

PC
people



December Newsletter

A brief message from Nash Hunter



Dear all,

Christmas is upon us once more and I wanted to take this opportunity to wish all of you a Merry Christmas and a happy new year.

We wanted to wrap up the newsletters for the year by talking about some of the things we are most proud of accomplishing over the last 12 months. I also wanted to spend a little time talking about the newest member of the PC People group, Ojum Designs, but more on that later.

Finally, you will find information regarding PC People's Christmas opening hours and support options over the holiday period. While I'm sure nobody wants to think about IT over Christmas, PC People will be available if disaster strikes.

Thanks and happy holidays,

Nash

Data hosting facilities fully operational

We are pleased to announce that our data hosting facility is now up and running! Over the last year, we've spent a lot of time and effort on our new facility, from rebuilding our infrastructure to cope with the increase in load to the actual building of the data rooms. The last several months have been spent testing and testing again to ensure optimal uptime for the customers who have already switched to PC People.[Cloud](#) for their hosting requirements. For more information, please see our website.

Ojum Designs

Ojum designs is the newest member of the PC People Group. Ojum is a web design and development agency that provides polished yet affordable websites for homes and small businesses. Ojum also offers extensive social media management options and can offer its design expertise over a range of different mediums. More information on Ojum can be found a little further through the newsletter.



A Year in Review

At PC People, we're proud of our record and our achievements. We've had a great year and wanted to share some of our accomplishments with you

Service Expansion

We have, over the course of the year, expanded our list of available services in order to provide better and more comprehensive IT support. We now offer a range of hosting solutions for websites, e-mails and data and already have some customers switching over from other providers. We have also invested heavily in staff training and industry leading diagnostic and monitoring tools to ensure that we remain the premier IT provider for Oxfordshire.



Company Growth



Our service expansion and staff training has paid off. We are proud to announce record company growth with a record-breaking 100% increase in the amount of support contracts signed over the past 12 months. We've also

seen a measurable rise in the amount of non-contract support customers over previous years. We are especially proud of the fact that we have maintained growth in a particularly hard economic climate and at a troubled time for the IT industry.

For more information on our new hosting centre or any of our new services, please call on 01295 298163.

Ojum Designs is the newest member of the PC People group!

We are a website design company based in Oxfordshire and provide a great many services, from logo design to social networking management and everything in between.



Ojum provides a truly personalised service from start to finish. Dedicated design managers ensure that your needs are communicated effectively to our small yet talented team of designers and artists. We pride ourselves on our attention to detail when building a website and strive for complete customer satisfaction.



Social media is becoming an increasingly important part of both business and personal communications. If you need help setting up or managing social media for yourself or your business, Ojum has a range of services to suit your needs.

For more information on Ojum Designs, please go to www.Ojumdesigns.com or scan the QR code.



Remote access

Some of you may need access to your work PCs over the Christmas break and don't want to have to trek to the office to get it

Using the Remote Desktop Connection client, you can connect to your office PC from anywhere; all you need is internet access.

Safe, secure and easy to use, RDP enables you to view your PC over the internet from any location, allowing you to access documents, files and even programs from an off-site location.



While RDP is the most common remote client, there are plenty of alternatives for customers who are not fully compliant with RDP protocols. Please note that remote access setup and support is available free of charge for contract customers.

If you need access to your office PC over the holidays, give us a call and we can help get RDP up and running in time for the break.

Christmas Safety

Staying vigilant online – especially during the holiday shopping season – is key to not falling victim to scams or infecting a PC by clicking on malicious links or files

Look for accredited retailers

There are hundreds of thousands of online retailers servicing the UK alone. To ensure that the site you choose is trustworthy, look out for the logos below. Sites showing these logos are certified as being safe to shop on. As always, if you have any doubts, please don't hesitate to ask us for assistance.



secured by



Beware phishing scams

Never open attachments or provide information in response to unsolicited emails, and always remember that a bank will never ask for sensitive information via email. A rise in .PDF e-mail scams has also been noticed. Users receive emails from what appears to be a legitimate parcel delivery company or postal operator, informing them that they have a package that cannot be delivered due to insufficient address information. The attached .PDF appears to be a shipping label which users are instructed to print. Upon opening the file, a variant of FakeSysDef, a rogue malware, is installed.

Christmas Opening Times

The office and workshop will be closed between 5 p.m. Friday 23rd December and 9 a.m. Tuesday 3rd January. For support requests during this time, customers will be asked to call or e-mail using the information found below.

Phone: 01295 298163

E-mail: support@pcpeopleuk.com

Urgent support requests will be responded to throughout the holiday period. For non urgent support, please visit www.pcpeopleuk.com/support and use our support suite to create a ticket.

PC people



PC People UK - www.pcpeopleuk.com

01295 298163 / support@pcpeopleuk.com