

Company focus

# ENTERPRISE MANAGEMENT CONSULTING

Support and consultancy on a professional level

Enterprise Management Consulting has been providing consultancy and support services for Novell and Unix-based systems since 1995 – extending its services to include Linux a year later. Within two years its structure had changed to support Linux exclusively. It was at that time Red Hat chose it as a certified support partner in the UK. The company currently maintains systems for a wide client base, including small businesses, international governments and high-availability Web sites.

EMC specialises in providing its customers with cost-effective solutions to a wide range of technical problems. With its commitment to long-term partnerships, it ensures efficient use of available resources, allowing its customers to reap the maximum benefit.

The company prides itself on an outstanding record of customer satisfaction and its ability to provide fast, efficient and reliable support remotely. With the majority of support calls being resolved by the help desk within minutes, EMC can ensure that its clients are able to run their businesses with the minimum of downtime.

Employing consultants who have backgrounds in a broad range of different environments, who have been able to facilitate the installation and support of mission-critical solutions to companies such as J.P. Morgan, Bank of America, CSC and Anderson Consulting, with the highest quality of Linux support assured at all times.

There are a number of support options available to clients ranging in price from £1,200 a year for unlimited Linux support calls on a single Linux server, up to customised services for entire organisations. Contracts are available with any level of support including 24/7.

EMC has developed and maintained partnerships with some of the leading lights in Linux including Red Hat, MandrakeSoft, SuSE and Caldera. It's also strategically allied itself with Bynari Inc. and Ayrsoft, both of whom are producing leading Linux-based business solutions.

## Bynari (an MS Exchange alternative)

With the publication of the standard Internet mail model, the market for proprietary systems has started to shrink in size. Customers are asking for a universal messaging system where any email client can send and receive email messages and share important information regardless of the Mail User Agent (MUA), platform or method of connecting to the network or the Internet.

Bynari has developed and released Insight Server 3.02 to facilitate complete messaging and collaboration capabilities within the enterprise. It provides lightweight or enterprise level messaging services within and among the various parts of an organisation's network of people and resources, whilst providing a safe harbour for an organisation's messaging needs by using the Internet mail model.

User's respective sites may have vast geographic, technological and social differences, which demand a robust and flexible framework. Unlike closed, proprietary commercial mail systems, Internet messaging defines a series of specifications that are Free and Open for all.

Insight Server 3.02 provides IMAP, POP3 and SMTP mail protocols and allows users to access global address books built on a standards-based directory server (LDAP). For users needing calendar and scheduling services, it provides free and busy time access, shared folders, and meeting requests and replies.

Mobile and remote users find Insight Server's IMAP protocol a pleasant change from having to manage and synchronise POP3 mailboxes. IMAP provides advanced server-side ownership of the user's mail and multiple mailboxes for management of differing kinds of email. With these capabilities, employees can directly access the company's global address book as well as their own personal address books to send/receive mail from remote locations.

## Info

Enterprise Management Consulting:  
<http://www.emcuk.com> – 0208 659 2000  
 Ayrsoft: <http://www.ayrsoft.com>  
 Bynari Inc.: <http://www.bynari.net>

## Ayrsoft

Ayrsoft is based in Irvine, Scotland and as a systems design company it specialises in supporting businesses with process management and communications. Its eBoxit solution (see below), which started life in 1995 has been developed as a server that's secure and stable behind a firewall. By continuing to develop the server to meet ever-changing needs it now includes groupware, VPN (Virtual Private Network) capabilities and CRM (Customer Relationship Management) tools.

As an off the shelf solution it has managed to be validated by NetKonec, MandrakeSoft, and WorldCom. It is also IBM 'Server Proven' and is part of the IBM Global Solutions Database. The hardware is based on Pangolin International's A4 Net range of machines. Where the eBoxit scores well is with the supported software. This is produced in partnership with Enterprise Management Consulting.

### So what is eBoxit?

Eboxit is the cost efficient office server, ideal for those businesses wanting to remove themselves from the expensive Microsoft licensing procedures. Based around Mandrake Linux and Open Source it enables access to six different modules through any Internet Browser, regardless of the operating systems in use.

### Network Manager

The Network Manager provides the ultimate Internet connection and network administration tool. With security that is second to none, easy installation and complete management of all users, allowing a company to fully share data, schedules and documents between clients, partners, remote workers and even what used to be competitors. In these days of information management too much reliance is put on simple ineffective and insecure email conversations. The eBoxit range manages email between companies (allowing full visibility to managers of company email sent to and from contacts).

### Customer Relationship Manager

The Customer Relationship Manager (CRM) is one

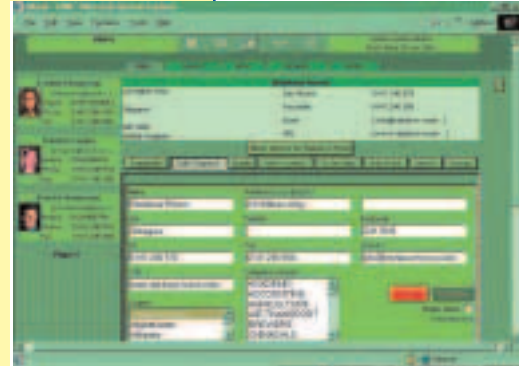


Network Manager

of the most widely used and useful tools around. With its ability to track on-line communications for suppliers and customers alike, it is a valuable addition for all businesses.

### Communications Manager

This module allows secure Web-based email and event scheduling, allowing you to keep in touch with your business and personal contacts wherever you are. With the added benefit of filtering your mail into folders or redirecting them elsewhere it gives full access whilst you work on the move.



CRM in action



Knowledge Manager running over a browser

### Knowledge Manager

The Knowledge Manager is an essential addition for any business. With a central repository area ideal for web news and FAQs, you can always find that document when you need it most and it is fully configurable with revision control and history for every document.

### Internet Trading Manager

With the Internet Trading Manager you can sell your products 24/7 in a secure environment. Sales and purchase reports can be set up to be viewed on-line for those suppliers and customers keeping track of your sales. There is also a multi-vendor system to collect only the data required by the accounts department, helping to streamline your business.

### Human Resources Manager

The final module allows you to allocate resources whenever it is convenient for you. You can use this module to aid in your project planning as the resources are company wide and therefore give you the full picture.

Where the  
eBoxit scores  
well is  
with the  
supported  
software