



Caroline's new role

PETERBOROUGH-based Roythorne Christmas solicitors has expanded the range of services it can offer to city businesses with the addition of a property litigation specialist to their team. Caroline Gumbrell, who was previously based in the firm's Spalding office, joined Roythornes in 2001 and became a partner in 2006. Phil Cookson, who heads up the expanding Peterborough Litigation team, said: "In the relatively short time since Roythornes merged with Adrian Christmas, we have greatly expanded the range of services we can offer to Peterborough businesses and now have specialists in key areas, including employment, litigation, commercial property and company commercial based in the office. The addition of Caroline, pictured, will further enhance the work we can do and introduces another choice for property owners and agents in the city when they need legal services." Caroline, who is also a qualified mediator, said: "With so much commercial property in Peterborough it's only natural that disputes will arise. The firm identified the need in the city for a specialist to help, not only our current property clients but also those in the sector who we don't yet know. In tighter economic times, we find that more disputes arise and it's important to get specialist advice to resolve issues at an early stage." Caroline's experience encompasses a wide range of work, including commercial and residential landlord and tenant matters, boundary disputes, rights of way issues and general commercial and property litigation.mm

It's a gift to spend local

MORE than 100 shops within Queensgate Shopping Centre and Westgate Arcade have signed up to a new gift card scheme in an attempt to boost sales this Christmas. The Queensgate gift cards, which are exclusively available from the information desk situated

within Queensgate, are free of charge and can be loaded up with any amount from £5 to £1,000. Laura Cheshire, Business Development Manager at Queensgate, said: "Buying gifts has never been easier thanks to the new Queensgate gift card. They are so widely accepted that

you can be sure that the recipient will find their perfect gift within the centre, while at the same time supporting the local economy by keeping the pound in Peterborough." To find out more about the Queensgate gift card, simply visit the information desk situated near John Lewis.



Providing continuity

WHEN the NetSupport Business Continuity Centre, based in Market Deeping, needed a full fire suppression system, they looked locally to fellow Chamber member Newflame Fire Safety Specialists, in Peterborough, to professionally deliver their fire safety solution. In the event of fire or flood damage, many companies need to source emergency server support and business continuity facilities. NetSupport gives companies the opportunity to patch-in to their disaster recovery data centres, which include servers for data recovery, archive storage and full office facilities. The facility is tested at least twice a year by customers to make sure everything is ready for use, if the need arises. During the latest rehearsal, 100 staff were transferred into the centre and dealt with in excess of 1,000 calls within a five-hour period. Covering 10,000 sq feet, the new data centre is the third owned by



NetSupport. Apart from server support, it provides a complete office environment with work stations, telephones and PCs that are pre-installed and configured. The centre can be ready for use within hours, turning a customer's potential disaster into complete business recovery and continuity. Customers can simply move their key staff into the NetSupport Centre to continue doing business, whilst their own premises and systems are restored. NetSupport's Ravi Pathak commented: "We chose Newflame after reading about their business in Your Network and subsequently got in touch for a quote. They understood our business and our requirements immediately and operate

in a similar way to ourselves. We wanted local support from a professional fire safety company at a good price and that is what we get from Newflame. We need to be able to guarantee the security and safety of our customers' data and be able to deliver an alternative location for them from which to work, within just four hours." David Black, Business Development Manager at Newflame, explains: "NetSupport already had two server rooms when we first met and were planning the building of a third server room to cater for increasing demand. Due to the critical importance of the server, an effective fire protection system was required. We agreed to install an FM-200 automatic fire suppression system. Such a system is not only extremely efficient but also relatively easy to install and, therefore, very cost-effective. The fire detection element of the system reports on a real-time basis to the control unit where the micro-controller makes the ultimate decision to discharge the FM200 gas. Due to the sensitivity of the system, two alarm signals are required by the control unit before it will activate gas discharge. This eliminates the risk of accidental or unnecessary discharge of the gas into the room." The NetSupport group has just celebrated its 20th anniversary and the NetSupport Business Continuity Centre has been a member of the Chamber since 2004. They have been based in multi-million pound purpose-built premises on the outskirts of Peterborough since 2003. Customers range from small to medium and large sized companies, including Chamber member Indesit Company UK Ltd, which has a busy contact centre in Peterborough.