



World's Best I.T. Support

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## DIRECTORS CUT



Another month rolls round and it has again been a frantic month for us here at Origin. It really has been a month about CANI, one of our core corporate values for the business. What does that mean?

Constant And Never-ending Improvement. [more](#)

Our expanding Help Desk is doing a really great job and I'd like to take this opportunity to thank them for their sterling efforts the past month. If you dial in to talk to them with an issue the average wait time from when you dial to when you talk with them is just over 30 seconds!

This is speedy in any market, and like the All Blacks team, our Help Desk is a great mix of youth and experience.

Our sponsorship of the North Harbour rugby team for the ITM Cup kicked off this month and our sponsored player in the squad is starting centre Brendan Watt who wears the Origin I.T. logo on his shorts. [more](#)

Our well-attended Breakfast seminar series continued with a Traffic Shaping seminar at the Spencer on Byron – this is an awesome way to increase the efficiency of your IT network and save \$\$, and our ONEFEE SHAPE offering is there for your business to take advantage of. [more](#)

I would also invite you to check our website [www.originit.co.nz](http://www.originit.co.nz) where we have a few great competitions which you ought to enter.

As always please feel free to contact me at any time with your feedback – we really value all positive communication as well as constructive criticisms to enable us to keep delivering the world's best I.T. support to our clients. (09) 414 2350 or email [michaelr@originit.co.nz](mailto:michaelr@originit.co.nz)

## In this Issue

- [Service Update](#)
- [Staff Profiles](#)
- [What's Hot](#)
- [Origin Tip](#)
- [Vendor Spotlight](#)
- [IT Smiles](#)
- [Future Happenings](#)
- [Origin Values](#)

Kind Regards



Michael Russell  
Managing Director

[Back to the Top](#)

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## Service Update



### OFFICE: 2003 SUPPORT ENDS

Microsoft has announced that free support has been withdrawn for Office 2003 and they will begin phasing out 2003 tips over the next few months. Paid support for Office 2003 will remain available, but the Microsoft Office tips and training sites will focus on 2007 and 2010 versions. [more](#)

### HELPDESK CALL QUEUE

Our fantastic Level 1 and 2 Helpdesk team continue to do an increasingly terrific job answering our clients phone calls. The average wait time has dropped 10 seconds in August from 41 to 31 seconds!

This is the average time it will take you from dialing until engaging with our guys over a typical day. Our guys are constantly busy assisting clients so this improvement really is a reflection of the superb service offered to our clients.

[Back to the Top](#)

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## STAFF PROFILES

INTRODUCING....

## KEVIN REYNOLDS - HELPDESK LEVEL 2



Kev's a Wellington kid who grew up in Whitby near the central city. His Dad worked in sales for Ericsson so early on at home Kev came into contact with a computer that his dad had custom built, and he started playing with the home computer aged 8, mainly gaming.

Aged 10, Kev moved up to Auckland with his family to the Shore and by the time he started at Westlake Boys, he was pulling computers apart at home and putting them back together with modifications. [more](#)

## TRISTAN BRYNILDSEN - HELPDESK LEVEL 1



He comes from the land of horses! Tristan has spent the great majority of life living in Cambridge in the Waikato, where his Dad owned a security company based in nearby Hamilton and his mother worked in the local horse industry.

Tristan - like all the technical staff at Origin - started working with computers early at about 12-13yo. There were 2 computers in the family home and young Tristan started breaking then fixing the home machine, becoming fascinated by how and why they worked. After breaking a machine, Tristan would then get a tech on the phone to help him with the fix! [more](#)

[Back to the Top](#)

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## WHAT'S HOT!

### CANON'S NEW 120-MEGAPIXEL CMOS SENSOR

There are many factors other than the megapixel count that affect the quality of images a digital camera will produce – sensor size, lens quality, organization of the pixels, etc.



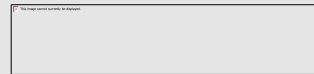
However, consumers often use the number of pixels each dollar buys as a basic measure of value for a digital camera and there has been a steady increase in the "pixels per dollar" for new cameras that roughly follows Moore's Law.

Depending on its cost and when it will hit the market, a new APS-H-size CMOS image sensor developed by Canon could put a bit of a dent in that line with its image resolution of approximately 120-megapixels. [more](#)

[Back to the Top](#)

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## ORIGIN TIP



### COUNT INSTANCES OF A WORD IN AN EXCEL SPREADSHEET

Problem

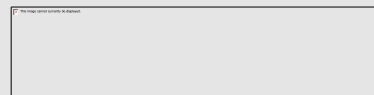
You need to find out how many cells in a spreadsheet have a certain word in them? For instance, if you want to find out how many purchase orders were used for a specific vendor or how many clients a member of the sales team has recruited, there is a formula to figure this out. [more](#)

[Back to the Top](#)

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## Vendor Spotlight

**SYMANTEC**



Anyone who has anything to do with I.T. on either side of the fence is well familiar with the name Symantec who are a multi-national company synonymous with security and back-up.

In 2010, Symantec is the world's biggest manufacturer of personal security software and has been around since the early 1980s, formed in 1982 by Gary Hendrix using a science grant. [more](#)

[Back to the Top](#)

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## Future Happenings

### TO TABLET OR NETBOOK?



Back in November last year, Google held a press conference and announced it had plans to launch a new generation of its proprietary Chrome OS-driven netbooks, with launch to be around about September 2010.

At the time the popularity of the netbook was growing exponentially; the smaller, leaner, hard-working and cheaper device was a real superstar in the aftermath of the global recession.

However as we all know, a year or thereabouts is an eternity in the world of technology, and that thing called the iPad came out to general acclaim critically and commercially. [more](#)

[Back to the Top](#)

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## IT SMILES

At Origin we all love getting the DE motivational emails when they come through – subversive, dark and witty parodies of the original, earnest '[motivation](#)' posters.

Not all of them are fit for publication, but the following is a series of I.T.-related demotivators

for your viewing pleasure. [more](#)

[Back to the Top](#)

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## ORIGIN VALUES

- Committed to communication excellence (NPA) We always set the next point of action.
- Committed to Improvement excellence (CANI) we will always look to be improving via constant and never ending improvement.
- Professional ,Positive and Passionate People.
- Be The Worlds Best in everything we do -"Worlds Best I.T. Support "
- Trustworthy and Honest.
- Team approach and always looking to go the extra 10%.

[Back to the Top](#)



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