

FANATICAL VOICES

Integracity's monthly newsletter offering goodies, special offers, tips and tricks, useful articles and latest news about Integracity and its services.

Welcome message from Marianne Lim Intern, Interactive Team Integracity Corporation



Before I started my internship, my family would joke that I had better learn to make proper coffee lest I accidentally kill the boss with bad coffee. But thankfully at Integracity, I have not had to make coffee for anyone!

I've been asked, why did I choose to do my internship at Integracity not just once, but twice! The only reason I can think of is that the experience I gained the first time around (December 2006 – January 2007) was so awesome that I didn't hesitate to take up the offer when Warren gave me the opportunity to do it again (June 2007 – July 2007).

If I had to pinpoint what made the experience so incredible, it would have to be the people behind Integracity. From my very first day, I have been warmly welcomed and treated as part of the family. I have not only learnt from them to work hard, but also to enjoy myself in the process; and to push the limits of design.

And true to their promise, Integracity has certainly given me lots of fun, laughter and a tremendous time learning and growing with them... And for a brief second, almost made me consider giving up school!

Fanatically yours,

Marianne

Marianne Lim
Intern, Interactive Team



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If you enjoy this newsletter and would like to share it with friends or colleagues, please forward it. Thanks!

Register or renew your .MY domain name this Merdeka!

.MY domains

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No promotion code is needed. Valid from 5 June 2007 to 5 September 2007. [Sign me up now!](#)

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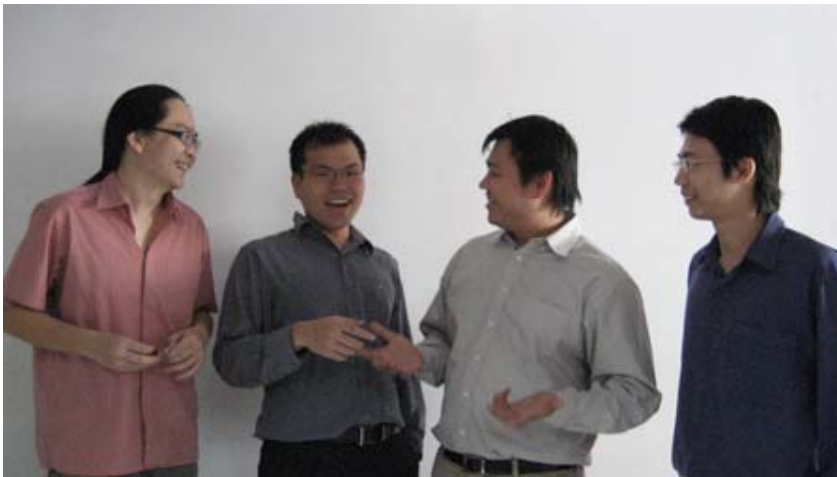
Head over to our brand new [corporate blog](#) to find out what's beneath the red hood.

That's it for this month's Fanatical Voices. See you next month!



The People behind Integricity : Meet our Hosting Team!

Those of you who call in to Integricity would have spoken to David, Eric, Chui or Mel on the phone. Seeing that many of you speak to them each day, we thought it was only fair for you to get to know them properly.



Meet the boys (from L to R) : Mel (Technical Specialist), Chui Joo Seng (Technical Specialist), Eric Cheong (Account Manager) and David Dai (Technical Support Executive).

Take us through your day at Integricity.

Eric : I assist in managing the Hosting Team, clients and infrastructure which form most of Integricity's Technology Services Division. I work closely with the Technical and Finance Team to ensure that all our clients' needs are met. Periodically, my colleagues and I visit one of our data centres in the middle of the night to perform scheduled maintenance exercises to ensure the reliability of the servers. Besides that, I'm responsible for tailoring proposals to the needs of our clients. More excitingly, we are in the midst of putting together a new premium hosting product!

Mel : Before the day begins, I check on our babies (the servers we have built) on their overall health and to see if they are being abused. Patches are applied, if there any. I complete most of my daily tasks before lunch because research work and special projects are conducted after lunch.

Chui : Just like Mel, I ensure that our servers are always up and running and at their optimal performance. I also ensure the reliability of our email servers. Server security is also of paramount importance, so that our clients can sleep well knowing that their data is safe and secure!

David : I assist clients with their support requests through phone, email and our online helpdesk system. I am responsible for registering, renewing and transferring domain names as well as creating new hosting accounts for our clients.

Fantastic. What has been the greatest challenge of your job?

Eric : Sometimes there are different expectations from clients. Hence, it can be a challenge to realign their expectations to ours. We do not want to promise the sky and not be able to live up to those expectations.

David : Every day has been a challenging day for me and I am taking it one

Fanatically yours,
Fanatical Voices Editorial Team

step at a time. Most of all, I am learning to be patient.

Mel : Working with people who have differing ideas and views. Conveying your thoughts might not be easy if the other party thinks otherwise. I also find research challenging because it means throwing myself in the deep end of the ocean and pushing myself beyond the limits of what I think I can do.

Chui : Ensuring that all our clients are always satisfied with our services!

So guys, what do you like most about your job?

Mel : Nothing beats our Friday lunches! How many of you can boast about having 3-hour lunches on Fridays?

Eric : We're like doctors. Customers almost only call us when they're facing problems. When our servers are well-maintained and everything is running smoothly, chances of getting a pat on the back from customers is almost close to none. Hence, having a customer say, "Well done, Integricity!" after receiving our support is priceless.

David : Over the past few months, I've had the opportunity to improve my English and communication skills while picking up more responsibilities along the way. That itself is rewarding!

Chui : It would be the wonderful management, a good working environment, stable learning ground and friendly colleagues.

Nice. What are you currently reading?

Eric : I am finishing "Leadership 101: What every leader needs to know" by John Maxwell.

David : I am reading 'Charmed'. It is about three sisters who are good witches.

Mel : Absolute FreeBSD and May 13.

Chui : Google.com brought to you through Streamyx.

Now, a question you probably don't get asked much on the phone. Tell us in your own version, why did the chicken cross the road?

Eric : To get a domain name?

David : To commit suicide? Or perhaps to test their bravery? The chicken probably crossed the road to find its chicks or food!

Mel : To get to the other side because they are using FreeBSD!

Chui : The chicken crossed the road because it wanted to get across the road. I cross the road because I want to get across (I have no idea what this is!).

Cheers for chatting to us guys, and keep up the good work.

Say goodbye to cheap and unreliable hosting!

How much are you currently paying for your web & email hosting? Divide that by 365 days in a year and that is how much you are paying for this critical service daily!

Consider the bearing and impact that web and email hosting has on your organisation. Are you investing enough on your hosting infrastructure?

Let us share with you a not-so-secret-secret – web hosting companies combine

hundreds if not thousands of clients per server in order to cover costs and make a semi-decent profit. Now, if one of these clients hog the resources of the server, everyone else on that server suffers.

Or perhaps your company is huge, and you have many websites and domains. Maybe it's best to consolidate everything onto one system for ease of management, not to mention cost savings?

Many of our clients now know how serious an email or website outage is, and have realised that a low cost and unreliable hosting solution no longer meets their needs.

Don't let technology limit the growth of your organisation, upgrade your shared hosting package to our [Virtual Private Server](#) or [Dedicated Server Hosting](#).

News and Updates

21 June 2007

The Investment Management arm of Hwang-DBS contracts Integricity to redeploy their existing website on Simplify CMS, our new customized content management system.

5 June 2007

Integricity partially sponsors deployment of dedicated server hosting solution for Asian Youth Ambassadors (AYA), a non-profit organisation that reaches out and impacts the lives of thousands of youths every year.

29 May 2007

Integricity starts work on a brand new corporate website for Appco Group, Southeast Asia's leading face-to-face marketing solutions provider.

FANATICAL VOICES - THE INTEGRICITY NEWSLETTER

MAIL ISSUES

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