BUSINESS UX LINUX SYSTEMS

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Letter to Business Owners

Dear Business Owner,

Computer Systems must run reliably for an organisation to remain competitive. Business Managers should strive to be in control of IT costs. Many managers will outsource their IT support at an hourly rate in the belief that they will maintain effective control with maximum value for money.

In these circumstances it is in the interests of the outsourcing provider to charge as many hours at it deems necessary to maintain viability. In other words the provider would want the IT system to be as unreliable as possible. The provider gets into a juggling game as to what can be charged without the business owner realising that things are not as good as they could be. The technical competence of support staff and the time taken to effect repairs is not important, only the number of hours billed per month to remain in business.

Business UX take a different approach by offering contract support based on a fixed quarterly charge. It is in the interests of Business UX to achieve high reliability and to minimise support calls. We strive for constant improvement on methodologies. This translates to high satisfaction of the computer system for users which in turn maximises profits for the business.

We build our own servers tailored for the individual business sourced from the best components available. We will utilise Microsoft servers only when it is deemed necessary by the business model or application software. Our strategy isolates Microsoft servers behind our secure primary company firewall and minimises other "nursemaid" expenses due to hot fixes, service pack upgrades, anti-virus, anti-spyware programs, third party backup programs and many other hidden costs. Our servers additionally take over the roles of Windows file sharing and printing. This alleviates these computing intensive duties from Microsoft servers making them more reliable and less prone to reboots. These proven methodologies help keep the systems reliable with exceptional uptime offering excellent value for money.

From the results of a recent independent survey, Business UX confidently believe our charges for services offer the best value for money for IT support in Australia. Give us a call for a free assessment of your needs.

Best regards,
Paul @ Business UX Pty Ltd