



Join the tablet revolution



With Apple revolutionising the tablet computer market through the iPad

device, it is no surprise to see a plethora of devices now hitting the high streets. Although primarily aimed at the consumer market so far, we have found that enquiries from businesses looking at

ways to exploit the technology have grown rapidly this year.

However, with the abundance of devices and operating systems running them, our customers are also keen to seek our advice to ensure that they select the right platform for their project. When you consider that software developed for a particular tablet may not run on a

different device, and if you use particular hardware then you could be tied into that supplier, then it's clear to see that the right choices early on are key to avoiding costly mistakes.

We have applied our expertise and research in this area and now provide help and advice to businesses looking to exploit tablet technology. If you are looking to use tablet

technology in your business, then we can help you select the appropriate device, operating system and development platform that's right for you. We can also assist with remote support and remote 'kill' capabilities.

Stephen Harris

Stephen Harris - MD Polymorph

Also in this issue...



SharePoint 2010 opportunities
page 4



Lotus Notes / Domino R8.5.3 out now
page 5



Polymorph Creative marketing solutions
page 6



Virtualisation and cloud computing
page 7

Success stories



Polymorph creates customised extranet for Unifrax

Unifrax are a global organisation making high-performance insulation materials for industrial markets across all business sectors.

Unifrax required a knowledgebase capable of delivering internal and public access including a database to deliver technical information, datasheets, safety certificates etc.

We successfully won a pitch to create a custom extranet built using Unifrax's existing IBM Lotus Notes / Domino platform, which gives Unifrax full control of the database maintenance and permits them to track the access by their customers.

We also provided training and project management which included the migration of documents from Unifrax's old system, combining it with a

check-and-update process on their technical documentation.

We provided Unifrax with a new website to pull documents as and when needed from Goldmine – a CRM application already owned by Unifrax allowing all content editing of source documents to be done at source. We also provided Unifrax with internal content management functionality of the website, without the need for IT intervention or support.

Garry Davies, Director of Marketing Europe & Africa for Unifrax: "It is great to have Polymorph to turn to who can personalise Lotus Notes work initially done by our head office in the US. The long-term relationship we have developed means that this work is carried out with minimal input from us, which we can modify and update in-house."



Touchscreen technology improves security intelligence for Manchester Airport

Our relationship with Manchester Airport continues to develop following their request for us to create a web enabled touchscreen application for the airport's security division. As airport security information changes frequently they wanted to keep security staff up-to-date with the very latest information. Polymorph created a web enabled touchscreen kiosk (which is likely to be called SIS – Security Information System) which delivers up to the minute key information in four main categories:

- What a passenger is allowed to take on a plane

- Policy and procedures for security (e.g. policy for disabled passengers)
- What products airlines will allow on their aircraft (e.g. liquids and gels)
- News – including bulletins

Polymorph is the first to provide a touchscreen application for Manchester Airport. The SIS content management is accessed through a browser to deliver very secure information to kiosks in each of Manchester Airport's three terminals.

It is hoped that the testing phase of the project will soon be complete and the kiosks will be introduced to each of the terminals.



Polymorph constructs a dependable partnership with Clugstons

Clugston is a large construction group with over 250 users. Their in-house IT department uses external consultancies, and when their Lotus specialist ceased trading they sought a replacement. After a competitive search, Polymorph was pleased to be selected.

The relationship has worked well. "Polymorph are very reliable and have all the skills

we need" said Alf Spencer, Head of IT. "They really look after us."

Clugston have gone on to install HelpDeskPro, Polymorph's leading ITIL-compliant help desk software.

Alf sees this being a long-term partnership. "Polymorph have proved themselves and I'm sure the relationship will only strengthen as time goes on."

Windows 8

Windows 8 is the next version of Microsoft Windows that was announced this summer. W8 adds support for ARM microprocessors in addition to the traditional x86 microprocessors from Intel and AMD, however the main obvious difference is the new user interface.

The interface has been changed to make it better suited for touchscreen input in addition to the traditional mouse, keyboard, and pen input, and is based on Microsoft's design language, Metro. With the new change, the Start Menu was replaced in favour for the new Start Screen, where there are tiles that contain shortcuts to applications, Metro style applications, and updating tiles, similar to Windows Phone.

Other new features include:

- Windows Explorer now uses a ribbon interface, similar to those used in Microsoft Office applications
- USB 3.0 support
- It can be run from a USB-connected drive, such as a flash drive. This feature is called Windows To Go.
- Will come with Windows Store, an online market place for buying, selling, and advertising applications
- Will support multiple monitors with the new ability to natively display different background images on each display and customized taskbar(s) on each of the connected displays

Microsoft has not yet announced a ship date for Windows 8, although some major media outlets speculate it might be late 2012.



Accelerate your business now with our exclusive SharePoint Accelerate Programme

SharePoint 2010 is the leading platform from Microsoft that offers organisations an enterprise-class secure platform which provides Intranet, Team Sites, Social Networking, creating Websites and much more.

Our SharePoint Accelerate Programme guarantees to instantly deliver a fixed price branded intranet portal for your business – together with working business applications, giving you 'real business value' from day one. Built on SharePoint 2010, either on premise or in the cloud, it provides a robust, scalable platform to support your

business. We are the experts in SharePoint and we can also help with migrations and upgrades to SharePoint 2010.

You will get a branded intranet portal together with core solutions to provide the following functionality*

- ✓ Service desk
- ✓ Project Management
- ✓ Meetings Manager
- ✓ Expenses Management
- ✓ Policy & Procedures & Workflow
- ✓ HR New Starters
- ✓ Holiday Requests
- ✓ Basic Purchase Requests

*Customers may select two of the above

Delivered to you typically in two weeks

Join the CRM cloud revolution

Microsoft Dynamics CRM is a multi-lingual Customer Relationship Management software package from Microsoft. Available on-premise or online, Dynamics CRM provides an out of the box customer relationship management solution for sales, customer service, marketing and service delivery orientated environments.

Dynamics CRM provides a single operating platform for all customer facing staff that enables an organisation to manage relationships with customers from first contact, through purchase and post sales - this can help you attract, keep and develop profitable customer relationships through the effective management of your

contacts. In addition, you can use Dynamics CRM to manage monitor & control your 'go to market' lead generation activities & tactics.

Using the familiar Microsoft Outlook interface and through tight integration with Microsoft Office tools, Microsoft Dynamics CRM is designed to 'work the way you do', providing a fast, flexible and affordable system that will help you streamline your business processes, improve efficiency and remain competitive.

All this for £22.75 per user per month (online) – speak to us about a free 30 day trial

Spotlight on...

Lotus Notes / Domino R8.5.3 – OUT NOW



IBM Lotus Notes and Domino 8.5.3 delivers new innovative features to help organisations become social businesses by providing information to help users find the content and people they need. Users can tailor their work environment with widgets that bring social communities that are important to the job right into their peripheral view.

Tap into the knowledge of networks of professionals with a single click through integration with IBM Connections

Lotus Notes 8.5.3 helps you quickly locate the people and content you need through integrated access to social tools from IBM Connections. As a Lotus Notes customer, you can now deploy and access the Files and Profiles features of IBM Connections at no additional charge.

Access to the Files feature allows users to easily share content with other people and remove the need to send large files through email. It also allows you to socialize content you create, allowing people to easily find it, make recommendations, and share with other people.

What you can expect from Lotus Notes/Domino 8.5.3

- Significant improvements in the auto-processing of meeting updates streamlining the user experience
- Able to maintain current document focus during sort and search operations
- Delivers IBM Sametime 8.5.2 Ajax proxy integration, which continues to provide integrated presence awareness to Lotus iNotes with better performance and richer features
 - Rich chat
 - Updated contact list
 - Business card
- Support for a delivery option to not expand personal groups when sending messages
- Improved sorting on subject which ignores prefixes such as Re: and Fw:
- Support for all calendar alarm preferences
- Includes policy updates that provide support for per-user customizations and policy-controlled Lotus Sametime 8.5.2 Ajax Proxy web client integration
- Support for Firefox 4 and 5, Internet Explorer 9, and Safari 5 interoperability with browser native XSS protection; support for Chrome 12

Fixed price upgrades available now

V2V Upgrade Events

Following the launch of R8.5.3, Polymorph recently held two successful Lotus Notes / Domino upgrade workshops with over 50 customers attending sessions in London and Cheshire. The technical / hands-on event was designed specifically to give Lotus Notes / Domino Administrators an understanding of new capabilities and features of R8.5.3 in addition to an overview as to the best practice approach to upgrade. Due to its success we are following this up with further events over the next few months which will a technical hands-on look at Lotus Sametime web conferencing, Lotus Connections and deep dive.

Visit www.polymorph.co.uk to register your interest

Lotus Notes development services for £400 a day*

Includes XPages

Plus fixed-price Lotus Domino upgrade services

We are known for our ability to deliver first class projects and for our highly experienced Lotus Notes / Domino development team. Our team has the capabilities and resources to deliver a wide variety of projects at any given time, therefore for a limited time, Polymorph is offering Lotus Notes / Domino development services for £400 per day* as well as fixed-price upgrade services to Lotus Domino R8.5.3. These offers will ensure that we will not only deliver an expertly developed project but we will provide real value for money too.

These offers are for a limited period so call us now on 01928 517 888 or email info@polymorph.co.uk

* Exclusive of onsite expenses. Time and materials basis for any new project.



polymorph

creative



Polymorph Creative is our graphic design agency, formally called Design Aspex. The acquisition of Polymorph Creative allows us to deliver a consolidated range of products and services to our customers. Polymorph Creative not only provides the creative aspects of our software projects, but we also offer first class print (including logos and corporate identity), digital, SEO, websites and software application interfaces.

Our experienced creative design team and digital marketers have worked with a variety of clients from small to large businesses and are on hand to provide advice and the best possible solution for marketing campaigns.

This newsletter was designed by Polymorph Creative, contact them now to find out how they can help with your company marketing collateral, telephone 01928 517 888 or email creative@polymorph.co.uk

Welcome to our new starters



Sally Carron
Marketing Manager

Sally joined the team in May to help to meet the demands of our growth and to build and gain competitive advantage within our speciality industry channels. Sally has over 12 years' experience in marketing and will facilitate the delivery of the best possible service to customers and partners through innovative and targeted marketing campaigns.



Heather Gage
Finance & Sales Support

Heather also joined the team in May on a temporary basis but we were so impressed with her vast experience and skills that she is now a permanent member of the team. Heather spends part of her time working with the sales and marketing team and part of the time with the finance and administration team.



Jamie Lowe
Developer

After gaining a first class honours degree at Salford University and gaining over twelve months experience as a developer, Jamie joined Polymorph's software development team in July. He will be responsible for projects which include developing web and mobile based software and websites.

Coming soon



Winter is an exciting time for us as we will be launching our new Polymorph Group website. As we have an extensive portfolio of products and services we wanted to create an easy to navigate website for users to access information quickly and simply. The new site will contain detailed information about applications including SharePoint and Office 365 which includes product specific information, news, videos, case studies and white papers. The website has been designed by Polymorph Creative, contact them to find out how they can help re-design your company's website, email creative@polymorph.co.uk or telephone 01928 517 888.

Look out for the new site and tell us what you think! Visit us at www.polymorph.co.uk

Focus on...



In each issue of our newsletter we give you chance to 'focus on' a member of our team to get to know us a little better. This issue focuses on:

Richard Sherlock, Operations Director

What is your role at Polymorph and a little bit about what you do?

My title is Operations Director and within this role I deliver many functions including: Customer Services, Demand Planning, Commercial Administration, Project Management, Business Accreditations, Opportunity Management, Customer Support and Sales. On a day to day basis I must understand what the business requires and be able to prioritise the workload, organise and influence the attitudes of our teams and then mobilise them to achieve the company goals and deliver to our customer's needs.

What is your greatest achievement so far at Polymorph?

As I am involved in so many areas of the business I feel this is a difficult question to answer. I suppose the greatest achievement for me has to be playing a key part within the growth and success of Polymorph over the last 10 years.

What's the best thing about working at Polymorph?

This is easy, the culture, the team. We have an excellent team at Polymorph where everybody understands and believes that thinking, planning, decisions and actions are better when done cooperatively.

What do you like to do in your spare time?

I am a very lucky man with a gorgeous wife and two beautiful teenage daughters. Who as you would expect take up most of my time and energy. When I can find some spare time I enjoy getting my teeth in to good DIY project and I like to play racquet ball a couple of times a week.

Tell us something we don't know about you

I once emigrated to South Africa with my parents, they didn't like it and we came home. I don't like cheese, I used to wear glasses, I used to have a moustache!



Polymorph becomes a Telerik Platinum Partner

Our partnership with Telerik has grown and now sees us as one of their platinum partners. Telerik is trusted by over 100,000 customers worldwide for providing tools for project management, collaboration, development and testing. One of the main Telerik applications we have been deploying is the development of websites within Sitefinity – Content Management Systems. Sitefinity provides developers with easy programmability and integration with other systems and secondly provides users with quick and efficient Marketing and Content-Editing Tools. These tools are perfect for producing and reporting SEO results and integrated web analytics.

"We are very excited to be welcoming Polymorph to the Partner Program.

We are impressed by Polymorph's commitment to Sitefinity, the quality of their client list and the breadth and sophistication of their projects. We look forward to working with Polymorph even more closely in the future." Alan Cottrill, Telerik.



Techie corner

Our top techie, Technical Director Greg Sikorski gives us his viewpoint on Virtualisation and Cloud Computing

We've all been caught up in the Virtualisation & Cloud Computing bandwagon recently. Many of us have built state of the art virtual infrastructures with highly available storage networks and multiple hypervisors to keep our businesses up and running.

Many people think that virtualisation rests firmly in the realm of the Enterprise IT departments, but that couldn't be further from the truth. In fact, many of the benefits of virtualisation can be realised by small companies without the need for an expensive infrastructure beneath it.

Consider the following scenario for example. A local IT firm looks after the desktop needs of a number of small businesses in their local area. They visit the offices perhaps once or twice a week performing standard IT services such as provisioning desktops and setting up new printers.

At one of these businesses the administration clerk has had her desktop rebuilt 3 times in 6 months due to hardware failure and virus infections. Each time, the support engineer had

to spend almost an entire day deploying her suite of accounting, HR and BACS systems.

Most backups are designed to preserve your data, they won't typically preserve your application installations and the recovery process from a typical rebuild can be time consuming. If the engineers had instead installed all her business critical applications within a virtual machine that runs on her desktop, they could perform regular backups of the entire virtual machine image.

The next time her desktop requires a rebuild or an upgrade, all they need do is copy the entire virtual machine image over and boot it up, with all business critical applications intact and ready to run. In fact, it can start up on any spare machine with enough memory and disk space to support it!

So how much does it cost to save a days' worth of an engineer's time? A little bit of foresight and some commercially available desktop Virtualisation software such as VMWare Player or VMWare Workstation.



@polymorph_ltd

Follow Greg and his techie top tips on Twitter



Polymorph Ltd is an IT software and services company with a track record of providing consultancy, solutions, products, training and support services to meet a wide range of business needs. We provide a variety of IT and software services aimed at helping businesses make the most of information technology and communications. We have over ten years' experience working with small to medium enterprises as well as large multinationals providing off-the-shelf business management software and bespoke software services, infrastructure, creative design and networking along with comprehensive training and support services.

We are experts in delivering solutions to business challenges. Set us a business challenge today!

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