CLOUDMADE**SIMPLE**
I T   C O N S U L T A N T S

Quarterly Newsletter

January 2020

Consolidating Your IT | Privacy and Security Policies

Windows 7 End of Life | CMS Stats

The Benefits of Consolidating Services

Imagine doing your grocery shopping at 5 different stores: one for vegetables, one for dairy products, one for meat, and so on. The one-stop shop model provides a MUCH more convenient and cost-effective solution than multi-vendor management.

With 24 hour support, 25 staff, the resources of Ingram and Microsoft behind us, as well as a peerless track record, **we are the company that can provide all your IT requirements**.

One number to call for everything IT

Streamline and integrate applications

Stay competitive and up-to-date

Eliminate cost redundancy

Isolate IT issues faster

Receive bundled discounts

Easier staff onboarding and training

Focus on more strategic business initiatives

Read more about the Benefits of Consolidating Your IT Services

You Need a Privacy Policy and Security Policy

Your business is handling all kinds of data. It is vital that your organisation has policies in place to let your customers know what you're doing with the data you're collecting and that you have systems in place to protect it.

Read more about creating your Privacy and Security policies

Windows 7 Has Reached End of Life

The Windows 7 End of Life is now here. On January 14, 2020 Microsoft stopped

updating or providing support for Windows 7.

While Windows 7 entering its End of Life phase doesn't mean your PC will suddenly stop working, it does mean that Windows 7 users will need to start thinking about finally moving on from Windows 7, either by upgrading to Windows 10 or buying a new PC.

If you're not sure which version of Windows you're running, click here. If you need help upgrading, give us a call and we'll sort you out.

> **Upgrade to Windows 10**

Tracking Our Service - Q4 2019

93%
of customers rated their experience as "Awesome"

1,379 suspicious emails
have been quarantined for customers with Advanced Threat Detection tools

62%
of issues were resolved on first contact

20 seconds
Average wait time to speak with a live member of our support team

"Thank you for your support and patience. We look forward to working with you on updating our website." -Annette

"Happy with the service. did exactly what we needed to happen. Thanks!" - Joshua S.

"Amazed at the speed and efficiency of the CMS team." -Deane

"Casey was extremely helpful in answering all of the questions I brought forward." -Joshua M.

Cloud Made Simple's Range of Services

MANAGED SERVICES

Server management & monitoring

Network management & monitoring

Desktop support

Website hosting & redundancy backup

Migration services

Hardware & software setup

COLLABORATION + FILE STORAGE

Microsoft Teams

SharePoint

Intranet sites

Client portals

Cloud migration

SECURITY

Audits & testing

Spam & website security

Risk management

Disaster recovery planning

Scam & compliance

Training network protection

BACKUP & DISASTER PLANNING

Office 365 backup

OneDrive & SharePoint backup

Exchange email backup

Server backup

BUSINESS SERVICES

Network consulting

Security consulting

IT audit and process consulting

Training workshops

WEB SERVICES

Website development

Website optimisation

Website marketing services

Website hosting

Website security

OFFICE 365

Licensing

Training workshops

App Deployment

UNIFIED COMMUNICATIONS

VOIP & cloud calling systems

Phone system & handset hardware

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