

Making News at BAIS

Message from Managing Director –Jim Armstrong

We are very pleased with the successful installation of our new server a couple of weeks ago. After a few teething issues on the first day or two, everything seems to have settled down and we are now hearing great feedback from many clients who have noticed an improvement in speed and performance. We have been running our own analyses and tests and have seen satisfying results which you can read about in Geek Speak.

The next big step we are working towards in our infrastructure upgrade is to move our webserver to the Amazon cloud. We have already completed the first step which was to implement a direct dual fibre connection to Amazon.

Our programmers have made great progress with the development of version 7 of DesignBAIS and we have now begun testing of this release. This updated version will improve cross browser compatibility and give us access to the latest .net technology.

News@BAIS Contents

Making News at BAIS.....	1
Geek Speak	1
Announcement: Support Opening Hours.....	2
ibais Training Available.....	2

Geek Speak

Technical and Infrastructure Updates

We have now had some time running the new ibais architecture and have our first month end upon us. We updated the ibais infrastructure to improve the performance of our disk sub systems which had become a limitation to data throughput.

Our old infrastructure had a rated throughput of 4,500 IOPS (Input/output operations per second - a performance measurement used to characterize computer storage devices like hard disk drives (HDD) etc). At this level we had spare capacity for day to day operations but when extra loads were placed on the system (at month end for example) we saw I/O queues developing and users having to wait for system responses.

We have tested the new infrastructure to 29,500 IOPS which gives us a substantial improvement over the old infrastructure and a large amount of extra capacity.

The next change that we are working on is to move our front-end web servicing from our own infrastructure to the Amazon cloud. We have taken the opportunity of arranging a direct connection with Amazon by moving our production site to the same site that Amazon uses and procuring dual, fully redundant direct fibre connections to the Amazon backbone.

Our infrastructure provides data to our cloud at 30Mb/sec and testing at Amazon has achieved 500Mb/sec throughput. We have also taken advantage of the Amazon connection to provide load balanced websites which will provide for automatic failover should a website become unavailable and for greater throughput.



BAIS is a proud supporter of Feel the Magic Foundation and Camp Magic – A Place for Grieving Kids to Grow

www.feelthemagic.org.au





Good luck if you are having a flutter on the Melbourne Cup tomorrow.

Announcement: Support Opening Hours

We have great news, in particular, for our clients residing in different time zones to us in Sydney.

With immediate effect our Support hours will be extended to open from 8:30am – 6:00pm Sydney time each week day.

You will now have access to a Support officer at any time during these hours by phone or via the Log a Support Call icon on your home screen, or email.

We hope that these extended hours will assist you when urgent issues arise outside of normal Sydney business hours.

ibais Training Available

Scheduled Training Sessions

The following training courses will be available at our office in North Sydney:

Venue: Level 14, 90 Arthur St, North Sydney

Package deal

When you book for all 4 sessions the total cost is reduced to \$700. All prices exclude GST.

Lunch is provided if attending for the full day.



Tuesday 15th November	Session 1	9:00am to 1:00pm	Policy Processing	\$200
	Session 2	2:00pm to 3:00pm	General Letters/Task Management	\$100
	Session 3	3:15pm to 5:00pm	Claims	\$150
Wednesday 16th November	Session 4	9:30am to 4:30pm	Accounts/Admin	\$400

Bookings: Please email sheri@bais.com.au to secure your place.