M & H CONSULTING

THE M & H MONITOR

Inter-Office Messaging

There are several messaging client/server software packages available out there. Many larger scale companies use them, and they can be of use in the small to medium business community as well.

As you may have guessed, they share much of the basic functionality of the popular public messaging services, such as MSN Messenger, AOL Instant Messenger, ICQ, etc. We recommend a free version of this software, whose server application is called WildFire with a client application called Spark. This specific software has several useful functions, such as in-line spell checking, file transfer options (for a quick file zap to another user, or an easier way to transfer a sensitive document than email), and group 'chatroom' conferences.

You can even tell when someone is typing to you. One of the best features of the software is the ability to instant message between separate physical offices.

There are many reasons why you may want to use software like this. It gives you all the features of the public offerings without being public. In other words, employees will not be distracted by friends or family who have their screen name and send them messages during the work day. In a corporate setting, the software offers the benefits of email with faster access. It provides the ability to communicate private and sensitive information non-verbally. It also makes it easier to get in touch with someone who is, for instance, located in a different part of the building. Furthermore, it provides an interface for communication that is familiar to almost everyone.

Meet the Techs

Dan Basset
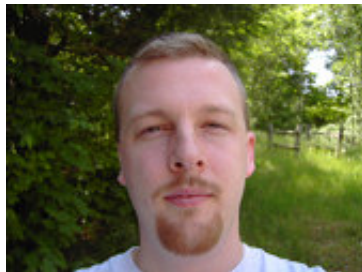
Matt Carreiro
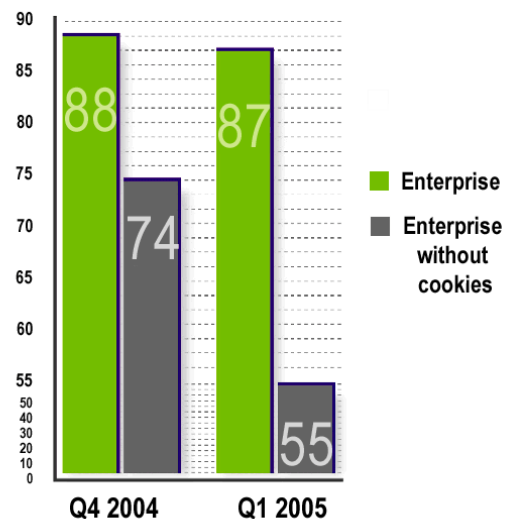
Rob Demers

Inside the Numbers

Despite reports that spam volume was either holding steady or even slightly diminishing in January, fresh data from a variety of sources indicate quite the opposite.

Approximately 10 of every 12 e-mail messages sent are spam, and 1 out of 63 is infected with some form of virus, according to the latest figures from Postini. The former figure is roughly consistent with Ferris Research's finding that spam has consistently accounted for 70-80% of e-mail sent since April 2004, gradually increasing over time.

One spam watchdog group, Mail-Filters.com, measured the percentage of total e-mails sent that are spam to have increased to as much as 93% in January. This is up a full six percentage points from 87%, as measured by the group last January.

Spam as a Percentage of Incoming E-mail

Ferris Research
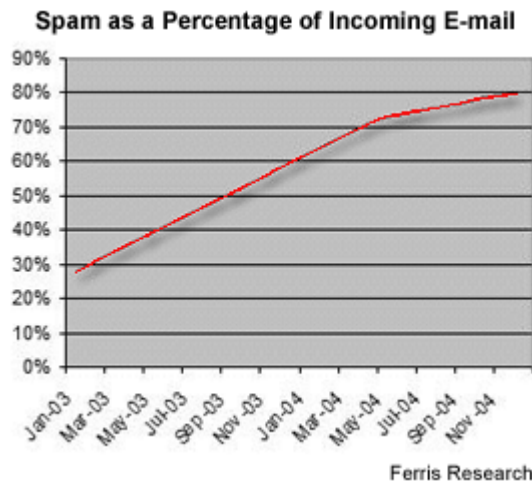
Corporate Computers With Instances of Spyware, Q4 2004 and Q1 2005 (%)

- Enterprise
- Enterprise without cookies

88 | 74
87 | 55

Q4 2004 | Q1 2005

Source: Webroot Corporate SpyAudit, 2005

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Tom Harriss

After graduating from the College of William and Mary in 1990 with a double major as well as a concentration in computer science, Tom moved into sales and then sales management for several years, before settling down into the technology arena. The following two and a half years were spent working in software development in a Newton, MA-based consulting firm focused on customizing accounting software for manufacturing firms, as well as handling their hardware/software installation, upgrade, and maintenance.

Next, Tom moved to a Technical Director position with a Cambridge, MA-based energy research company, handling lab and back office computer equipment, networking, and data management, as well as running a team of developers to produce an Intellectual Property software system for the company. After two years in that position, Tom moved to a Technical Director position for an international "dot com" startup company focusing on unified messaging (the combination of fax, e-mail, voicemail, and phone text messaging into one integrated system). After starting up the Boston office for this company and building and managing a team of software engineers, web designers, system administrators, and data managers, Tom was promoted to International Vice President of Product Development. In this position, he supervised the technical groups' overall plan and development of the company's software products and hardware/data center infrastructure. These groups were located across Europe, Singapore, and the U.S.

In the Fall of 2001, Tom partnered with Gavin Mish to form M&H Consulting and bring his broad experience in creatively handling diverse technical needs to the small businesses of Massachusetts.

Gavin Mish

Gavin graduated from Johns Hopkins University in 1994 with a Bachelor of Science in mechanical engineering. After spending a semester at Boston University earning credits towards a Masters, Gavin began working for a software development company in Newton, MA, where he specialized in custom accounting software for manufacturing firms and PC/server infrastructure maintenance. He spent 18 months with the firm before being offered an opportunity to go to Europe and teach English in Bilbao, Spain.

After spending one year teaching abroad and enjoying the ability to travel throughout Europe, Gavin returned to his previous position as a computer programmer and network technician. He spent another four and a half years with the company, getting hands-on experience in all aspects of computer technology. He was not only required to handle the technical aspects of the job, but client management as well. This necessitated an understanding of good customer service practices and an ability to manage multiple projects at the same time.

In 2001, Gavin began his own company, Web Survival, focusing on the demand he saw in the market for better customer support to small businesses. By focusing on the real needs of small businesses as he had come to understand them through his previous years of consulting, Gavin felt his clients could be better served. By taking into account individual companies' budgets, technical needs, and means of operation, Gavin knew he could offer custom solutions that were a better fit for small businesses than the over-priced, overpowered offerings that most consulting firms pushed. Small companies jumped at the prospect of affordable technology options and Web Survival's growth began almost immediately.

By 2002, Web Survival had become M&H Consulting, LLC as Gavin took on Tom Harriss as a partner. Over the next five years they expanded the company to five full-time technicians and three part-time consultants serving over 75 companies across Massachusetts.

A GOOGLE OF NERDS.