



## TECH-TALK

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## End of Support for Microsoft Products... Are you ready for the change?

Windows XP and Office 2003 will reach end of support on **8 April 2014**, following which Microsoft will not provide hot fixes, product updates, and most critically, security patches for Windows XP and Office 2003.

If you are using XP or Office 2003, you need to start your migration process now to the supported products such as Windows 8 Professional and Office 2013.

### Running Windows XP & Office 2003 in your business after the end of support date may expose your company to potential risks, such as:

**Security & Compliance Risks:** Unsupported and unpatched environments are vulnerable to security risks. This may result in an officially recognized control failure by an internal or external audit body, leading to suspension of certifications, and/or public notification of the business's inability to maintain its systems and customer information.

**Lack of Independent Software & Hardware Support:** Many independent software vendors are unlikely to support new versions of applications on Windows XP. Hardware manufacturers will also stop supporting Windows XP on the majority of their new PC models.

### Get current with Windows & Office!

There is an upside well beyond keeping you supported. It offers more flexibility to your employees to be more productive, while increasing operational efficiency through improved PC security and management. It also enables your business to take advantage of latest technology trends such as virtualisation and the cloud.



**Windows XP & Office 2003  
 Support Ends April 8 2014**



## EVENT Invitation Cloud Computing

**Cloud** is a software environment allowing you to access all of your information including all of your software at anytime from anywhere in the world using a range of PC's, MAC's & other devices.

**Cloud** Technology offers a solution to the Microsoft 'End of Support' issue whilst saving your business time & money...

### Ask yourself...

Do I understand **Cloud** & how it could help me & my business?

**This is your chance to find out...  
 Come along to our event on:**

**WED 23 OCT 2013**

**12.30pm - 2.00pm INCLUDING LUNCH**

**The Boardroom, Clive Owen & Co LLP  
 140 Coniscliffe Road, Darlington, DL3 7RT**

To book your place, please contact Margaret Gill  
**01325 349700** or email [info@cliveowen.com](mailto:info@cliveowen.com)

## Still using Exchange 2003? Unable to upgrade to Office 2013?

### Now is the time to step into the Cloud...

Clive Owen Technology Service is one of the North East's pioneers in Cloud Technology, providing Cloud Services for over 5 years. We specialise in providing total solutions for business in our state of the Cloud Infrastructure.

When Microsoft released Office 2013 earlier in the year it was not reported widely what impact this would have on businesses around the world. Many companies are still running Server 2003 and Exchange 2003 mail servers. Unfortunately Office 2013 or more accurately Outlook 2013 does not support Exchange 2003.

This problem is compounded even further as Microsoft immediately withdrew Office 2010 from distribution upon the release of Office 2013. Many IT companies such as ourselves bought as many copies of Office 2010 as we could but supply quickly dwindled.

This has left businesses in a difficult situation, when buying a new PC with an OEM license for Office they would be unable to connect to the corporate email system. An upgrade of the on-site Exchange server would be very costly. To make matters worse, any legacy Office 2003 systems would not then be able to connect to an up to date version of Exchange 2012. The lack of support in Office 2013 has forced many companies using 2003 software into a very costly upgrade/replacement avenue at a time when large capital expenditure projects are difficult for many companies.

#### What is the answer to the problem?

Hosted Microsoft Exchange allows you to use the latest version of Exchange Server with all the benefits of a fully managed service. Mailboxes are paid for on a month by month basis ensuring you never pay for licenses you do not need. Mailboxes can be added/removed in a matter of hours giving you a highly flexible system. In addition to hosting your Exchange systems we can also provide desktop licenses for Microsoft Outlook to ensure your workstations are compatible with our Hosted Exchange infrastructure. At £2.95/month per mailbox for a desktop license of Outlook the saving is considerable and assists to smooth out the costs of any upgrades.

We are able to offer the following versions of Outlook :

**Outlook 2013   Outlook 2010   Outlook 2007   Outlook 2011 for Mac**

Do not leave it too long to make a plan for the retirement of your Exchange environment. Remember that third party software vendors will be ceasing support for Exchange 2003 shortly if they have not already done so.

**CONSIDER :** Mail Security software, archiving software, remote access support via Smart phones. All these services will become more and more difficult to maintain.

**NOTE:** When buying Microsoft Office without a computer system you are not licensed to purchase OEM software, you must purchase Retail licenses. Office Professional is retailing around £340 per copy.

# Office 2013

**Office 2013** has launched with its new ultra clean look. All the features you know and love are still there in addition to some new time saving ones! The successor of Microsoft Office 2010 includes extended file format support, user interface updates and support for touch amongst its new features. The new Office also works with smartphones, tablets and within cloud services.

Various improvements have been made including the 'Save As' and 'Open' process, no more browsing and scrolling in dialogue boxes. Your most-used folders are right there from the start. You can also pin a location so it's always available.

**Would we recommend Office 2013? YES, we love the new features!**

**Get in touch about upgrading!**



**\* Note:** Office 2013 is not compatible with Exchange 2003 **\***

Microsoft Office 2013 is available in the **CLOUD...** See our website for more details on **Cloud Computing**



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**CLIVE OWEN & CO LLP**  
CHARTERED ACCOUNTANTS & BUSINESS ADVISERS

Clive Owen Technology Services is a division of Clive Owen & Co LLP



**FREE  
IT Health Check**

Book your **FREE**  
check today...

Are you ready for  
**April 8th 2014?**

**CALL 01325 349 686**



We will assess all aspects of your IT System, including:

- General IT systems
- Servers
- Networks
- Workstations
- Protection against power surges
- Back-up systems
- Email systems
- Storage

*Don't let your IT system hold you back!*