



ALTMAN TECHNOLOGIES



## ATL EXPANDS PORTFOLIO

Altman Technologies are proud to announce the launch of their new hosted voice service in association with Natterbox. An innovative new cloud based solution that offers real cost saving benefits as well as being simple and easy to set up and use.

We are confident that this hosted voice service is an excellent addition to our range of intelligent software solutions.

For more details see the article below.

Print & copy management  
Email & web protection  
Network & security management  
Hosted voice







## Newsletter

Quarter 3, 2010

....delivering significant cost savings, increased productivity & enhanced management control

### NEW Hosted Voice Services from Altman Technologies Make it smart - Keep it simple

We now offer a range of cost effective hosted voice services powered by Natterbox – offering fixed simple billing so that you can budget accurately. A challenge for any business is to manage the flow of calls as effectively as possible which this service addresses simply and quickly, and with all features available via the internet, costs are dramatically minimised. The service addresses nuisance calls and other issues such as caller experience, flexibility for receiving calls, and provides disaster protection. The Natterbox service enables users to experience highly configurable call routing and diverting functions, allowing them to be reached at multiple locations by multiple means.

-  **Call Recording** Secure, off site recording of calls with online retrieval
-  **Block Callers** By caller, time of day or your location
-  **Call Forwarding** Calls reach you anytime and anywhere
-  **Intelligent Call Routing** Highly configurable call routing and diverting functions
-  **Unified Voicemail** One voicemail for work, mobile and home
-  **Business Continuity** Calls automatically redirect in the event of unforeseen disasters

Visit <http://www.altman.co.uk/Voice> for more information

### Pcounter Even more flexibility!

Even if you use Pcounter you might be interested in some suggestions on how to achieve even greater cost savings, why not talk to one of our team to see if there are any gaps we can help you with such as;

- Rules based printing
- Print quotas, free print & charging
- Messaging & popups
- Reporting

We support ALL manufacturers' devices for print and copy accounting, control and management – and for all types of users ...

- Staff
- Students
- Guests
- Mobile workers

Give us a call today  
on 0113 273 0300 or  
email [solutions@altman.co.uk](mailto:solutions@altman.co.uk)



#### Pcounter Training Dates:

Pcounter Installation and Configuration  
16 November  
  
Pcounter Wider Solution  
17 November

#### Webinars:

Pcounter Print Room Management  
20 July  
Student Wireless Printing  
22 July  
3manager Fleet Management  
27 July  
Hosted Voice  
On request



## Pcounter How To Guides

New in the series

Don't forget we have some easy to use How to Guides available via our website:

[www.altman.co.uk/HowtoGuides](http://www.altman.co.uk/HowtoGuides)

### New titles include:

- Upgrading Toshiba embedded software
- Pcounter server migration
- Pcounter for Windows - Upgrading to the latest version

## 3manager

### Resource planning for printers and copiers

3manager is a financial resource planning system, developed to manage the printing and copying operation, completely independently of manufacturer brands. Accurate information about your printing and copying operation is important at any time. Getting the right information at the right time has never been more critical, especially when decisions are made about procurements, cutting costs and how to optimise your fleet. Key benefits include:

- Know your exact costs, potential savings and true buying needs
- Save time managing your contracts
- Streamline your operation using ongoing analysis
- Respond to negative trends
- Plan budgets based on concrete evidence/information
- Cut costs and save time
- Manufacturer independent
- Know your carbon footprint quickly and accurately
- Save time on meter readings



Visit our website [www.altman.co.uk/printmanagement/3manager.php](http://www.altman.co.uk/printmanagement/3manager.php) to find out more

## Email Security Service Case Study



CHALLENGING MINDS. INSPIRING SUCCESS. **NORWICH**

### ABOUT CITY COLLEGE NORWICH

City College Norwich is one of the largest & most comprehensive colleges of further & higher education in the UK, with over 14,000 students.

### THE PROBLEM

The College was experiencing very high levels of spam emails & although they had a system to deal with these it was very labour intensive for both individual staff & administrators.

Copies of spam messages were sent to a centralised provider who updated the spam filters based on the College's reports. This process took up to three man hours a day due to the sheer volume of unwanted traffic. The situation was unacceptable & Iain Husband, IT Support Manager at the College, was tasked with finding an effective solution to the problem.

### THE SOLUTION

In 2008 following research, Iain purchased the Altman Technologies Email Security Service. Operating in the cloud, the service automatically filters incoming emails before they reach the College's internal systems freeing up bandwidth & eliminating the risk of virus. Multiple best of breed filters are continually evolving to block over 98% of spam with almost no false positives (less than 1 in 300,000).

The Service's reports revealed that the College was receiving

roughly 1.4 million emails a month of which 92% were spam. These are now automatically removed resulting in a huge reduction in unwanted mail & the associated waste of staff time.

The Service proved extremely easy to set up, involving no hardware, software or ongoing maintenance. Staff were informed of the changes & there was no user disruption.

Iain explained that the benefits are clear. "Staff no longer have to manage their own spam & in turn our administrator isn't spending hours a day updating our filters".

Whilst the Service's filters provide automatic protection the College retains complete control via a web management console.

"The administration required is very light & the automated reports give us great insight into how the system is dealing with spam. Automated warnings come straight to our service desk so we are able to resolve stalled messages before our customers even realise that there is an issue!"

### BENEFITS AND RESULTS

"In the almost two years that we have used the Service we have more than covered the cost in administration time alone. The system is both efficient & accurate at removing all unwanted emails."

"The service just works & because it is so effective, it is a great system at a very reasonable price."

## LT Auditor+ 9 PCI DSS Compliance

The Payment Card Industry is a private industry group set up by the major credit card companies to define standards for companies that process credit card transactions. The Data Security Standard was defined to prevent credit card fraud, hacking and other security issues.

A company processing, storing, or transmitting credit card numbers must be PCI-DSS compliant or they risk losing the ability to process credit card payments. The PCI-DSS includes requirements covering network security, data protection, vulnerability management, access control, monitoring and testing, and information security.

According to the PCI Data Security Standard, an organisation must be able to monitor, report, and alert on attempted or successful access to systems and data security for those applications that contain sensitive cardholder data. PCI-DSS explicitly calls for the collection and monitoring of event logs.

Find out how LT Auditor+ will help you with your PCI DSS issues at [www.altman.co.uk/pdfs/LTAPCI-DSSDatasheet.pdf](http://www.altman.co.uk/pdfs/LTAPCI-DSSDatasheet.pdf)

Read the recent LT Auditor+ review in Network Computing magazine at [www.altman.co.uk/pdfs/LTAuditor-9ProductReview.pdf](http://www.altman.co.uk/pdfs/LTAuditor-9ProductReview.pdf)