

Your RMSCare Package

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Microsoft
 GOLD CERTIFIED

Partner



SHARE THE ROAD

RMS
 Smart IT For Smart Business



Randy A. Rowe
 President

As you may or may not have heard, the recent floods in Thailand have not only claimed over 380 lives, but have also caused operations at factories that produce hard disk drives to be suspended. Western Digital, the world's largest shipper of hard drives suspended production in mid-October at its two factories in Thailand. Other brands affected are Seagate, Hitachi, Toshiba and Samsung. This means when the current supplies run out, we will have long lead times to get more product. The good news is there is plenty of stock in the channel for the rest of the year. Shortages are expected to hit in the first quarter of 2012, with notebooks and servers affected the most. If you are thinking of adding or replacing any PC's, servers or notebooks, you should plan to do it soon, or understand there may be a long wait for equipment once the current supplies run out.

If Disaster Strikes, How Fast Could You Be Back Up & Running?

You hear it all the time from us—back up your data, keep your virus protection current and install and maintain a firewall to protect yourself from hackers and other online threats. However, while these precautions will certainly help you avoid problems, they CAN'T do anything if you don't have a good backup and disaster recovery plan in place.

Are You A Sitting Duck?

We all know that an ounce of prevention is worth a pound of cure; yet, disaster recovery planning often takes a distant second to the daily deadlines and pressures of running a business. That means that most businesses, including your own, may end up offline and without important data after a simple lightning storm.



Don't think that could ever happen to you? Consider this: "data-erasing disasters" can also take the form of office fires and broken water pipes, not just earthquakes, floods and tornadoes. If a fire started in your building, the parts that weren't burned beyond recovery would probably be destroyed by the firemen's efforts. But even more common is software corruption, hardware failures and human error!

7 Disaster Recovery Questions You Need To Answer

A disaster recovery plan doesn't have to be complicated, time-consuming or expensive. Start by asking yourself the following questions...

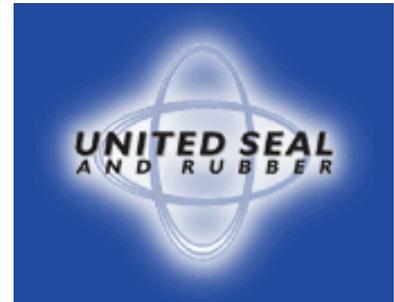
1. Do you back up your company's data daily to both an onsite and offsite location?
2. Are you certain that your backup copy is valid, complete and not corrupt? How do you know for sure?
3. If disaster strikes, HOW would you get your data back, and how long would it take? In many cases it takes days and often weeks; what would you do during that period of time?

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Meet our Client of the Month for November 2011!



Shirley Waters **United Seal & Rubber**



This month's Customer of the Month is **Shirley Waters** at **United Seal and Rubber**. United Seal and Rubber is a one stop shop for both standard and custom rubber products. They opened in Atlanta in 1974 and have won many awards throughout the years. They have many customers including The US Army Tank Command as they are a "blue ribbon" supplier.

United Seal and Rubber is a long time RMSCare account. Since we discussed using dual monitors in our newsletter last month, we thought it would be interesting to hear what Shirley had to say about their set-up. She replied to us with the following:

"Dual Monitors are a work of art!!! The main reason I went to dual monitors is to be able to compare data side by side. This is critical when working in several programs that all tie together. My frustration level has been reduced because I am not constantly "clicking" from screen to screen and trying to find the right application! I probably can use triple monitors, but that is extreme right now! I have my accounting program open on one screen and an excel spreadsheet or word document opened on the other screen, click into Outlook, internet, our network etc, without minimizing screens. I do not have to constantly "click" from screen to screen.

Our Production Manager, Jeff Stancoff, has been working with dual monitors for well over a year and it is difficult for him to work on a single monitor because he is limited in the amount of data he can see. He said he did not realize how much more efficient and productive he is until he went to dual monitors. He cringes when he uses a single monitor!

Because of the increase in productivity Jeff and I have experienced, we recently added dual monitors to our Purchasing Manager, Dave Neusner, who is becoming a fan of dual monitors (just added at the end of October!). He likes the fact that he can copy and paste easier from program to program. We are in the process of adding dual monitors for our sales staff. We are looking to increase their productivity and efficiency which in turn, will increase our response time to our customers.

We really don't know how we managed without dual monitors!"

Thanks, Shirley, we could not have said it better!

Please check out their website at www.UnitedSeal.com/

You might be my next Client of the Month **Watch for your name and picture here!**

Every month I choose one very special person to be our Client of the Month. It's my way of acknowledging clients and thanking those who support me and my business with referrals and repeat business.

Shiny New Gadget Of The Month

Cobra PhoneTag

Never lose valuable items again!

With the Cobra PhoneTag, your belongings are secure from loss or theft. After synching your device to the free smartphone app, simply attach it to your key chain, purse or laptop bag in order to protect those items.

How does it work?

The PhoneTag software monitors the distance between the phone and tagged items. If the items becomes separated you will be alerted immediately. The PhoneTag application



records the GPS location & time that you lost your item. The software then sends the GPS information to a user-defined contact list through email, text message, or a linked Facebook or Twitter account.

PhoneTag can also act as a two-way "finder." Simply tap the button on the PhoneTag device to ring your smartphone. If you are looking for

your PhoneTag protected item, the PhoneTag application will help you to find it quickly and easily.

You can find it at www.cobra.com

If Disaster Strikes...

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4. Do you have copies of all the software licenses and discs in a safe location that could be accessed in the event of having to rebuild your server?
5. Would you and your employees have a way to access your network remotely if you couldn't get to the office?
6. Do you store important passwords in a secure place that company officers can access if you are unavailable?
7. Do you have a UPS (uninterruptible power supply) device in place to keep your network and other critical data operations running during a power outage?

Call us to schedule your
Disaster Recovery Assessment
so we can be sure you are ready
BEFORE
a disaster ever strikes.

'Twas the Night of Thanksgiving

© CJ Beaman

'Twas the night of Thanksgiving, but I just couldn't sleep...

I tried counting backwards, I tried counting sheep.

The leftovers beckoned...the dark meat and white, but I fought the temptation with all of my might.

Tossing and turning with anticipation, the thought of a snack became infatuation.



So, I raced to the kitchen, flung open the door and gazed at the fridge, full of goodies galore.

I gobbled up turkey and buttered potatoes, stuffing with gravy, green beans and tomatoes.

I felt myself swelling so plump and so round, 'till all of a sudden, I rose off the ground.

I crashed through the ceiling, floating into the sky with a mouthful of pudding and a handful of pie



But, I managed to yell as I soared past the trees... Happy eating to all -- pass the cranberries, please!

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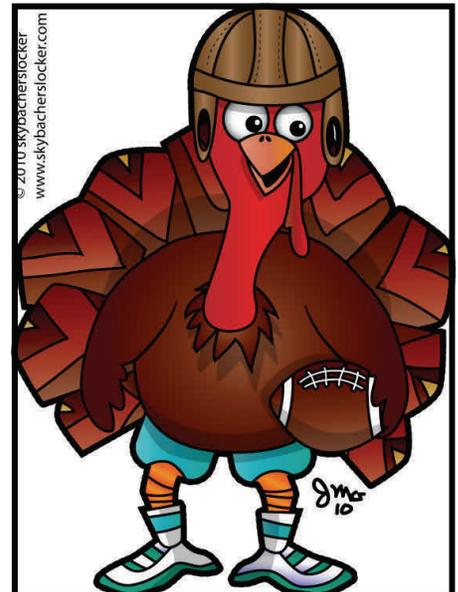
Services We Offer

- ◆ Cloud Solutions
- ◆ Technology as a Service
- ◆ Total Business Continuity Protection
- ◆ Proactive Network Maintenance/Monitoring
- ◆ Network Design & Implementation
- ◆ Network Security
- ◆ Document Management Solutions
- ◆ SPAM & Virus Remediation & Prevention
- ◆ Business Process Automation

Earn a brand new iPad2!

Referrals from happy clients are our best source for new clients!

So to show our appreciation, we're giving a new iPad2 to each person who gives us a referral between Nov. 15 and Dec. 31, 2011 that becomes an RMSCare Services client! Visit www.mysupportguys.com/ipad4me for more details.



"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

Happy Thanksgiving!

Enjoy the 4 F's: Family, Friends, Food and of course Football!

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 rrowe@rmsatl.com. Thanks!

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