

# Your RMSCare Package

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Randy A. Rowe  
 President

*This year marks the 20<sup>th</sup> anniversary of RMS! Many of you have been our customers for many of those years and we thank you for trusting us with your IT needs. As we look toward the future we want to ensure that we're providing our customers with the finest support possible. To help us do this, we've created a short survey that will be emailed to you when a technician resolves your service request. Please take the time to complete the survey. We hope you're pleased with our service, but, if not, we need to know so that we can improve!*

*I hope you had a great 4<sup>th</sup> of July. Claudia and I participated in our first Peachtree Road Race (and lived to tell about it!) and continue to ride our bike whenever we can. Enjoy the rest of your summer.*

## Facebook, LinkedIn, Twitter:

### Can Employers Demand Employees Give Up Their Login Info?

Here's a new question that's being discussed in the courts: Do employers have the right to ask new hires for their username and password to various social media sites? According to the state of Maryland, the answer is, "No."

Recently the Maryland General Assembly passed legislation that prevents employers in the state from asking prospective employees for their login information for various social media sites, including Facebook and Twitter. If Gov. Martin O'Malley signs the bill, it would make Maryland the first state in the nation to set such a restriction into law. Other states are considering similar legislation, including Illinois and California.

Ironically, this practice was criticized by Facebook, one of the biggest users of personal information to sell advertising to its members. Erin Egan, Facebook's chief privacy officer, wrote about the issue on Facebook, calling the practice of employers requesting potential hires' Facebook passwords "alarming" and "not the right thing to do." Maryland business groups, including the Maryland Chamber of Commerce, pointed out that there may be cases where an employer should be able to ask for the login information of potential new hires in order to weed out unwanted candidates. Of course, this bill is just one of many issues being raised between employees and employers using social media. While asking for login information may soon become illegal, employers are still free to "friend" potential hires or search online for information about potential employees. Supporters of the bill point out that it's illegal for employers to discriminate based on age, sexual orientation, race or religion; since most social media sites contain this type of information, they feel employers might gain access to a candidate's personal details and use them to disqualify candidates illegally.

## Client of the Month July, 2012 Dave Kelly



Dave Kelly, President and CEO of AnalyticsIQ is our July Client of the Month. Dave hired RMS many years ago to provide IT support for his first company, Sigma Analytics. When he sold that business and founded AnalyticsIQ, he again chose RMS to take care of his IT needs.

AnalyticsIQ is an innovative company with a fresh approach to developing marketing analytics and modeling. AIQ offers an exceptional product suite supplemented by skilled consulting and extensive training services to help their clients make the best marketing and risk decisions. Thanks, Dave, for being such 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.*

### Are You STILL Using Outdated Backups?

If your computer network and the data it holds got erased or corrupted because of a virus, hard drive crash, fire, flood or some other random, unforeseen disaster, **how confident are you RIGHT NOW that your business could be back up and running again FAST?**

If your answer to that is, "I don't know," or "I'm not sure," you are taking a HUGE risk with your company's most important asset—the data on your network. Just imagine what would happen to your business if you lost your entire client database...Lost all accounting documentation and history...Lost all the work files you've spent YEARS developing...Lost the work files and documentation you so desperately need to service your customers...

**Can you even put a price tag on it?** Probably not —yet so many business owners aren't 100% certain that they could be back up and running after a disaster and are purely *hoping* that their current tape drive or backup is working and storing a usable copy of their data.

#### Tape Drives Are The MOST Unreliable, Unsecured Way To Back Up Your Data

All tape drives fail; it's only a matter of "when," not "if." So if being able to get back up and running again in the event of a data-erasing disaster is important, then you need to know about our RMSCare Backup and Disaster Recovery Service. This fool-proof backup service does more than just keep a copy of your files—it provides "continuous data protection" and enables near-instant disaster recovery because it takes a snapshot of your entire network throughout the day, giving you the confidence we could have you back up and running again within HOURS, not days or weeks.

**Want to know if your data is REALLY secure and being backed up properly?** Call us at 770-988-9640 for a **FREE** Data Backup and Disaster Recovery Audit..

## 5 Smart Tips To Know Before Moving Your Data To The Cloud

**1. Back It Up!** Migrating data to any new location is a mess and anything can (and usually does) go wrong. Therefore, make sure you have good, recent backup copies of everything before you make the move.

**2. Maintain An On-site Copy.** At first, moving to the cloud can be a bit scary. What can help mitigate the risk (and the fear) is keeping a local, on-site copy of your data and network image on a NAS (network-attached storage) device. That way you have a local on-site copy in addition to the working cloud copy.

**3. Have A “Plan B” To Access The Internet.** One of the biggest questions about moving IT to the cloud is, “What if the Internet goes down?” To mitigate that fail point, have a business-class Internet connection as your initial and main way to connect, and then also have a second Internet connection service as a backup. For instance, if Comcast is your main connection, you might consider keeping a Verizon wireless account as a backup.

**4. Use It As An Opportunity To Do Some Housekeeping.** You could just copy and paste your files from your local machines into the cloud, but why not take this as an opportunity to re-evaluate the structure and organization of that data? Here are some ideas:

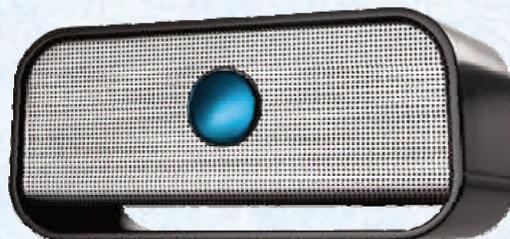
- Re-evaluate and/or update your file naming conventions and file organization. A good file naming policy will make it much easier to find files and information. Also, consider reorganizing all the folders into smarter, more efficient categories.
- Consider who will be using what and what levels of permissions are required to access files. Revisiting your permission levels will help keep sensitive data from falling into the wrong hands.
- Look at old files and consider deleting them or archiving them so they aren’t cluttering up your server and costing you money for storing and backing them up.

**5. Phase The Move.** Don’t try to migrate everything all at once. Create a transition plan and implement it. Make sure you move your files in bite-size pieces so that the changes are easy to digest for your clients, employees, partners and everyone else involved. This also gives you the opportunity to test the water before taking the plunge, and it allows you to put out one fire at a time instead of having all systems down or broken.

## *Shiny New Gadget Of The Month*

### **Big Blue Wireless Bluetooth® Speaker**

Wouldn’t it be nice to listen to music or watch a video from your mobile device with the same quality sound as a large speaker system? Well, now you can, but without the hassle of the big, bulky speakers!



Introducing the Big Blue Wireless Bluetooth Speaker... This little speaker box packs a big punch. Get surround-sound quality with this wireless, Bluetooth-enabled device. No cords, no apps and no extra parts to buy. The Big Blue conveniently connects to your MP3 player, smartphone, laptop or tablet providing crystal-clear sound in just seconds.

The small, compact design makes it a great device to use for travel or to transmit great quality sound for events indoors or outdoors.

This device can be found at your local Brookstone or online at [Amazon.com](http://Amazon.com).

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*Smart IT For Smart Business*



"Dad doesn't need summer off. He plays at work all day with something called mutual fun!"

"Like" RMS Associates, Inc. on FaceBook to get the latest IT news, tips, and even an occasional laugh at [facebook.com/RMSAssociates](http://facebook.com/RMSAssociates)



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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



### Help Us Help You!

*At RMS we are constantly working to improve our service delivery. We need your feedback to know where we shine, where we fail and where we are "just average". Now when we close your service ticket you should receive confirmation and a link to SurveyMonkey for a very short survey on how we did. Several of you have completed them and we really appreciate the feedback!*

*If you receive one, please take one minute to complete the survey. It will not only help us but our improved service will help you too!*



### 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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