

# Your RMSCare Package

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Randy A. Rowe  
President

*Wow how time flies! I'm already running out of February and this month's newsletter is still sitting in my virtual "Inbox" waiting to be finished.*

*I just read an article that ranks Atlanta number four on the list of "Riskiest Cities for Cyber Crime". Atlanta is preceded by Washington DC at number one, followed by Seattle at number two and San Francisco at number three. The article highlights the need to be careful when you are surfing the Internet, especially when you are using an open Wi-Fi hotspot. You should also use different and complex passwords for each website you log into.*

*We can only protect you so far with the tools and monitoring we provide. You need to take an active role to protect yourself. If you have questions about how to do this, please contact us.*

## When An Employee Loses A Laptop, Phone Or Other Device, Who Should Pay?

Here's a little quandary for you to consider: If you have employees using company owned laptops, phones or other devices, who's responsible for replacing them if they get lost, stolen or damaged? This is a sticky question and one that needs to be addressed BEFORE Joe walks into your office to sheepishly admit he's left his laptop at Starbucks last night.

Under federal law, an employer has the right to deduct the costs of a lost or damaged device from their employee's paycheck PROVIDED that deduction doesn't drop the employee's compensation below minimum wage. However, California considers the loss and damage of electronic devices to be a cost of doing business and will only allow you to charge back your employees if they were negligent. Other states may have similar laws - so the first thing you should do is check with an attorney who specializes in employment law for your state to know what you can and can't do.

Next, decide what your policy is going to be on this topic and communicate that in writing to your employees. It should outline what care they should take with company owned mobile devices as well as the consequences of losing or damaging them. Yes, the term "policy" makes us all cringe, but it's important to make sure you and your employees have a written understanding of what your expectations are, as well as what their responsibility is.

### A BIGGER Loss To Consider

The cost of replacing a lost device is actually insignificant compared to the bigger cost and risk of the data it contains. Of course this opens up another can of worms all employers need to think about – security on mobile devices. And since some employees are using their OWN devices, you'll need to think through what the rules are for company owned AND employee owned devices. (Aside, putting your data in the cloud can help)

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Dr. Craig Woodward

## February 2012

# Client Of The Month

Craig Woodward, MD  
T. Kirkland Garner, MD, FACP



Dr. T. Kirkland Garner

Located in the Piedmont Hospital complex, Drs. Woodward and Garner specialize in internal medicine and are affiliates of MDVIP, a program that believes keeping people well is as important as treating patients when they are sick. With MDVIP you receive a personal wellness plan based on **your** personal health issues. You can reach your doctor anytime, anywhere, and while traveling you have a portable medical record to take with you. These doctors will see you on time, no waiting, and will spend as much time with you as needed. This almost sounds too good to be true!

Drs. Woodward and Garner have been part of the RMS family since 1998. We want to thank them for being a great client!

## 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.*

## Is Your Data Really Secure In The Cloud?

Are you thinking about moving all or parts of your computer network "to the cloud" but worried about who can access your data? You're not alone – but many security experts, software companies and cloud service providers alike agree that cloud computing offers a MORE secure way to store data. In fact, the US government's cyber security adviser Howard Schmidt had said that cloud computing will enable businesses to catch up on security issues.

That's because most small businesses do NOT have high-security measures in place for their data onsite and lack tight password protection policies, firewall management and backup procedures. The same business owners who verbalize their concern about putting their data in the cloud are backing up their entire network to a tape drive and leaving it in their car overnight – or are using weak passwords for important access points to their network, which are much bigger security risks than storing it in a highly secure, highly redundant cloud platform. That's like saying you'd rather stuff your money into a mattress at home than keep it in a bank because you're not sure who can see and touch your money.

Of course, with any data storage there is risk and there's no way to completely guarantee absolute security. That said, most cloud providers are far more diligent about security and invest millions of dollars into ensuring all aspects of security are as tight as possible. At RMS, we have spent a considerable amount of time investigating various cloud solutions and vendors for our clients. If you want more information on cloud security and what to look for, you can always call Randy Rowe at 770-988-9695.

## How To Manage Your Company's Online Presence With One Simple App

So you've bought into the whole social media and online marketing idea and you're Tweeting, posting to Facebook, LinkedIn, blogging and using Google+ (not to mention dozens of other online tools and resources) to promote your company. Whew!

However, here's the little "gotcha" to all of this that you might not have thought about: how do you manage all of this? And how can you keep an eye on these various web sites to make sure you're not missing a customer service issue, negative post or even a sales opportunity? The answer is HootSuite.

HootSuite is an online aggregation tool that allows you to review and manage all your online postings and presence through a simple, easy to use interface. All in one place, you can manage your company's Twitter accounts, your personal Facebook account, your company Facebook fan page, your LinkedIn posts, your WordPress blog entries and even more. You can even assign rights to any of your accounts to other team members without ever giving up a single password.

Other helpful features of HootSuite include:

- Monitor social mentions of your name or company wherever they happen
- Pre-schedule posting to happen any time in the future.
- Easily post your message across multiple social media sites with the simple click of a button in your HootSuite portal.
- Create custom reports to see where your traffic goes and what is working



### Funny Love Quotes

There is a place you can touch a woman that will drive her crazy. Her heart.

~ Melanie Griffith

Love is grand; divorce is a hundred grand.

~ Anonymous

I was nauseous and tingly all over. I was either in love or I had smallpox.

~ Woody Allen

Forget love, I'd rather fall in chocolate.

~ Anonymous

Marriage is the triumph of imagination over intelligence. Second marriage is the triumph of hope over experience.

~ Samuel Johnson

### When an Employee...

*Continued from Page 1*

But one thing is for sure: if you and your employees are storing sensitive information like passwords, credit card information, client or patient data on mobile devices, extra care MUST be taken to ensure the security of that data if the device is stolen. As always, if you need help in determining what your policy should be and how to secure mobile devices, give us a call. This service is free to all RMSCare Platinum clients.

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Smart IT For Smart Business



**Happy Valentine's Day!**

"Like" RMS Associates, Inc. on FaceBook to get the latest IT news, tips, and even an occasional laugh at



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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



### Want the Perfect Valentine's Gift for free?

If your friend is complaining that she had to work late because their network at work was down...

If you call a business vendor and they say they will have to call you back because their computer is down....

If a client complains their computer company has customer no-service and takes forever to correct issues they have....

**Then you have the perfect opportunity to win a free iPad2 for your Valentine (or for yourself!)**

It's very simple so check out the link below for more details.

<http://www.mysupportguys.com/ipad4me/>



### 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](mailto:rrowe@rmsatl.com). Thanks!

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