weight of their recyclable materials to find out how much they are worth and either auction this material to waste couriers nearby or receive quotes for it to be collected.

Waste couriers can access the app for free for the first year to find businesses with sorted recyclable waste in their area and bid to buy or collect this material. The app's auction facility can also be used to sell office furniture and electronic goods.

www.elementgreenrecycling.co.uk www.greenalchemist.co.uk/



### App streamlines visa applications

VisaPort is a new smartphone app that is claimed to reduce the stress of making visa applications, while also helping with travel planning and insurance.

Developed by eGoVisa for the frequent business or leisure traveller, the app ensures that all information and personal data (including biometric data) is collected in the correct format to satisfy visa authorities and held securely on VisaPort servers.

The cost of each visa application is \$25.00 per applicant, with a discount for family applications. The fee covers the preparation of a Visa Application package for each applicant, including the Visa application, supporting documents, travel itineraries and biometrics details.

· - ·

www.visaport.com

### An app for list lovers

Percentify is the ideal app for people who love making lists – and need a little help with time management.

Featuring a clear, uncluttered design, it lets you create lists, add tasks and specify how long each task will take to complete, which the app turns into percentages so that at a glance you can see your progress and, if necessary, re-prioritise tasks.

Created by design company Bunny, Percentify costs 79p on iStore.



Angelique Schouten, co-founder, Cloudtract

### Online platform improves contract management

Dutch start-up Cloudtract has developed a free and simple online contract management platform where small and medium-sized companies can store contracts and set alerts so that they don't waste money on contracts they no longer need. Using the system is as easy as uploading a contract and setting an alert.

Angelique Schouten, co-founder of Cloudtract, has first-hand experience of how easy it is for businesses to waste money on unwanted contract renewals, duplicated contracts or unfavourable conditions through poor contract management.

When working at an insurance company, it took her two months to gather all the contracts that the marketing department had signed. "It is shocking that we did not know which contracts the marketers had signed and that the IT department had to pay for an unused software license of 40,000 euro," she said.

Schouten's research revealed that at the time there were just two types of contract management solution. "Contract management software was either part of an expensive ERP software package or an overengineered pay-per-user license model. Not the solution we were looking for as we only needed a place to store contracts safely and receive an alert," she said. www.cloudtract.com

### Car washing on tap

GoWashMyCar is a new online service that saves drivers in London the hassle of having to take their car to a fixed location for cleaning.

Car owners can book a mobile car wash in seconds simply by visiting the website, geo-locating their car, choosing a service and making an online payment. The order is published to the platform's community of mobile car wash operators who can review, accept and complete the order without the car owner needing to be present.

Prices start at £15 for a standard exterior wash. www.gowashmycar.com





### WAYS YOU CAN IMPROVE SERIOUSLY FLAWED MAIL PROCESSES





Speed up mail process



Start emptying those in-trays



Are you still opening mail by hand?



Say goodbye to physical storage



Start tracking packages throughout your business



### What to do next...

If you've experienced any of these problems and want to change the ways that you handle incoming mail, then **download our FREE guide** 

*'7 ways you can improve your seriously flawed mail processes'* at www.neopost.co.uk/IM14

Plus you can see a local demonstration, either on-site or at one of our regional offices.

Contact us now to book your Free Consultation (Call 0800 731 1334 @ email sales@neopost.co.uk Quoting IM14

### www.neopost.co.uk/IM14

# Unlock the power to save money

We have been working with our customers over the last few months and they have asked us to to find useful ways to explain, simply and quickly, how they can save money on their printing costs.

As a result Olivetti will provide a series of tips to advise users how they can save money when carrying out every day office printing applications.

These first suggestions focus on the way offices print out their emails and offers a couple of ways in which costs can be kept down when emails have to be printed out. We don't want to teach you to suck eggs, but you may find these helpful.

In the next issue we will focus on how you can improve printing productivity.

To find out more and find your local Olivetti representative please call us on : 08450 346501 / 01933 420556 or email: admin@olivettiagency.uk

### HANDY TIPS FOR EMAIL PRINTING IN THE OFFICE

Have you noticed that text on an email is mostly black and that the only colour on the screen may be a blue hyperlink email address or coloured logo at the bottom of an email. If you print this you could be charged the full cost of a colour page on your printer!

### TOP TIP:

If you have to print an email why not default your printer to black only. You'll make your colour toner go much further and you'll only be charged for black toner!

Have you also noticed that most emails now carry a privacy notice as a footnote which might mean you end up printing 2 pages with only the privacy notice on Page 2?

### TOP TIP:

To prevent 2 pages printing out, either set the printer to only print Page 1 of 1 or you can set your printer to default to duplex printing so that you only print on 1 sheet of paper.

> 4 Regent Park, Booth Drive, Park Farm South, Wellingborough, Northants, NN8 6GR

> > T: 08450 346501 / 01933 420556 email:admin@olivettiagency.uk www.olivettiuk.com

# Businessinfo

### Monitoring indoor air quality remotely

As concern over the UK's air quality grows, air purification company Blueair has launched a fully integrated air monitoring and purification system that gives users greater insight into air quality in their home or office.

It comprises an internetenabled Aware sensor that monitors air quality; an 'Aware' app that enables users to view and instantly respond

Businessinfo Blueair: Sense+ to real-time indoor air quality

**EDITORS** 

CHOICE

updates on a tablet or smartphone; and a WiFi-enabled air purifier that can be operated remotely.

The first model to support the Aware sensor is BlueAir's new Sense+ WiFi-enabled air purifier, which removes 99.97% of dust, allergens, chemicals, viruses, odours and other indoor air pollutants from rooms at home and work.

Offering true flexibility, the Sense+ can be controlled remotely via the 'Aware' app, with a WiFi remote control and through the device's own swipe-screen interface.

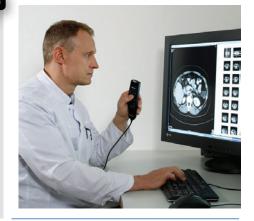


### Six star performer

Grundig's new Digta SonicMic 3 and Digta SonicMic 3 Classic USB microphones with push-button controls are optimised for stationery dictation and speech recognition.

They interface with DigtaSoft Voice, Dragon NaturallySpeaking and Dragon Medical 360 I Direct speech recognition applications and have already received Nuance's highest six star rating for recognition precision.

For ease of use, the microphones feature programmable function buttons and an optical trackpad for navigation on-screen. www.grundig-gbs.com/en



Having already received an IF Design Award, the BlackBerry Passport has now been honoured with a Red Dot: Best of the Best Product Design Award 2015.

The passport-shaped device features a 4.5in square display that is claimed to be the ideal shape for everyday tasks such as reading and writing email, reviewing and editing documents, web browsing and map navigation.

According to BlackBerry, the square aspect ratio and size provides a near optimal text line length, similar to that of books.

In addition, the BlackBerry Passport includes the industry's first touch-enabled keyboard with gestures, which makes typing, editing and navigation more efficient and accurate. www.blackberry.com/passport

### Stay protected with inToro Glass

In a recent survey by PC Advisor, 57% of smartphone owners said they had broken, smashed or cracked a screen, with 41% continuing to use a damaged screen in order to avoid the delays and cost of replacement.

To meet their needs, inToro Glass has introduced four-layer tempered glass, scratch-resistant protectors that won't jeopardise screen sensitivity or clarity but are still so tough that you could chop carrots on them, or so the manufacturer claims.

The protectors are 0.2mm thick, so they won't compromise smartphone aesthetics, and, thanks to an oil resistant oleophobic nano-coating, stay clear and smudge-free.

In addition, they filter out 98% of the UV emitted by smartphones and gadgets and 90% of blue light, which has been blamed for raising melatonin production, weakening vision, compromising sleep and slowing one's metabolism.

All inToro Glass screen protectors have a no-fuss Lifetime Replacement Warranty. www.intoroglass.co.uk



### **Philips** updates mobile digital dictation solutions

Speech Processing Solutions has launched a new voice recorder and a completely redesigned iOS smartphone dictation app.

The durable stainless steel Philips Pocket Memo 7800 and 7820 digital voice recorders feature two high-end microphones for superior sound pick up and an ergonomically shaped slide switch for efficient singlehanded use.

Both devices come with Philips SpeechExec Pro Dictate software, which streamlines the flow of work between authors and transcriptionists and enables users to monitor the progress of dictation jobs.

Also new is the Philips dictation recorder iPhone app 3.6 for recording and securely sending memos, email, reports and other documents using an iOS smartphone. Enhancements include a completely redesigned user interface, a quick start guide and a new 'set editing mode' that allows users to predefine overwrite, insert and append modes.

Recordings can be processed by a transcriptionist, speech recognition software or Philips dictation workflow solutions such as SpeechExec and SpeechLive. The latter is a new cloud dictation solution that gives users full control over their dictation workflow, with the option of transcription by professional typists. www.speechlive.com

### Room for two

With more and more of us carrying two smartphones – either for travel or or to keep our work and personal lives separate - PearPeel has introduced the first luxury leather case designed to hold more than one phone.

Available in 18 versions and a range of styles, PearPeel is made from top quality Eco Verde leather and has the option of a credit card and money holder that can be attached to the case in place of one of the handsets.

The protective separator between smartphones doubles as a stand that lets you watch media or make a hands-free video call with the phone still in the case. Prices start at £45.

www.pearpeel. com



### Philips Pocket Projectors PicoPix<sup>™</sup>



Model featured PPX3514 Business Projector:

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- Compatible with Excel, PowerPoint & Word
- Up to 2 hour internal battery life
- 4Gb internal memory Business edition includes,
- Business edition includes, Case, Tripod, Power cable (EU & UK), Car Charger & Cables



## Project your business

### Good communications are important for business whether in the office or when mobile.

The new range of Philips Pico pocket projectors offer built in Wi-Fi so you can connect to the cloud for stored presentations along with YouTube videos and other popular business websites.

### **Key Features**

- Connect and Project: Laptop, android tablet and phone, iPad, iPhone, camera, video camera, USB, SD card
- **Portable** Pocket sized, lightweight, 2 hour battery life, take and use anywhere

For more info on the full range of Philips PicoPix pocket projectors simply email philipspico@businessproposition.co.uk or visit www.picopix.philips.com

### **Key Business Applications**

- Any room can be a meeting room
- Exhibitions, board rooms, break-out areas
- One to one training, receptions & impromptu meetings
- Mobile presentations and demonstrations on or off site – perfect for customer visits



# Businessinfo

### Smart wheel turns push bikes into e-bikes

The FlyKly Smart Wheel transforms ordinary bicycles into pedal-assisted electric models that can power up hills and travel 40 kilometres or more on a single charge.

Designed to replace the rear wheel on an existing bicycle, the 970 euro smart wheel comes in three rim sizes – 20, 26 and 28 inches – and takes fewer than five minutes to mount.

The motor, 250W battery and sensors are incorporated in a single unit protected with a weatherproof casing in pure white or silver grey.

The accompanying app lets users personalise their riding experience whenever they choose, for example by setting a maximum assisted speed (up to 25 km per hour) and how much of a boost they want from the motor (within a range of 0-100%). It can also track riding speed, distance travelled and trip duration.

Once settings have been saved, the rider simply hops on the bike and starts pedalling as usual. Sensors in the wheel tell the motor when and how much to kick in based on the rider's



### Never ending power

As it attempts to become the number one network for service, EE is offering all mobile and broadband business customers a free EE Power Bar smartphone charger that can be recharged after use or swapped for a fully charged one in any EE store whenever necessary.

Eligible customers can get their free EE Power Bar by texting 'POWER' to 365 and presenting their promotional code at any EE store. Non-EE customers can join the scheme by paying £20. www.ee.co.uk

### Video-conferencing monitor

With use of desktop video-conferencing predicted to increase by 16% in 2015, Viewsonic has introduced a 24-inch Full HD integrated webcam LED monitor that converts almost any desktop PC into a personal web and video conferencing solution.

The VG2437Smc features a 2 megapixel Full HD webcam, integrated echo cancelling microphone, stereo speakers and advanced SuperClear MVA wide-viewing angle display technology.

The VG2437Smc costs £199 Ex VAT. www.viewsoniceurope.com



settings. The motor shuts off automatically when the rider stops pedalling.

With 100% assistance from the motor, a rider can go up to 40 km on a single charge, and much further if they require less assistance or can add to the charge while going downhill.

It takes two to three hours to fully charge FlyKly Wheel's 30 Volt lithium battery using the electric wall charger supplied with the wheel. www.flykly.com

### Time to take the Leap?

Meeting the needs of businesses and users who put security and productivity first, BlackBerry has added an affordable, all-touch smartphone for 4G LTE networks to its range.

The BlackBerry Leap includes an edge-toedge five-inch HD display, BlackBerry's latest

operating system and a battery that provides up to 25 hours of heavy use. It supports encryption and has built-in malware protection and back-up, wipe and restore.

Other features include BlackBerry Blend PC synchronisation software and BlackBerry's first digital assistant.

www.BlackBerry.com/ Leap

### IP conference phone

Yealink UK is breaking into the conference phone market with the launch of an IP phone that can be connected to a mobile, desk phone or laptop. Standard features of the CP860 include USB call recording, Power over Ethernet, triple microphone pick-up and five-way HD full duplex conferencing. Optional expansion microphones extend the unit's standard reach of 10 metres

and enable it to support up to 16 users. www.yealink.co.uk



### Foldable e-bike meets Kickstarter target

The JIVR Bike, billed as the most hightech e-bike in the world, is due to ship worldwide in September having met its Kickstarter target.

The first folding, chainless e-bike allows users to commute at speeds of up to 15.6 mph in three different modes: full electric, full manual and assisted pedalling. It has a range of 20 miles on a single charge in assistedpedalling mode and takes two hours to recharge in any electrical socket.

The complementary JIVR app, which can be used on a smartphone plugged directly into the bike, provides information on speed, calories burned and GPS mapping.

The JIVR Bike is also the first bike ever to be beacon-enabled, which means that it can send messages to devices using Bluetooth. Jivrbike.com



### Green energy marketplace trial

Good Energy has teamed up with energy startup Open Utility to trial a new service that will enable commercial consumers and renewable generators to trade electricity. The aim of the online marketplace, named Piclo, is to provide an 'eBay for energy'.

The 6 month trial will enable renewable generators to sell their electricity directly to neighbours, local businesses or schools for the best price. Good Energy will act as utility partner for the scheme, working closely with Open Utility to ensure that Piclo meets all regulatory requirements and to help with billing.

Open Utility and Good Energy are currently recruiting a limited number of commercial consumers and renewable generators to be the first to try out Piclo. To register interest in joining the trial, contact innovation@

goodenergy.co.uk

# Businessinfo

# PicoPix brighter than ever

Philips has increased the brightness of its new range of PicoPix multimedia pocket projectors to 140 lumens and launched its first model with a built-in free-to-air TV receiver (the PPX 3614TV).

Both developments make the projectors more suitable than ever for showing films, games, photos and TV in sizes up to 120 inches, at home or on-the-road.

For business presenters, a useful Office Viewer function enables all kinds of file formats, including .pdf, .ppt/.pptx, .xls/. xlsx and .doc/.docx, to be projected from a memory stick, PC or directly from the 4GB internal memory of the PPX 3414. Files can be opened, edited and saved without the need to use a PC, enabling users to work on the move.

The new models are the:

PPX 3414, with built-in speakers, HDMI and USB connectivity, and the option of mains or battery power for autonomous operation;

PPX 3614, also with built-in WiFi for wireless connection to the internet, a PC, smartphone, tablet or other DLNA-enabled device; and

PPX 3614TV, with a built-in Free-to-Air TV receiver, so you can watch your favourite shows without an additional device (subject to reception and region).

www.sagemcom.com



### Underfloor security

Securikey is filling a niche in the safe market with the launch of a new top opening safe for positioning beneath seats or floors.

The Euro Vault Gas Strut has a £1,500 overnight cash cover protection rating, equivalent to £15,000 in valuables.

EDITORS

CHOICE

Securikey: Euro Vault

Locking is via a motorised lock with keypad for entering a user code that can be changed each time the safe is used. A management override master code enables emergency entry at any time. 01252 311888 www.securikey.co.uk



### Loud & clear presentations

The Presenter case from the Aluminium Company is the ideal accessory for presenting with an iPad without compromising on sound quality or volume. The case holds an iPad and built-in UE Ultimate Ears speaker. When open, the iPad fits into a recess in the lid where it is held upright for easy viewing; the speaker stands up in the base aperture and gives surround sound. The case costs £645.

http://aluminiumcases.com/shop/thepresenter/

### Integrated Chip & PIN

Sharp has joined forces with Chip & PIN Solutions, a provider of card payment solutions, and created Europe's first mid-range electronic cash register with fully integrated Chip and PIN payment.

Designed with licensed hospitality and small and medium sized retailers in mind, the Sharp ERA421 and ERA411 all-inone cash register and payment solutions also have the option of a portable card terminal for use behind a bar or till point.

The ERA411 has a traditional key button facia, while the ERA421 has a pre-programmed splash- and dust-resistant flat keyboard of the sort favoured by bars and restaurants.

While integrated solutions have been available before, the ERA411 and ERA421 are claimed to be the first to combine the convenience and greater reliability they offer with simple operation and an affordable price tag.

Chip & PIN Solutions managing director David Maisey said: "The launch of this new integrated cash register will have a huge impact on small- to medium-sized businesses. The demand for the product is there but until now integrated Chip and PIN terminals have only been available for large businesses with sophisticated EPOS systems such as large restaurant chains and supermarkets." www.chipandpinsolutions.co.uk • www.sharp.co.uk

Affordable IP phone

Panasonic has launched a low cost IP desktop phone for businesses that require a flexible but economical

communications solution. The KX-HDV130 series combines a low cost of ownership, high quality and a range of value-add features including HD sound with wideband audio, a full-duplex speaker phone, two SIP accounts, two LAN ports and Power over Ethernet.





Canon has responded to growing demand for ultra-short throw projectors with the launch of the LV-WX300UST and LV-WX300USTi portable projectors.

Designed for small meeting rooms, they can project images 80-100 inches in size when placed just 28cm from the screen, reducing the problems of glare and shadows when presenting.

The interactive model, the LV-WX300USTi, has a built-in camera and supports the use of up to four infrared pens simultaneously. Projected information can also be controlled by touch.

Both models offer WXGA (1280x800) resolution and 3,000 lumens output and include two HDMI ports. In Eco mode, they have a lamp

life of up to 8,000 hours.



www.binfo.co.uk

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# Prepare for the unexpected

### Following the disruption caused by last month's underground fire in Holborn, Dave Millet asks 'How prepared is your business for an emergency?'

The recent events in Holborn, London, where an underground fire caused power cuts and days of disruption costing an estimated £50 million, raise an important question for business managers: What plans do you have in place for the unexpected?

The Holborn fire was unusual, but disruption is also caused by everyday events, such as extreme weather or transport problems, and businesses need to know they can cope with such emergencies.

There are many aspects to consider but one of the most important is telecoms. According to the Chartered Management Institute (CMI), almost one in four companies experiences an interruption to their telecoms every year.

Whilst most of these are short-term, lengthy disruptions can lead to business failure. A study by Henley Management College found that 60% of companies that experienced a loss of normal telecoms for 10 days ceased trading within a year. Here are some of the questions you should be asking to ensure your business survives such a disruption:

If you have VOIP, you can log in via a web portal and divert calls, but do you know how to do this?

Some VOIP solutions have automatic fail-over, but is it set up on yours?

Is your data backed up off-site? Do you know how to access it from other devices?

For those who have analogue lines, did you know you can add call divert as a feature for a few pounds a month?

■ If you have ISDN services you can normally only redirect all your numbers to one single number. SIP allows you to redirect individual extensions, each to a different number if necessary.

Do you have the details of who to call if there is an outage? And are your account details held off-site or in the cloud where you can access them?

If you have a phone system, do you know how to set the call forward? Can it be done remotely?

Last year, the number of power outages in the UK rose for the fourth successive year, according to the *Blackout Tracker UK Annual Report 2014* from power management company Eaton.

In 2014, there were 537 reported power outages, up from 505 in 2013, 246 in 2012 and 241 in 2011. Outages lasted an average of 67 minutes each and collectively affected 1,059,472 people.

The most common causes were faulty equipment and human error, but animals knocking over electricity power lines, vehicle accidents, weather, theft and vandalism were also factors.

The report highlights emerging threats to the electricity supply, such as growing use of drones, and the UK's precarious electricity generating capacity caused by the closure of ageing power stations and growing demand for power.

Ofgem, the UK's energy regulator, has estimated that in the winter of 2015-16 capacity

Dave Millett, Equinox

Do you know how to set the call forward? Can it be done remotely? Have you considered inbound numbers that come with an App to activate your continuity plan at the touch of a button? Inbound numbers are virtual numbers that sit in front of your phone system. They exist in the Cloud and you control them via a Web Portal, so you can instantly redirect them yourself. They are more commonly associated with 0845, 0800 etc. but you can have geographic 01,02,03 numbers as well.

At Equinox, customers often ask us how much business continuity they actually need. A good starting point is to consider the cost of a day's lost business. For a hedge fund, this is likely to be quite large, justifying significant investment in resilience and alternatives. For a firm of accountants, the impact is likely to be less severe.

Another way of looking at it is to assess how much of your day-to-day business is conducted over the phone. The higher the percentage, the more prepared you should be.

Being prepared means taking action now – not waiting until something happens. Hopefully you will never need to rely on a business continuity plan. But if you do, the actions you take now could be the difference between survival and bankruptcy.

Dave Millett runs Equinox, a leading independent telecoms brokerage and consultancy firm. He has helped many different types of organisation achieve savings of up to 80% on their telecoms. www.equinoxcomms.co.uk

Blackout Tracker

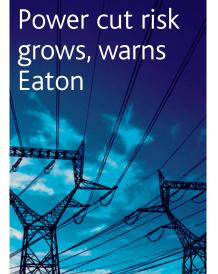
F:T.N

margin could fall as low as 2%.

Steve Spicer of Eaton says the Blackout Tracker is a wake-up call for businesses that are ever more reliant on the Internet and IT network

infrastructures. He said: "I hope that this information will act as an incentive for organisations to take preventive measures and ensure they have a reliable power infrastructure solution that can protect against costly and potentially

devastating power failures. It is only by doing so that business continuity can be maintained and any disruption minimised." www.eaton.com/blackouttracker



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With an average download speed of 0.54Mbps, Williamson Road in Romney Marsh, Kent has the slowest broadband in the UK, according to price comparison and switching service uSwitch.com.

# The best and worst for broadband

At 0.54Mbps, Williamson Road's average download speed is 135 times slower than the UK's fastest street, Sandy Lane in Cannock, Staffordshire, where average speeds over the last six months were 72.86Mbps – and 42 times slower than the average speed for the UK as a whole (22.8Mbps).

On Williamson Road, it takes 19 hours to download a two-hour HD film and 49 minutes to download a 20-song music album, compared to 8 minutes and 22 seconds respectively on Sandy Lane.

According to research based on more than one million speed tests run by broadband users over a six month period, a third (34%) of the UK still struggles with sub-5Mbps speeds, while an unlucky 23% make do with sluggish speeds of less than 3Mbps.

On a positive note, the number of people enjoying super-fast speeds is growing. More than a fifth (22%) of broadband users now get average speeds of 30+Mbps, up from 15% a year ago.

Commenting on the findings, Ewan Taylor-Gibson, broadband expert at uSwitch.com, said: "On the UK's slowest street, broadband speeds

Broadband in the UK

are so sluggish you could fly to the Bahamas and back again in the time it takes to download a film. Likely causes include the user's distance from the nearest exchange or issues within the properties themselves. Wireless connections can be affected by the thickness of walls, for example, but your broadband provider can usually offer a solution if that's the case."

He also pointed out that consumers were often enduring slow speeds unnecessarily.

"Superfast broadband is now available to more than three quarters of the UK, but nearly a third (31%) don't realise they can get it. We looked at which of the 30 slowest streets had superfast availability and, interestingly, 37% of them do, but residents have obviously chosen not to take up superfast services," he said.

He added: "More needs to be done to increase awareness of fibre availability and its benefits. Superfast broadband isn't as expensive as some users might think, with prices averaging an extra £9 a month on top of standard broadband costs."

(Source: uSwitch.com Broadband Speed Tracker)

To test your broadband speed, go to www.uswitch.com/broadband/speedtest.

The 10 slowest streets			The 10 fastest streets		
Rank	Street name & location	Average download speed (Mbps)	Street name & location	Average download speed (Mbps)	
1	Williamson Road, Lydd-on-Sea, Romney Marsh, Kent	0.535	Sandy Lane, Hatherton, Cannock, Staffordshire	72.86	
2	Great Fen Road, Soham, Ely, Cambridgeshire	0.547	Stockfield Road, Yardley, Birmingham, West Midlands	71.37	
3	Styles Close, Luton, Bedfordshire	0.800	Aigburth Drive, Liverpool	71.20	
4	Mardu Lane, Clun, Craven Arms, Shropshire	0.884	Southhouse Broadway, Edinburgh, City of Edinburgh	68.53	
5	Weston Beggard Lane, Weston Beggard, Hereford, Herefordshire	0.914	Winchcombe Close, Swindon, Wiltshire	68.41	
6	Cheadle Road, Alton, Stoke-on-Trent, Staffordshire	0.916	Alexandra Court, East Lindsey, Skegness, Lincolnshire	68.19	
7	Mill Lane, Horndon on the Hill, Stanford-le-Hope, Essex	0.928	The Close, Conway Avenue, Thornton-Cleveleys, Blackpool	65.29	
8	Llansadwrn, Menai Bridge, Isle of Anglesey	0.948	University Terrace, Pittenweem, Anstruther, Fife	64.62	
9	Solway Road, Moresby Parks, Whitehaven, Cumbria	0.963	Bulwer Gardens, Barnet, Greater London	64.56	
10	Shorthorn Road, Stratton Strawless, Norwich, Norfolk	0.964	New Church Road, Hove, The City of Brighton & Hove	61.03	

### Death to the Wi-Fi dead spot

BT is addressing the problem of Wi-Fi dead spots in homes and small offices with the introduction of solutions that extend Wi-Fi coverage



throughout a building and even into the garden. These include the Mini Wi-Fi Home Hotspot 500 Kit, a powerline extender that enables users to get a WiFi signal in any room that has a power socket, and the 11ac Dual-Band Wi-Fi Extender 1200, which extends coverage by boosting the WiFi signal via a single plug placed at the edge of an existing wireless router's range. Later in the year BT plans to introduce a 1000Mbps powerline wired broadband extender that doubles the speed of existing solutions. www.connectedhome.bt.com



### Call from your mobile even when there's no signal

Smartphone users who can't get a mobile signal in some rooms – up to four million in the UK, apparently – can overcome the problem with a new WiFi Calling service launched by EE.

The service, which is available on certain smartphones including the Lumia 640 and Samsung Galaxy S6 and S6 Edge, makes mobile calls and texts available wherever there is WiFi coverage in a building.

EE says that unlike some similar services, WiFi Calling from EE uses the phone's normal dialler and contacts book to make calls, and the normal text button to send text messages. There is no need for an app and friends don't need

to use the same closed user group to talk to or message each other.

By summer 2015, EE hopes more than five million EE pay monthly consumer and small business customers will have access to WiFi Calling.



# A fresh approach

The Bright Building at the University of Bradford – one of the most eco-friendly structures in the world – uses WindowMaster technology from Trend Control Systems to facilitate natural ventilation throughout.

The University of Bradford's origins go back to 1832, when The Mechanics Institute was set up to meet the city's growing need for workers with cutting-edge skills.

Today, the University gathers together 10,000 students from 110 nations and, with its ethos of 'making knowledge work', is the number one university for graduate employment in the north of England and number two in the UK.

The University of Bradford continually invests in its campus to provide a worldclass teaching and learning environment and state-of-the-art facilities designed to the highest sustainability standards. In autumn 2013, it opened The Bright Building, a monolithic hemp and timber frame building that utilises a range of recycled materials and incorporates a variety of renewable energy technologies.

The building received a BREEAM (Building Research Establishment Environmental Assessment Methodology) 'Outstanding' rating and, at the time of award, had the highest BREEAM design stage assessment on record of 94.95%.

According to the consultant engineer on the project, James Allister of Silcock Leedham, a major factor in the building's success is its natural ventilation system, which allows fresh air into the building space while, at the same time, removing stale air through passive means, such as wind and pressure differences.

He said: "In order to use the fewest possible electromechanical interventions, The Bright Building has been carefully designed so that its physics drive everything – not the engineering. It's fully naturally ventilated, using WindowMaster technology from Trend integrated into a Building Energy Management System (BEMS). In addition to the lower investment costs as a result of having no mechanical ventilation (MV) plant, there is a reduction in on-going lifecycle costs and less technology to service and maintain."

Naturally ventilated buildings consume as much as 50% less electricity than ones with mechanical ventilation (MV) plants, according to The Carbon Trust, and produce 40% less  $CO_2$  (source: The Danish Technological Institute).

In order to work effectively in all prevailing conditions, the ventilation can be swung from North to South depending on environmental factors



such as outside air temperature, humidity, rain, wind and  $CO_2$ . This is important, for with each person exhaling 10-75 litres of carbon dioxide and around 175g of water vapour per hour, air quality can deteriorate quickly.

The WindowMaster system used in The Bright Building features MotorLink actuator technology, which allows window positions to be controlled and monitored with unrivalled accuracy, as well as providing near silent operation and enhanced levels of safety and security.

Trend project manager Ian Knapton said: "Millimetre by millimetre control achieves the most effective natural ventilation, as a window that is open too wide or too little will actually impede the ventilation of a space. By using a graphical real-time user interface, it is possible for the University of Bradford's facilities management team to view the exact position of any window and receive an early indication of possible faults, as well as showing if the controls have been over-ridden. There is a security benefit, too, as a signal can be sent to confirm that all or selected windows are fully closed outside normal working hours."

Paul Lambourne, mechanical project manager at the University of Bradford, is delighted with the results. "As well as low running costs, reduced energy consumption, low maintenance and lower initial cost, it is also healthier for occupants and allows the building to work in harmony with the natural environment," he said.

For further information please call Trend Marketing on **01403 211888** or email **marketing@trendcontrols.com**.

### in brief

Europe's leading holiday cruise company, Costa Cruises, has achieved a 60% reduction in the amount of electricity needed for ships lighting and a 30,000 tonne reduction in CO<sub>2</sub> emissions by converting 10 of its cruise ships from 50 Watt bulbs to 7 Watt LED technology. The 300,000 Philips MasterLED spots and CoreProLED tubes used are also longer lasting (up to 40,000 hours) and provide a bright, warm and inviting ambience for passengers. www.philips.com





Bruynzeel Storage Systems and Masterlight have joined forces to create sustainable LED lighting for paper archives, as an alternative to conventional fluorescent lighting. The use of LED lighting enables organisations to reduce power used by lighting by up to 98%. Another advantage is that, unlike fluorescent lighting, LED emits no UV light that can damage sensitive documents. The two companies have already created LED lighting for the aisles in Bruynzeel's mobile shelving systems and are now working on LED solutions for office and library products. www.brynzeel.com

Dick Lovett has halved energy consumption at two of its Bristol dealerships by installing a centralised energy management system controlled by Vickers in its Manchester offices. After 12 months of operation, the prestige car dealership group has reduced energy usage by the two dealerships by 47.32%, shaving £9,599 off its gas bill and cutting CO<sub>2</sub> emissions by 48.18 tonnes. With savings of this scale, Dick Lovett expects to achieve ROI six months ahead of schedule. The Vickers system uses highly accurate digital sensors to monitor and regulate heating across different temperature zones, without the need for different systems, clock settings or equipment. It constantly adapts heat settings to maintain the required temperatures in every zone, automatically factoring in unpredictable elements such as the weather, open doors and machinery malfunctions. 0800 0933 588 www.vickers-electronics.co.uk



Enter the Business Info **Document/Scanning** Survey and you could be the lucky winner of a mystery prize.

A growing number of UK organisations are now scanning much of the documentation that they receive. This month Business Info is conducting a short reader survey to gauge your own practices and the reasons why you do or don't scan and file electronically.

All completed surveys, whether completed electronically or posted back to us, will be entered into a draw for a mystery prize.

For your chance to win a mystery prize please complete the survey and entry form and return it by post or email by July 31, 2015 (details below). Alternatively, complete it online at:

#### https://www. surveymonkey.com/s/ scanning-survey

The winner will be the first name drawn from the hat on August 1, 2015.

Please send completed survey to: **Business Info Scanning Survey.** Kingswood Media Ltd.. 7 Amherst House, 22 London Road. Sevenoaks. Kent TN13 2BT;

or email to info@binfo.co.uk

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No. of employees:

No. of sites:	_
Business/Market sector:	

#### 1. Does your organisation currently scan your incoming documents? □ Yes

🗆 No

#### 2. If YES, what percentage of incoming documents do you scan?

- □ Occasional (up to 10%)
- □ A medium percentage (up to 50%)
- □ A high percentage (everything)

#### 3. What type of documentation does your

- organisation scan? (please tick any that apply)
- □ Invoices & all accounts related
- □ Order forms
- □ Customer signatures
- □ Sales material
- □ Correspondence
- □ Customer details
- □ HM Government documents
- □ Shared documents
- □ Delivery/despatch notices
- □ Cheques & payment notification
- □ Other (Please specify)

#### 4. What scanning technologies are used by your

- organisation? (please tick any that apply) Desktop Combined Multi-functional printer/ Copier/Scanner
- □ Floor standing Copier MFP
- □ Standalone Scanner low volume Flatbed
- □ Standalone Scanner high volume 20ppm plus
- □ Other (*Please specify*)

#### 5. Are all your scanning devices networked or do you still have some standalone machines?

□ All on network □ All standalone □ A mix

#### 6. What happens to the scanned document?

- (please tick all that apply)
- □ It automatically is sent to the correct storage area via specialised software
- □ It is emailed manually to storage area
- □ It is scanned to memory device e.g. USB Stick
- □ It is automatically backed up to my PC/Mac
- □ Other (*Please specify*)

#### **II. PROCUREMENT & PROCESS**

#### 1. Who in your business is responsible for

- specifying print devices? (please tick any that apply)
- □ Facilities Management
- □ Procurement
- □ Office Manager
- □ Department Heads
- □ Printer users themselves
- □ Other (*Please specify*)

#### 2. How are your devices acquired?

- (please tick any that apply)
- □ Lease
- □ Outright purchase
- □ As part of a managed print service
- □ Other (Please specify)
- 3. Does your organisation have a policy to reduce paper documentation within the workplace? □ Yes □ No

#### 3a. If YES, what are the key drivers:

- □ To save money
- □ To shrink your organisation's carbon footprint
- □ To save space taken up by paper filing
- □ To reduce paper circulating around the business
- □ To digitise and speed up business processes

#### 4. If you are planning to implement a paper reduction policy in the future, how soon will you be gathering the information?

- □ Right now
- □ Within the next 3 months
- $\square$  3 6 months time
- □ 6 months onwards
- □ Other (Please specify)

Name:		
Title:		
Organisation name:		
Address:		 
Tel:	Email:	

## Smart technology keeps Britain moving

Smart technology accounts for a tiny percentage of the Highways Agency's budget, but without it, flagship schemes such as Smart Motorways, which improve safety and boost road capacity, wouldn't be possible.

Britain's roads are getting busier. There are now almost 35 million registered vehicles in the country<sup>1</sup>, and this figure is continuing to rise, putting the Highways Agency responsible for the UK's motorways and primary A-roads under constant pressure to increase capacity.

One way of doing this is to add lanes, but this is an expensive and timeconsuming process often involving land purchases and major work to prepare the terrain. An alternative is to use technology to improve the flow of traffic.

A good example is the roll-out of 'Smart Motorways', the collective term for roads that use technology to vary speed limits or utilise the hard shoulder as a driving lane. By adjusting speed limits, opening the hard shoulder when required or displaying information messages to drivers, Highways Agency regional control centres can increase the number of cars that can safely use the network.

Converting a stretch of road to Smart Motorways typically costs between one third and one half of the amount needed to widen the same stretch of road. Statistics show that Smart Motorways also improve safety, reduce emissions and make journey times more consistent and reliable<sup>2</sup>.

Regional control rooms oversee the motorways, but much of the traffic management is carried out





Regional control rooms oversee the motorways, but much of the traffic management is carried out automatically. automatically. For example, sensors in the road detect how fast traffic is moving, and therefore whether a queue is beginning to form. If this happens, they can send a message to overhead gantries or roadside signs warning drivers of congestion ahead and setting appropriate speed limits.

#### Making it work

Traffic management technology can be found right across the UK's road network, and without it schemes such as Smart Motorways would not be possible. For this technology to work, each piece of equipment on the roadside needs to know where it is in relation to all other equipment around it.

When a sensor detects a queue forming, it can request that warning messages and speed restrictions are put in place to protect approaching vehicles and those already queueing. The system that controls the roadside signs and gantries needs to know which pieces of equipment to activate and what messages or speed limits each should display e.g. a 60mph limit several miles upstream and a 40mph restriction closer to the scene, combined with 'Queue Caution' messages.

To display the right message in the right place, every piece of equipment must be set up with the correct data about its location and the location of nearby equipment. Whenever equipment is added to or removed from the network, it is essential that location information is updated correctly and that the equipment is thoroughly tested to make sure it will respond correctly when faced with an incident.

#### **Intuitive tools**

This used to be a time-consuming process, but with increasing amounts of technology being rolled out across the network, the Highways Agency has been working closely with its long-term partner IPL to come up with innovative ways to speed up data entry and testing.

Over the past few years, IPL's Services team, which maintains and enhances a number of the Highways Agency's key software applications, has delivered a series of improvements to the tools used by the Highways Agency and its programme delivery contractors to enter and test equipment data.

One of the most significant has been the creation of a graphical user interface with map-based views that staff can use to model road situations and ensure that an incident at a given location results in the correct messages and speed limits being displayed. Before, tools produced tables of data that the user would have to trawl through to ensure each sign was displaying the correct message or speed limit.

The ease with which the graphical view can be interpreted means that the time taken to test new equipment has fallen by around 50%. It has also become much easier to pinpoint and correct any errors in configuration data.

In addition, IPL has speeded up the entering of equipment data by creating a set of default data, which accounts for around 70% of the information required when setting up a piece of equipment. Pulling in the default data automatically vastly reduces the time taken to enter data and minimises the risk and incidences of human error.

#### **Real benefits**

Russell Mead, Highways Agency technical project manager for Traffic Management Systems, says that these two

Continued...



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#### ...continued

enhancements have brought noticeable improvements to the Highways Agency and its ability to deliver value for money to the taxpayer.

"The tools we have available to us now have halved the time it takes us to test new equipment after a change to the data or ahead of a major road scheme 'go-live'. We can quickly trial a set-up, easily see whether each piece of road-side equipment has been configured correctly and verify the impact a scheme will have on the rest of the network," he said.

"When we were testing the new equipment for the M25's new All Lanes Running scheme, for example, it took us around two weeks. Without the enhancements that IPL has made to the tools, it would have taken at least twice as long."

The graphical interface is not just beneficial when setting up and testing new equipment; it can also be used to see what messages and speed limits were in place at any given time. This is helpful for those investigating incidents and for employees manning the Highways Agency Information Line, who may have to answer questions from the public about why certain speed limits were imposed.

To enable these staff (and other authorised individuals) to access the tool

more easily, IPL's team is now working on a secure web-based version of the system that will remove the need for installation on individual PCs.

#### Speeding up major schemes

Perhaps the biggest improvement of all, however, will come as a result of a further piece of work being developed by IPL and other Highways Agency partners to streamline the data entry process.

"We're putting a lot more kit out on the network and we need to make some enhancements to speed up roll-out and implementation," explained Mead. "It's currently a sequential process: you do one piece of equipment, then the next, then the next. If you've got 10 changes to make, you've got to do each one in turn before you can do the testing – it can't be done in parallel. We're working on ways to do this in parallel, which will shave significant time off any major road scheme."

IPL has been working with the Highways Agency for 20 years and, according to Jo White, Highways Agency team leader for the National Operational Systems team, Traffic Technology Division, it has had a disproportionate effect on efforts to keep Britain moving.

"What we spend per annum on IPL is minute in comparison to the Agency's major projects budget. The relative The graphical interface is not just beneficial when setting up and testing new equipment



benefit is huge: the work my team, IPL and our other partners do is one of the key enablers of the network running at full capacity. Interestingly, my team's proportion of the budget of any major scheme is typically around 1%, but it's the 1% that makes everything else possible," she said.

References

1 GROVE, J., (2013). Vehicle Licensing Statistics: 2012. Department of Transport. Available from: http://bit.ly/IPLhatms1

2 HIGHWAYS AGENCY (2014). M25 Junctions 23-27: Smart Motorway. Highways Agency. Available from: http://bit.ly/IPLhatms2

### Mailing

### New franking tariffs strengthen case for Mailmark technology

Neopost is encouraging businesses to acquire or upgrade to new generation Mailmark franking technology, following the introduction of new tariffs by Royal Mail.

On March 30, the price of a first class stamp went up by 1p to 63p and the price of a second class stamp by 1p to 54p. The cost of a first class Mailmark frank rose by 2p to 51p and the cost of a second class one by 1p to 36p.

Under the new tariffs, franking machine users will enjoy discounts on the price of a stamp of as much as 33% for a second class letter and 19% for a first class letter. Discounts for large letters are 15% and 18% respectively.

> With discounts of this size, a small business sending as few as eight letters a day could save money by switching from stamps to franking, even when the machine rental and supplies costs are taken into account.

> > Many existing franking machine users would also benefit from an upgrade, due to

an increase in the price differential between franking machines that use the old 'town and crown' die and new generation Mailmark devices that apply an intelligent 2D barcode.

When Royal Mail introduced Mailmark last year it said it would always be the best value option for franking. The new tariffs extend its price advantage to as much as 3p for a second class letter (36p compared to 39p with a traditional franking machine).

Mailmark franking machines offer additional benefits including automatic tariff updates and easy access to additional Royal Mail products including a new Prepay Business Reply offering. www.neopost.co.uk

#### Smile, you're on a stamp

#### Royal Mail has added eight new 1st Class stamps to its Smilers stamps range.

The Smilers service allows customers to personalise their post by adding their

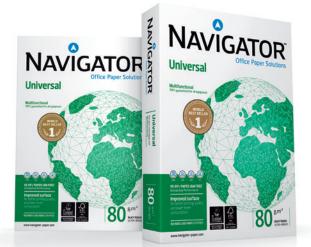
own choice of photo next to a Smilers postage stamp.

The eight new Smilers stamps are Well Done, Mum, New Baby, Wedding, Happy Birthday, Dad, Grandparent and Love. They join the existing offering, which includes Thanks, Hello, Celebration, Teddy and a range of national flags.

Personalised Smilers stamps are available in sheets of 10 or 20, with prices starting at  $\pm$ 10.20 for a sheet of 10 First Class stamps. They can be ordered online at www.royalmail.com or via a Smilers smartphone app.



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# Five reasons why sit-stand is on the up

Stacey Turner, Scandinavian Business Seating



Here, Scandinavian Business Seating's Stacey Turner gives five reasons why you should consider sit-stand for your workplace. It doesn't matter if you are an owner, office manager, HR director or front-of-house employee, sit-stand benefits all.

#### The problems of sitting all day are now well documented. Studies on

both sides of the Atlantic confirm our sedentary lifestyles are slowly killing us. Research from workplaces in Australia<sup>1</sup> supports this. Although the quality of office chairs has increased in recent years, sitting for long periods of time is bad for well-being. Sitting reduces blood flow and circulation while also slowing metabolism, leading to higher rates of heart disease, colon cancer and diabetes, not to mention back pain and joint problems.

#### 2 Standing isn't the solution either. In

the early '90s even the British government realised the dangers of standing for too long at work. This is why they brought in legislation compelling employers to provide seating to any staff member able to perform their tasks sitting down. Standing for long periods affects muscles, bones, blood circulation and much more. Those who stand for excessive periods expose themselves to increased risk of blood clots, heart disease, varicose veins and leg swelling.

### Employers are responsible for the health and safety of their employees while at work. It may seem far-fetched

now, but there was a time when companies handling asbestos would have laughed at the idea of law suits from employees affected by what they handled at work. Yet asbestos claims are now the longest running mass litigation tort in the U.S.. What may not look like a threat





1. Television viewing time and mortality: the Australian Diabetes, Obesity and Lifestyle Study (AusDiab).

today may come back to haunt you in the future, if you are deemed to have been negligent. While it's unlikely that health issues related to seating (or lack of) will ever get anywhere near asbestos levels of seriousness, we shouldn't be dismissive of our responsibilities to our workforce either.

#### In the long run it may not be a

**cost but an investment.** Studies show modern workers' productivity to be anywhere from 45-85%. If we are honest, we can all admit to being inefficient or unproductive at times. This is often down to distractions, but the wrong tools also play their part. Having a chair or workstation that causes discomfort will certainly affect performance. The cost of lost productivity is severe and will quickly outstrip the costs associated with sourcing a good, ergonomic workstation set-up.

#### It will create a better work

environment. If the whole team feels happy and 'well' at work, it naturally leads to a better overall environment. Team spirit is higher, motivation increases and an overall feeling of goodwill thrives.

#### CONCLUSION

Despite the hype, there are real, tangible benefits to using sit-stand workstations. Sit-stand desks will be good for your organisation in the medium- and longterm. Don't just assess the situation from the perspective of pounds spent. Look at individual and organisational wellbeing. Consider productivity, health and team spirit. Imagine the workplace where you would love to work and do what you can to make it a reality.

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# Enterprises, here we come



Samsung is building on a successful 2014 with the launch of its most powerful MFP to date.



Mark Ash: Samsung's 'best year'

Mark Ash, Head of Print, Samsung UK & Ireland, describes 2014 as 'by far and away the best year' Samsung's print business has ever had.

"Our hardware business grew 37% last year and we delivered our best performance in our 24-year history. When you delve below the surface, the A3 growth was phenomenal. Overall, we quadrupled our A3 business (up 387%). We were the fastest growing vendor and the only vendor that showed quarter-on-quarter growth throughout the year. That's really exciting for us," he said.

Ash attributes Samsung's success to a number of factors including: the recruitment of more copier dealers - the number of Samsung trading accounts in the office automation (OA) channel has gone up from 26 to 87;

the introduction of innovative new products, notably the MX4 (A4) and MX7 (A3) MFPs featuring a new Android interface; and

Samsung's expertise in other business areas, such as mobility and displays, which is helping to broaden its appeal, especially amongst enterprise customers.

"The growth we have experienced in the Samsung B2B and Samsung Business Enterprise Teams has been phenomenal, and it is largely driven by the prowess we have shown in our consumer business," he said. "We now find ourselves around the board table with C-suite executives, typically CIOs, who already use Samsung technology in their personal lives, talking about how print is integrated in their business... I've yet to find a CIO who says 'Mark, I've got a burning desire to talk to you about print'. But they will talk to you about mobility."

Samsung's early integration of NFC into its print devices is a good example of how it uses technology to position print in the context of broader strategic discussions, such as enterprise mobility.

"The MX7 has got NFC and

### The complete solution

The MultiXpress 7 (MX7) A3 colour MFP has been designed to meet the needs of enterprises and SMBs with a requirement for smarter, more productive print devices.

Offering print speeds of up to 60ppm, the MX7 is the only A3 MFP on the market powered by a Quadcore CPU for faster operation. It takes just 18 seconds to boot and 12 seconds to wake from sleep mode. The first page out time is 3 seconds for a mono page and 4.5 seconds for colour prints. Print quality is 1200 dpi even when running at full speed.

A major attraction for paper-intensive businesses is the high speed scanner offering an industry-leading scan speed of up to 120 pages per minute or 240 images per minute on twosided documents.

Other productivity enhancements include an 802.11ac-capable network chip, which is three times faster than the older 802.11n standard, and Bluetooth Low Energy connectivity, which gives users 'always-on' connectivity when in close proximity to the device.

The MX7 features a 10.1-inch Android-powered display running Samsung Smart UX 2.0, which can be customised with Samsung and third party apps offering additional functionality and seamless integration with existing office cloud and server networks (printingapps.samsung.com).

The MX7 is capable of printing up to 300,000 pages a month and comes with an optional large toner cartridge with a capacity of 30,000 (C,M,Y) or 45,000 (K) pages. Other options include an automated document stapler capable of stapling 60 sheets or an 80-page A4 booklet.

Bluetooth LTE – a low energy variant of Bluetooth – which has implications for how you authenticate yourself at a device, configure the device personally to your requirements and also release jobs. NFC is definitely part of the mobility strategy of many businesses," Ash explained.

Although Samsung has won the Buyers Lab Inc. Monochrome Printer/ MFP Line of the Year Award for two years in a row, in the past its printer hardware offering has not been broad enough to meet the needs of enterprise customers. With the launch of the MX7 that is no longer the case, claims Ash.

"We manufacture some great products, but there are certain types of vertical market that take on higher end products - professional services, legal services - and to date we have not had a product that catered for every single requirement," he said.

"The MX7 takes us into 93% of the addressable market and it gives us a powerful proposition to really compete in those markets. The differentiators, the very mundane things, mean a lot, like 300gsm paper handling, SRA3, 200gsm duplex capacity, a 240 images per minute scanner. We are putting a hell of a lot of productivity into the hands of the workforce now."

In this context, the introduction of the Android platform on the MX4 and MX7, the opening of an app store for the Smart UX platform and the launch of a software development kit that will enable third parties to develop their own apps are significant.

"We have High Street retailers who are developing apps that enable them to use the display on the device as a kiosk, so someone can walk in, access the retailer's website and pull off content. We are also working with some well known DIY chains in the UK and it's incredibly exciting looking at what they plan to do with it," explained Ash. www.samsung.co.uk

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## Closer collaboration

### Steelcase researchers have identified the solution to 'presence disparity'

Making distance disappear is a major challenge for businesses that operate across multiple locations. Despite advances in technology, meetings of dispersed teams can be problematic, as those who are working remotely won't have the same experience as colleagues together in the same room.

Steelcase calls this 'presence disparity' and warns that it can undermine the benefits of having a diverse, distributed team and hurt productivity. If it isn't addressed, the overall collaboration experience can easily become unpleasant and taxing for all participants.

Steelcase adds that, as the pace of work has intensified, people often find themselves in a 'mixed presence' work mode – they are physically present in one conversation, while being virtually present in another, often texting, emailing and posting etc. Distractions abound, workflow gets bottlenecked and misunderstandings, misinterpretations and conflicts escalate. As chaos and frustration ensue, progress slows or gets totally derailed.

While more and more organisations are adopting videoconferencing, Steelcase says that not enough realise the need to design spaces and video experiences that are easy to use,



available to a wider range of employees and successfully recreate the experience of being together.

Conference rooms are the spaces most commonly used for videoconferencing. Yet, according to Steelcase, typical conference rooms, which can also be difficult for face-toface meetings, are far from ideal for video-conferencing. People are locked into seated postures at a long rectangular table, which makes it impossible for everyone to be on camera, and because of the camera angle and limited floor space, it is disruptive whenever someone stands or walks around.

Instead, Steelcase advises organisations to integrate video collaboration into a range of working environments. Its researchers have identified six strategies that businesses should consider when adopting videoconferencing: Not enough realise the need to design spaces and video experiences that are easy to use. • Consider camera and microphone placements carefully. Develop a layout that allows all users to be on-camera and clearly audible. Include multiple screens so participants can see each other and their content at the same time, making sure people can move and stay oncamera without disrupting the flow of interaction.

2 Create zones that allow people to move fluidly between group work and privacy. People in collaborative teams make quick switches between these modes throughout the day. Glass walls in a room can create acoustical separation while supporting continued visual access.
 3 Design the environment to encourage movement and a range of postures so that participants stay energised and engaged.

Think about both sides of the experience. Provide similar environments in all locations and equipment with the same tools and level of control.

Consider how spaces can help build trust. For instance, having a continuously open real-time video connection just outside a team room that acts like an open window between two locations can promote social exchange as people come and go.

Plan for a range of team sizes and videoconferencing exchanges. One-on-one interactions, paired work and collaboration among subsets are as important as a full-blown session. Distribute as many choices as possible – e.g. videoconferencing kiosks adjacent to the team space, nooks within it and even mobile solutions – to leverage real estate and encourage use of the technology. www.steelcase.co.uk.

### KI finds the right formula

The Royal Society of Chemistry (RSC) has achieved a 20% increase in capacity at its offices in London and Cambridge without compromising the personal space of its 475 employees.

In a three-phase refurbishment between 2012 and 2014, KI and Office Extra transformed RSC's headquarters at Thomas Graham House, Cambridge and its London offices in Burlington House, Piccadilly.

To improve space utilisation and support flexible working practices, KI replaced RSC's large corner desks with UniteSE benches with integrated storage and fixed computer monitors. A sense of privacy was maintained by fitting desks with contrasting H-series perspex screens.

In Cambridge, RSC chose maple desks and

electric blue screens throughout, except for the IT department, which has white desks and lime green screens.

For London, it standardised on walnut desks on white frames with orange perspex screens, bar the facilities department, which opted for the same colour scheme as the Cambridge IT department.

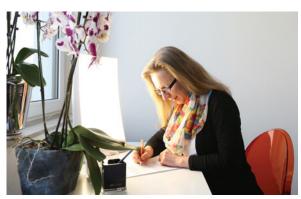
Bob Shimmens, Building and Facilities Manager at the Royal Society of Chemistry, is delighted with the results. He said: "Despite increased densities, the end users feel they have more personal space and there have been improvements in communication and the overall environment thanks to the colours used. The new design has given the building a real lift."

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# Light fantastic

Could Lumie light boxes become standard issue for night workers? That all depends on the results of an on-going European research project.



Light therapy is well known as a means of alleviating seasonal affective disorder (SAD), aiding sleep and improving feelings of wellbeing, but could it also reduce the heightened risk of type 2 diabetes amongst night shift workers?

This is the question Cambridge-based light therapy specialist Lumie is hoping to answer through its participation in the EuRhythDia research project into type 2 diabetes.

EuRhythDia is a consortium of 15 European universities and research-led SMEs, including Lumie. The main task of the project, which involves 325 night shift workers, is to find out how different interventions in at-risk groups impact the body's circadian rhythms, or body clock, to reduce the risk of developing type 2 diabetes.

According to the NHS, in 2010 there were approximately 3.1 million people aged 16 or over in the UK with diabetes (diagnosed and undiagnosed). By 2030, this figure is expected to rise to 4.6 million, with 90% of those affected having type 2 diabetes. Night shift workers have a five-fold higher risk of developing type 2 diabetes than individuals who have never worked night shifts.

The study interventions are designed to improve participants' adjustment to disrupted sleep-wake patterns by positively influencing their body clocks.

One of the groups, made up of 65 night shift workers, is undergoing light therapy treatment in four different study centres in Germany, Italy and Austria. For this study, Lumie has supplied Lumie Brazil, its most powerful lightbox for optimum bright light therapy. Lumie Brazil delivers 10,000lux at about 35cm and is a certified medical device.

Workers undergoing three or more consecutive night shifts receive light therapy daily; light is applied during the first half of the night shift and switched off during the second half. In addition, they receive light therapy at home on off-night shift days, for up to one hour during the first three hours after waking up. Otherwise, the workers maintain the same living habits (diet, exercise) and sleep-wake patterns on non-night shift days that they did before the study.

Project coordinator, Prof Rainer Böger from the University Medical Center Hamburg-Eppendorf in Germany, said: "The study participants feel very satisfied with this intervention. Those who have already finished the study reported that their subjective well-being was much improved by the light therapy. They were not only able to cope better with the work at night, but they also observed that it took them less time to re-adjust to a normal day-night cycle after the night shifts. This helped them to maintain their social life more easily."

EuRhythDia researchers now aim to study if, beyond the subjective wellbeing of the study participants, this treatment also helps to reduce the risk of developing chronic diseases, such as diabetes mellitus.

"We are eager to see if light therapy offers an easy and effective means of helping to maintain the health of our working population. The light therapy devices can conveniently be placed on any work desk, our study participants report. Many of them asked if they could keep the light therapy device even after the end of the study." explained Professor Böger.

Lumie CEO Jonathan Cridland added: "Lumie prides itself on being at the forefront of research into light therapy and is delighted to be able to participate in this potentially significant project. The therapeutic impact of light on our body clock and its particular benefit to shift workers is already clear and it's an effective and relatively inexpensive treatment. It is exciting to think light therapy might now also be shown to reduce the risk of a shift worker developing type 2 diabetes." www.lumie.com http://eurhythdia.eu/

### **Re-thinking Think**

Steelcase has launched a sleeker version of its THINK chair. Reflecting the changing nature of the workplace, the new look Think is claimed to combine the comfort and adjustability of a task



chair with the flexibility of a conference chair. Continuing Think's tradition of sustainability – it was the first chair to receive Cradle-to-Cradle environmental certification when launched in 2004 – Steelcase has used pre-consumer recycled polyamide instead of virgin polyamide for a number of parts and designed the chair with recycling in mind. Think can be disassembled in five minutes with common hand tools and even the 3D mesh versions are easy to take apart at end of life.

#### Get up, stand up



Wilkhahn's Stand-Up brings a bit of fun to the office or home. Perfect for recreational and breakout zones, workshop spaces and lobbies and waiting areas, it is

designed to encourage group dynamics and creativity. The self-righting stool is shaped like an ice cream cone and is available in red, orange, green, light blue and black.

#### Hand-sculpted mouse

Logitech has launched its most advanced wireless mouse to date. Hand-sculpted for comfort, control and speed, the MX Master Wireless Mouse (£79.99) has a speed-adaptive scroll wheel that lets you shift automatically from click-to-click to hyper-fast scrolling and a thumbwheel for side-to-side scrolling and page switching. Using Bluetooth Smart Technology or the Logitech Unifying receiver, you can pair the mouse with up to three devices running a variety of operating systems and switch between them at the press of a button. www.logitech.com/mxmaster



to see if light therapy offers an easy and effective means of helping to maintain the health of our working population.

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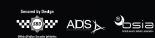
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