

Your RMSCare Package

What's
Inside

Meet Our
Team

Page 2

Careful!

Phishing
On the Rise
Page 3

I Hear Dead
People!

Page 3

Microsoft
GOLD CERTIFIED

Partner



RMS
Smart IT For Smart Business



It's been a very busy summer for me – both at RMS and personally. As you can see on page two, RMS has added to our team as we strive to better serve our customers. We've hired 2 new employees since January. We are working to provide faster response and resolution times for support requests and developing exciting new offerings based around the "cloud".

Cloud computing is in the news and all the rage, although "cloud" can mean quite a few different things and may or may not be right for your business. We will be addressing some of the questions and issues around the cloud through this newsletter, my blog at www.mysupportguys.com/blog and through our Facebook page: www.facebook.com/RMSAssociates. If you have questions about the cloud and whether your business is a good candidate for cloud services, please contact me.

As many of you may know, Claudia and I ride a tandem bicycle. We have made an effort to spend more time riding this summer. In June we completed the 402 miles of BRAG (Bicycle Ride Across Georgia) riding from Atlanta to Savannah over a week. Since BRAG, we ride just about every weekend with friends from the local tandem group PEACHES. We even took our bike with us to Nashville in July for our quarterly marketing meeting to get in a couple of good rides while there. Our house and yard are suffering but we're enjoying the exercise and the new friends we've met.

This year we're participating in Bike MS: Cox Atlanta Ride 2011. This is a charitable ride that supports the National Multiple Sclerosis Society. If you are inclined, we would appreciate any donation to the MS Society on our behalf. See Page 4 for details. Thank you and enjoy the last few weeks of summer!



Can You Really Get MS Office For Just \$6 A Month?



Recently, Microsoft announced a real "game changer" for the IT industry and something that may mean the demise of the \$62 billion-dollar company's stronghold on the desktop. What is it? Office 365, which is their new cloud computing answer to Google Apps. For example, instead of paying \$300 per license, you can now access web version of the Office suite of products via the Internet for \$6 to \$24 per month.

What Is "Cloud Computing"?

Cloud computing or "going to the cloud" is very similar to the concept of paying for electricity as a utility rather than purchasing and running your own generator to power your home or office. Public utilities can provide a cheap, reliable, "pay as you go" service to anyone wanting water or power. Similarly, cloud computing means that the cost of hosting, securing and delivering services (like Microsoft Office) is owned by the utility company (in this case Microsoft).

Is This A Smart Move?

The potential cost savings with Office 365 are hard to ignore; however, there are a number of things to consider before you jump ship to cloud computing. You need to consider the reliability of your Internet connection, what type of help desk support you want, security, what other applications (accounting, CRM, line of business applications, etc.) you need and which devices (scanners, printers, iPads) you need to use. Many people also have concerns about security and where their data is kept – all things that need to be addressed before you move to the cloud.

Free "Cloud Readiness" Assessment Will Give You The Facts

If you want to know if cloud computing is right for you, call us for a free, no pressure, no obligation cloud readiness assessment. We'll evaluate your current situation and provide insights and options for moving to the cloud. We'll also answer any questions you have and tell you the unvarnished pros and cons of choosing this option.

Meet Our Team!

Normally we highlight a Client of the Month but this month we decided to change it up a bit and introduce you to our employees. You probably know most of us only on a professional level but we thought it would be nice for you to know a little more about each of us on a personal level. Don't worry though, we will have Client of the Month back in our next newsletter!



Randy Rowe **President and husband of Claudia.** After too many years working in a Fortune 500 corporation, Randy started RMS in 1991. He and Claudia are Smyrna residents and love having their office only three miles from home. If you haven't seen Randy lately you are in for a shock as he and Claudia have been biking all over the southeast along with changing their diets and they have both lost a ton of weight! Looking good!



Claudia Rowe **Chief Money Taker and wife of Randy.** Claudia has 3 children and lives with Randy and whatever child happens to be home from school at the time, along with 2 dogs: Georgia and Herschel. Guess where she graduated from college? Yes, she is a Bulldawg through and through! We love Claudia because she hands out the paychecks! Claudia and Randy can be found most weekends out riding their tandem so if you happen to be out on the trail and a blur speeds by you with 2 crazy bikers on one bike, wave!



Bob Williams **Service Manager & Senior Tech.** Bob came to RMS in 1996. For the math challenged, that's 15 years! We must be doing something right to keep him here and happy that long! He is married to Charlene and has a 14 year old daughter Caroline. Bob loves to ride his road bicycle, play the guitar and hike with his family. Bob has led his church on numerous mission trips to Guatemala, Central America and this year took his wife and daughter with him for the first time. We are extremely proud of all the good work he and his teams do for the Guatemalan people!



Randy Voige **Almost Senior Tech.** Randy (sometimes referred to as *Young Randy*) has worked for RMS for over 10 years. Yes, he is one of the old timers around here! Randy and Carla live in Marietta with their fur-baby (the dog). He is definitely an outdoorsman which is evident from his summertime suntan! He loves boating, trips to the beach and snow skiing.



Tom Sommer **Managed Services Manager and resident Gourmand.** If you have ever visited RMS, you probably were greeted by Tom. He has been part of the team since 2007 and is tasked with keeping our commitments to our managed clients. He always has a smiling face, cheerful attitude and years of customer support management experience so he is perfect for this position. Tom lives in East Cobb and is dating a terrific lady named Sandy. He loves cycling, cooking and woodworking and can often be found volunteering at PGA Tour Tournaments.



Marty Benz **Technician and part-time super hero.** Marty (*also known as Super Marty*) has been with RMS for over two years after changing careers and going back to school. Marty and Carol live in Villa Rica, (*aka East Alabama*). He loves football and sometimes has to be surgically detached from his TV during the fall. When not ignoring Carol during a football game, they can be found at the lake or pool relaxing.



Debbie Tillman **Marketing Maven.** Claudia has been outnumbered and our office had entirely too much testosterone so she felt the need for a female co-worker. We found one in Debbie Tillman who has worked to get the RMS message out with better messages and vehicles like Facebook and our blog. Debbie and her husband, Bob have 2 children, a married daughter and son who is a Citadel cadet. Debbie was the founder and a past President of The Make-A-Wish Foundation of Georgia. She is an avid football fan and you will find her tailgating before all home Falcon's games and as many UGA games as she can find tickets for!

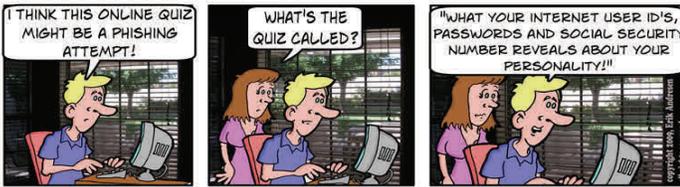


Cryston Heaven **Junior Technician.** Cryston is our newest employee and has been working here for a few months having recently graduated. He is single and lives in Buckhead and enjoys swimming, hiking and bicycling. (Wait, this sounds like an ad for a dating service!) Cryston is from Jamaica so we enjoy teaching him about the South! We took him to his first Brave's game over the 4th of July weekend and loved watching him experience tailgating, tomahawk chopping, the wave, his first boiled peanuts, etc. Welcome Cryston!

Careful! Phishing E-mails On The Rise

internet funnies

by ERIK ANDRESEN



Follow ERIK ANDRESEN'S INTERNET FUNNIES on blogspot or become a fan of ERIK ANDRESEN'S INTERNET FUNNIES on facebook!

A phishing e-mail is an e-mail sent by a hacker designed to fool the recipient into downloading a virus, giving up their credit card number, personal information (like a social security number), or account or login information to a particular web site. Often these e-mails are well designed to look exactly like an official notification from the site they are trying to emulate.

For example, a recent phishing e-mail was circulated that appeared to come from Facebook stating that videos or photos of Osama Bin Laden's death were posted online. These e-mails looked exactly like a legitimate Facebook e-mail and even appeared to come from "Facebookmail.com." Once you clicked on the e-mail the phishing site would attempt to install a virus on your machine.

And now due to recent security breaches with Sony and e-mail marketer Epsilon, phishing attacks are going to increase – and they are going to get more sophisticated and harder to distinguish from legitimate e-mails. That's because the hackers that were able to access the private databases of the above mentioned companies now have the name, e-mail and interests of the subscribers, and in some cases birthdays, addresses and more. That means a phishing e-mail can be personalized with relevant information that the user provided to Sony, making the e-mail appear to be more legitimate and the user more likely to click on the links provided and take the actions requested. Now more than ever it's critical that you are wary of e-mail notifications and the actions they request you take. Even having good anti-virus software installed won't protect you if you give your account information away freely.

New Facebook App Lets You Leave Messages To Loved Ones (And Enemies!) When You Die

I suppose it was only a matter of time before someone came up with the idea of a Facebook application that allows you to record a message that will be shared with your friends and family after you die. While the concept isn't a new one, putting it on a social media site certainly is.

This new application called, "If I Die," allows you to record a video message directly from your webcam (you can also draft a letter if you prefer). After recording, you are prompted to select three trustees that will be appointed to hold your message. It takes all three of those trustees to say that you are actually dead before the message is released to all friends and family via your Facebook page. Not too surprisingly, some of the videos being recorded aren't very nice.



www.echosign.com

Shiny New Gadget Of The Month



EchoSign®

If your business still faxes or mails documents because you need a signature, you'll love this month's gadget, EchoSign. Contracts have been faxed or mailed for years because of the binding laws associated with signatures. EchoSign allows the legal, electronic signing of documents to speed up the signing process – now you can e-mail a PDF, Word or Excel file to someone and allow them to "sign" without printing it, signing and scanning, faxing or mailing it back to you.

The free version of EchoSign allows the user 5 signatures a month, which may be adequate for those who only deal with contracts and other signed documents once in a while. For those who need to use the product on a daily basis, you will want to upgrade to a paid version. Adobe just acquired EchoSign in July, so pricing may change once they take control.

In addition to speeding up the signing process, this app also allows you to track, organize and file your paperwork securely online, available for reference at any time. For those who prefer to keep the paper trail organized in computer files instead of physical files, EchoSign would be a great help. RMS began using EchoSign in 2010 and found it really speeds up the process of getting agreements turned around.

RMS Associates, Inc.

1850 Lake Park Drive
 Suite 200
 Smyrna, GA 30080
 www.rmsatl.com
 Phone: 770.988.9640
 Fax: 770.988.9695

Services We Offer

- ◆ Cloud Solutions
- ◆ Technology as a Service
- ◆ Business Continuity Protection
- ◆ Proactive Network Maintenance/ Monitoring
- ◆ Network Design & Implementation
- ◆ Network Security
- ◆ Business Process Automation



Watch Out! School is Back In!



“Like” RMS Associates, Inc. on FaceBook to get the latest IT news, tips, and even an occasional laugh at facebook.com/RMSAssociates



Check out our blog at mysupportguys.com/blog

You can now re-tweet this newsletter if you like it!



Subscribe to our RSS feed at mysupportguys.com/feed.

Celebrating 25 years of Bike MS in Georgia!



Bike MS: Cox Atlanta Ride- September 17-18, 2011

Claudia and I are riding our tandem this year in the Bike MS: Cox Atlanta Ride September 17th and 18th. The National Multiple Sclerosis Society wants to move us toward a world without MS and riding a bike is a great way to symbolize this movement. We'll be riding approximately 65 miles each day around Callo-way Gardens and the surrounding areas.

The MS Society funds research into effective MS therapies and also helps people with MS to live powerful, meaningful lives. I believe in the work they do. Please support our efforts with a tax-deductible donation.

Go to <http://tinyurl.com/3cn7lcf> to donate on behalf of Randy.

Go to <http://tinyurl.com/3spz5zs> to donate on behalf of Claudia.

We greatly appreciate your support!

We Would Love To Hear From YOU!

If you have noticed an RMS associate going above and beyond the ordinary for you either on-site or over the phone, please let us know so we may reward them! Please e-mail me at rowe@rmsatl.com. Thanks!

This newsletter is printed by Imagers, a long time client and friend. If you need quality specialized printing, please call them at 404-351-5800 or see them on the web at imagers.com.

