



ASPEN
SOFTWARE

IT Support | IT Development | IT Consultancy

**WHAT'S IN THE
TOOLBOX?**

Tools that really help us...

... are good value...

... (sometimes even free!)

SAFETY WARNING!

- Not a unique answer
- Other tools are available
- What do you use?

PROBLEM:

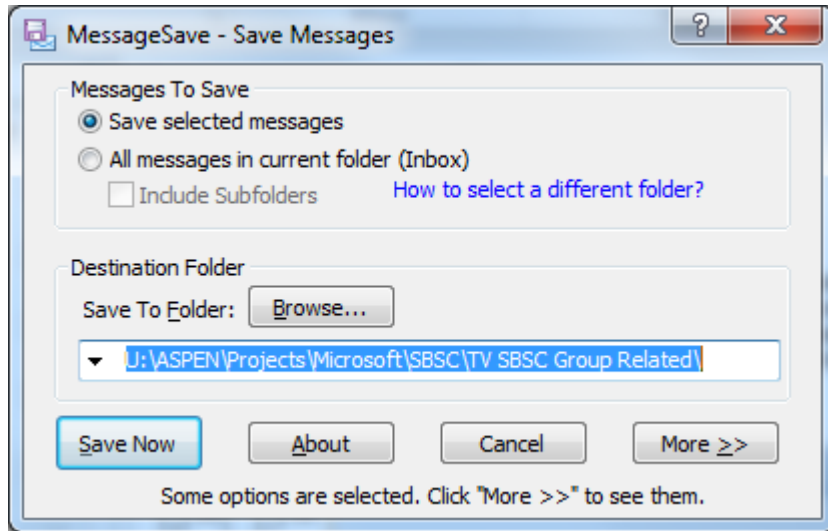
Email Storage & Outlook

- Large Exchange mailboxes
- Documents in file shares

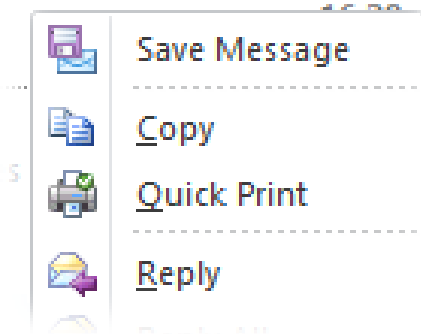
SOLUTIONS:

- Not public folders
- Not SharePoint
- Based on message drag & drop

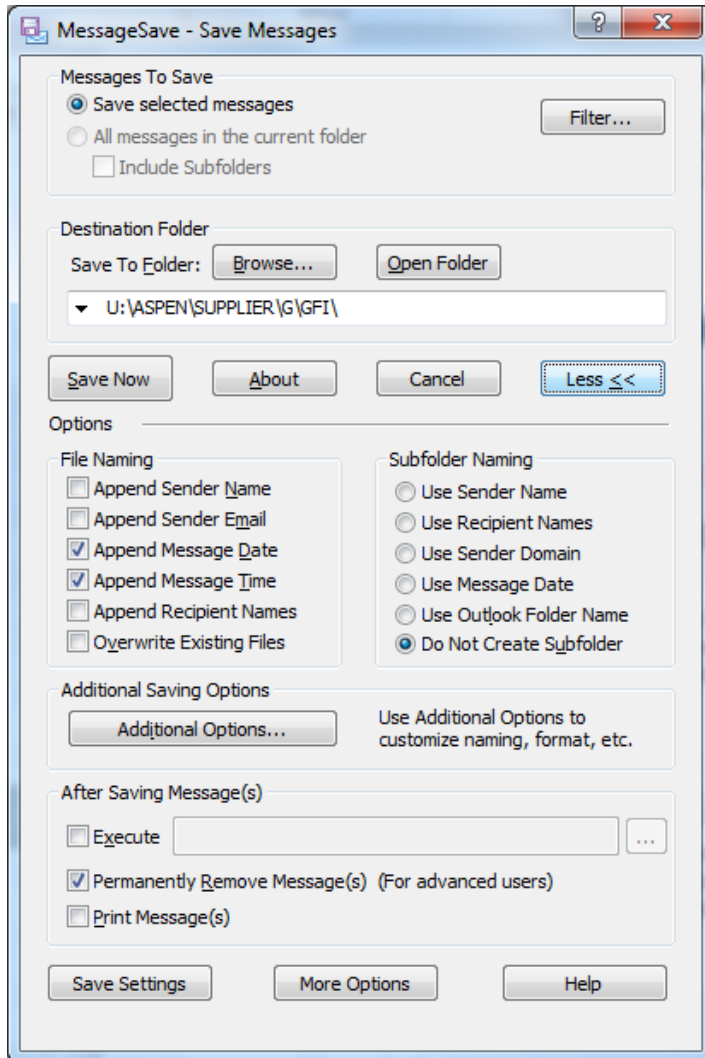
MessageSave



- Outlook Addin
- From Context Menu
- Moves message(s) to folders
- “Learns” destinations
- Two click filing



MessageSave – Additional Features



- Audit trail option
- Highly configurable
- From GBP 35.00 per user

MessageSave – Summary

PROS:

- Time savings
- Simplicity in use
- Learns folder destinations to use

CONS:

- Initial add-on upsell
- Needs Outlook

www.techhit.com/messagesave

PROBLEM:

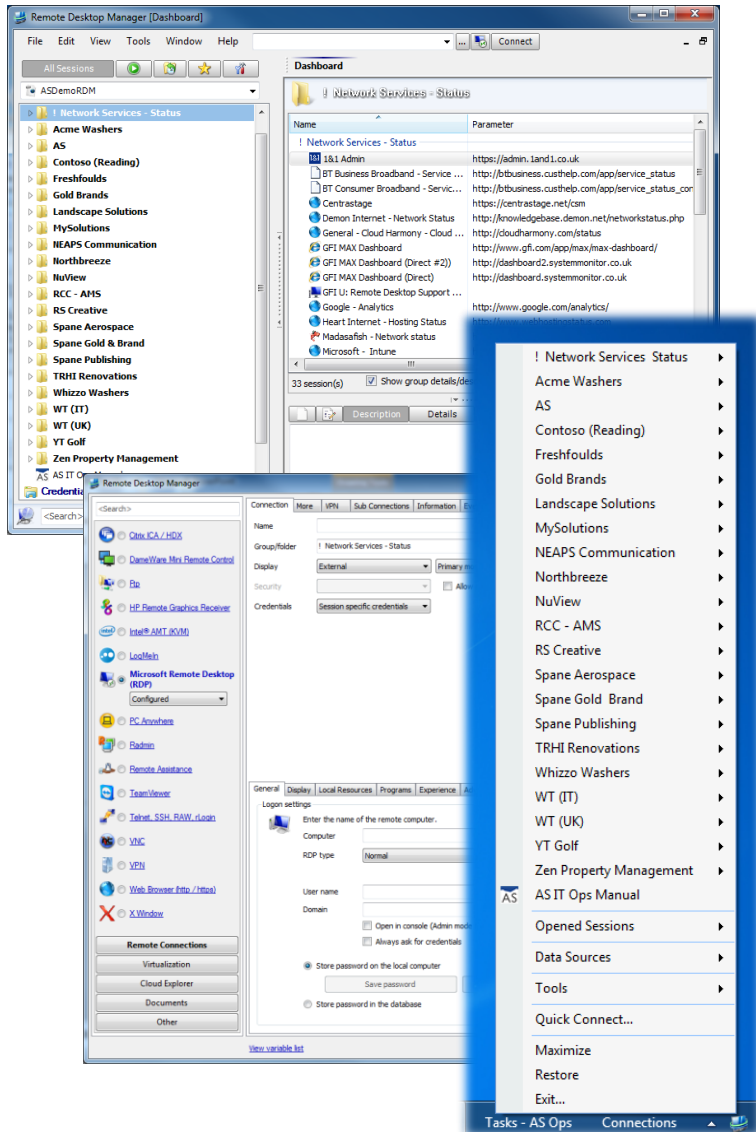
Client Links & Connections

- Client links, addresses, connections etc
 - Outside RMM
- Ease of management and team distribution

SOLUTIONS:

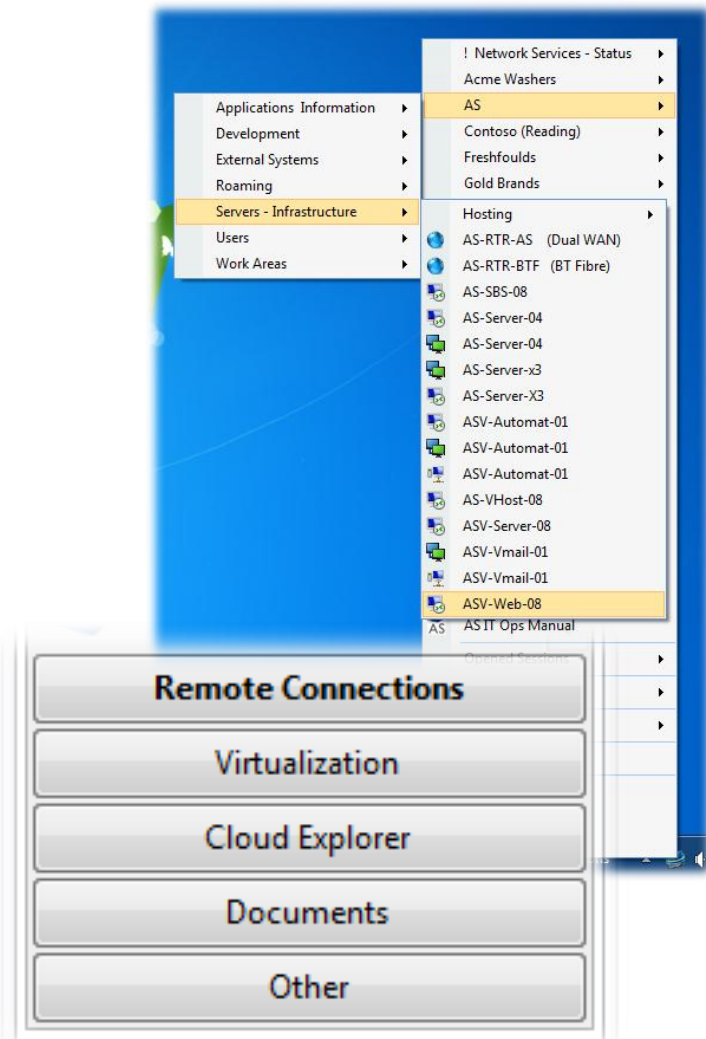
- Folders of shortcuts?
- Links in PSA systems?
- Links in client procedure documents?

Remote Desktop Manager



- “Connections” Organiser
- Customisable Folder List
- Session type aware
 - 16 variants (RDP, pcAW, DWMRCS, http, Logmein, TeamViewer, VNC etc)
 - VPN options
 - Password Manager Support
- Systray Context Menu

Remote Desktop Manager – More...



- Not just connections
 - Folders
 - Documents
 - Command Shells...
- Sharing & Security
 - SQL Server +
 - Offline Mode
 - Enterprise Edition (~\$70 per seat)

Remote Desktop Manager – Summary

PROS:

- Excellent organiser
- Quick to get started
- Integrates well with other tools

CONS:

- Still finding new things that it does!

remotedesktopmanager.com

PROBLEM:

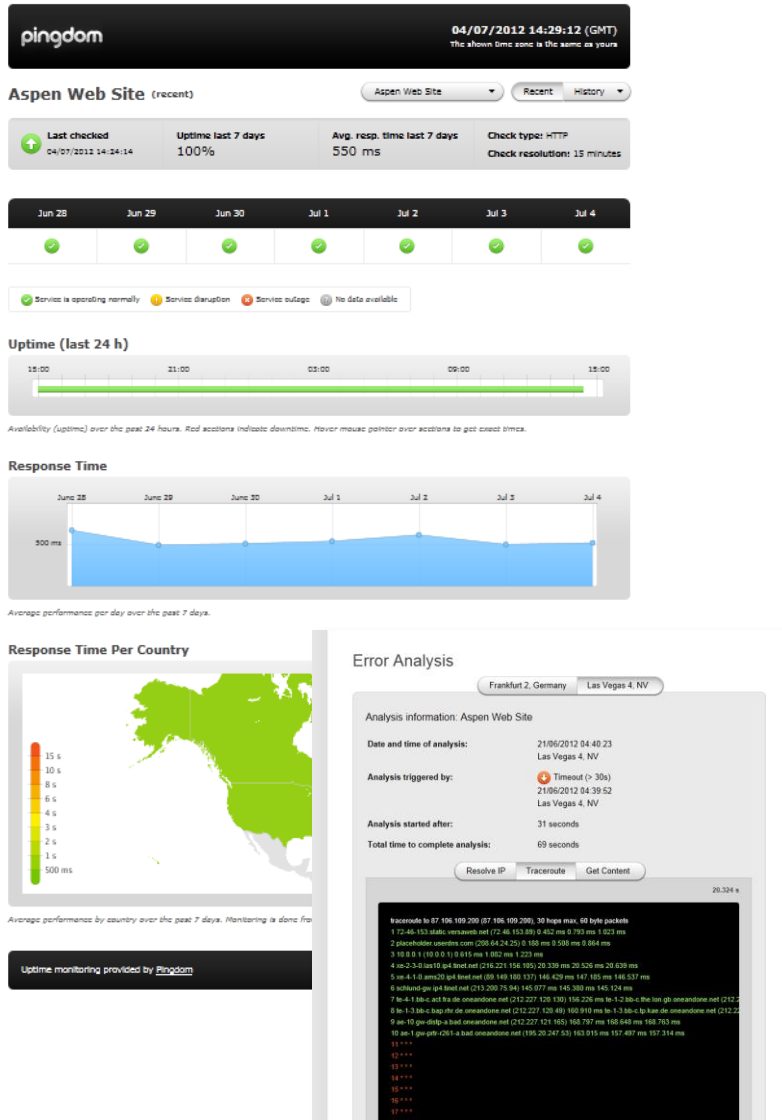
What's my website availability?

- Website availability & responsiveness
- Shared and dedicated hosting

SOLUTIONS:

- External monitoring services
- RMM tool add in
- Hosting vendor services

Pingdom



- Uptime & response time reporting
- Failure alerts
 - Email, SMS, Twitter
- 40+ probe servers
- Subscription based
 - Free option (1 site check)
 - From \$10 pcm (5 checks)

Pingdom – Summary

PROS:

- Reliable
- Simple to use
- Good alerting

CONS:

- Probes limited to USA, Canada & Europe

pingdom.com

PROBLEM:

Client Technical Documents

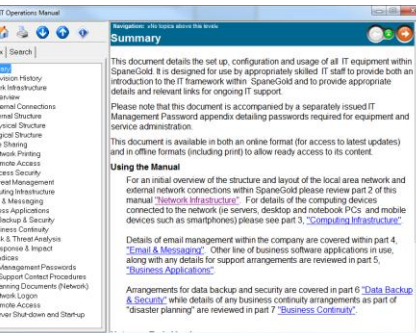
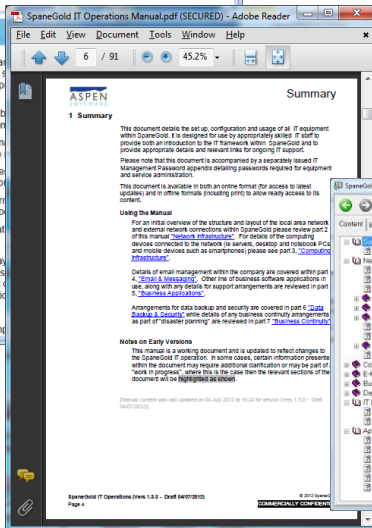
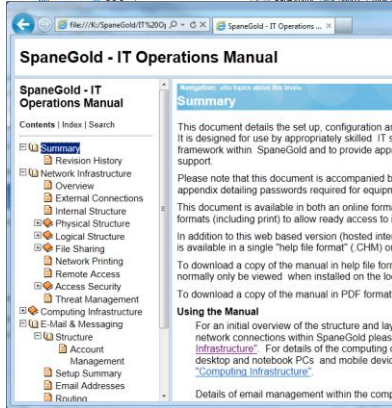
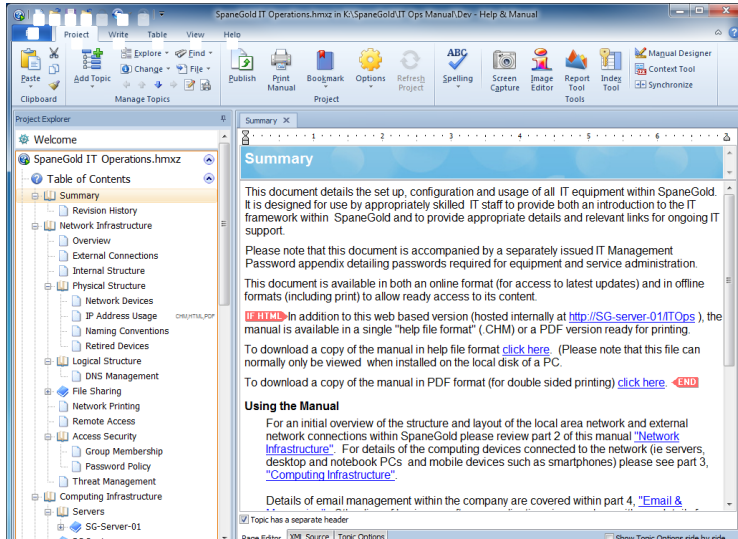
- Ease of update & distribution
- Mixed media support (digital & print)
- ++ somewhere for “E-Myth Revisited processes”

SOLUTIONS:

- MS Word
- Other WP packages
- Help Authoring Packages

Help + Manual

- Intuitive help authoring
 - WYSIWYG editing
 - Integrated screen capture
 - Multi format output: PDF, webhelp, ePUB, e-Book
- Multi user editing
- XML import extensible



Help & Manual – Summary

PROS:

- Intuitive, stable and quick to use
- Good quality PDF and web help production
- Professional output

CONS:

- \$420 to \$595 per author seat

www.helpandmanual.com

PROBLEM:

Web Application Framework

- Line of Business data in web application
- Client maintainable web application sites
- Support bespoke business processes
- Minimise custom coding

SOLUTIONS:

- Variety of Content Management Systems (CMS)
- Restrict to:
 - Microsoft development stack
 - Low entry price
 - Ease of content management

mojoPortal



- Open Source .NET CMS
- Highly functional
- Good community support
- Shared & dedicated hosting supported
- Multi DB engine: MS SQL (CE, 2005-2008, Azure), MySQL and others

mojoPortal – How it works

mojo Database

Page Hierarchy

- Aspen Software
- How can we help?
- Consultancy
- Custom Software
- Support
- Who are we?
- Why us?
- Our clients
- Contact Us
- IT Support
- Onsite Support
- Helpdesk
- Remote Support
- Infrastructure
- Monitoring
- IT Au...
- Supp...
- Proje...
- IT De...
- Cust...
- Web...
- no...
- Sh...
- Busi...
- Sale...
- How...
- Case...
- IT Co...

Other Defns

Page Settings & Content

Settings Security Meta Settings Search Engine Optimization

Parent Page: Web Applications

Page Name: New Page

Page Title Override: []

URL: /new-page

Publish Mode: All

Meta Keywords: Blank_gf, Blank_gf, Blank_gf, Blank_gf, Blank_gf, Blank_gf, Blank_gf, Blank_gf, Blank_gf, Blank_gf

Meta Description: []

Skin: Site Default

Allow Browser Caching? []

Include in Menu? []

IIS

mojo App (CMS)

Page Features

Site Skin

TP TOURS SERIES
The Tournament Players Series

Langley Park

11TH EVENT OF THE 2012 SERIES
FIELD SIZE OF 90 PLAYERS
MEMBERS & NON MEMBERS WELCOME

Monday 28 May 2012
18 Hole Stroke Play Tournament
Click here to view the Results List

Event Information - Langley Park 2012

Score	Name	Prize Money	Order of Merit Points
70	Jeremy Kavanagh	£1,000.00	500
70	Ian Lewis	£525.00	450
70	Richard Edgington	£525.00	450
71	Guy Davison	£350.00	400
72	Max Newman	£250.00	350
73	Rudi T'Anson	£165.00	300
73	Jack Hunter	£165.00	300
73	Sam Tobin	£165.00	300
73	Daniel Bennett	£165.00	300

Map - Langley Park

mojoPortal – “Features”

- Standard Features

- HTML
- Blogs
- Forums
- Newsletter + Members
- Twitter Panel
- Calendars
- Contact Form
- Google Maps
- XML
- Simple eStore

- Robust Security

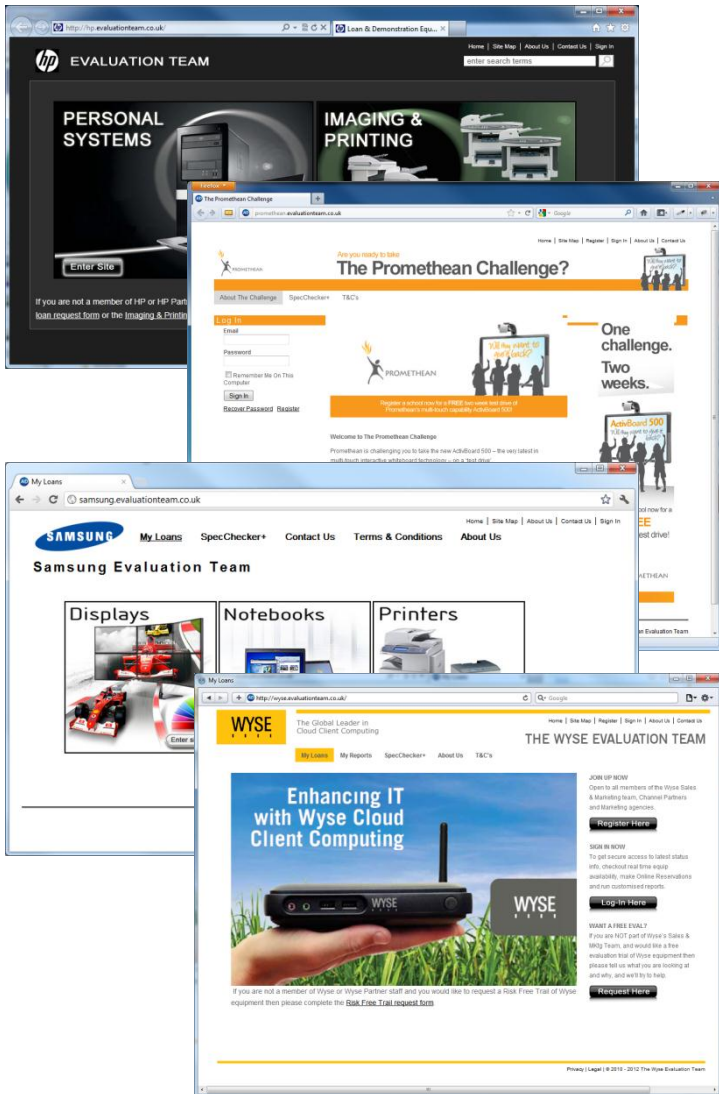
- Role based access
- Forms, AD, LDAP, Live ID & Open ID Authentication

- “Pro” Features (from USD 99 per site)

- Mobile Kit
- Event Ticket Sales
- Web Membership Sales
- Advanced “Form Builder”
- Web Invoicing
- Embedded Analytics



mojoPortal – Custom Feature Building



- Build using Visual Studio
 - Express Supported
 - C#
 - Custom Control
 - No mojo source fork required!
- Appears as standard feature
- Full user CMS capabilities
 - Security
 - Customisation
 - Styling

mojoPortal– Summary

PROS:

- High functionality straight out of the box
- Source freely available
- Readily extensible
- Active development program
- Good community support

CONS:

- C# skills ideally needed to develop custom features
- Lower profile than some CMS products

(WordPress, Joomla, Drupal, DNN)

www.mojoportal.com

WHAT'S IN THE TOOL BOX - SUMMARY

- #1 MessageSave: www.techhit.com/messagesave
- #2 Remote Desktop Manager: remotedesktopmanager.com
- #3 Website Availability: www.pingdom.com
- #4 Client Documentation: www.helpandmanual.com
- #5 Web Application Framework: www.mojportal.com

Thoughts, comments & suggestions: neils@aspensoftware.co.uk