

# Your RMSCare Package

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Randy A. Rowe  
President

*Once again the month has flown by and my newsletter is dangerously close to being relabeled for the next month so I might be early for once. But nevertheless, here it is.*

*We are currently assessing several VOIP (Voice over IP) solutions to help our clients find the best solutions. The more we dig, the more legs this project grows. If you are on a business VOIP and happy with it, please drop us a line to share your thoughts and let us know what you use.*

*On a personal note, Claudia and I are preparing to ride our tandem from Chattanooga to Clayton via Roswell in the next couple of weeks on the annual BRAG (Bicycle Ride Across Georgia). This year promises to be hilly so we hope our legs are ready for the approximately 400 mile trek across North Georgia.*

## The Most Shocking Security Threat to Your Small Business

Hopefully you know you need to keep a close watch over the security of your network, PC and other devices (or you're smart enough to hire us to do it for you.) Either way, cybercrime is BIG business, and small businesses are seen as the low hanging fruit by attackers who are looking for easy-to-steal financial data, passwords and the like. Some do it for profit, others do it for fun.

But there's a much bigger threat to small business data security that can not only potentially leak your information out to the masses, but can also corrupt or erase data, screw up operations and bring everything to a screeching halt. What is it? Surprisingly, it's your employees.

"Human error" is the #1 leading cause of data loss, system failure and virus attacks. In some cases, it's an innocent "Oops! I deleted it." Other times it's a malicious act of revenge from a disgruntled employee who didn't get the raise they wanted or simply feels taken advantage of. Recently, a disgruntled employee working for oDesk, a third party content management firm, leaked Facebook's highly detailed rulebook for flagging inappropriate posts. This document contained shocking guidelines regarding sexual content, death and disfigurement as well as racially charged content. Apparently, sexual acts should be blocked, but crushed heads are okay.

The above incident, while a problem, is a mild case. Often employees seeking revenge will steal and post client data, financials or other competitive information online. In some cases, they sell it. Other times, employees delete critical files to either cause harm to the organization or to cover their tracks. And when it's your client's data that gets stolen or compromised, you have a major PR nightmare to deal with aside from the costs and problem of recovering the data.

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## Client of the Month

### J. Wayne Lester, CPA



J. Wayne Lester

We are happy (and sad) to announce Wayne Lester has sold his practice to Walter Ferraro, CPA. Happy for Wayne (and Dolly) because they have worked hard for many years building their practice and now are able to focus their attention on less “taxing” issues. Sad because Wayne was one of RMS’s very first clients and we will miss him. We have worked together for twenty years and Wayne is not only a great client and our trusted advisor, but also a friend. We look forward to working with Walter and wish Wayne and Dolly a wonderful retirement!

## You might be my next Client of the Month

### Watch for your name and picture here!

*Most months 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.*

## Upgrade to Windows 7 or Wait for Windows 8?

Are you using Windows XP, Office 2003, or Windows Vista? If so, you need to listen up NOW! Microsoft support for Windows XP and Office 2003 ends in 2 years and Vista support ended in April, 2012.

If you still have some PCs running Windows XP (and they make up close to 47% of the desktop market according to data from Net Operations) and Office 2003, “now would be a good time to start migrating them to Windows 7 and Office 2010” said Stella Chemyak, a marketing director in Microsoft’s Windows group in a blog post. “Windows XP and Office 2003 were great software releases in their time, but the technology environment has shifted. Technology continues to evolve and so do people’s needs and expectations.”

If trying to decide if you should upgrade to Windows 7 immediately or wait for Windows 8 which should be out later this year, Chemyak says it makes more sense to move on now. “We don’t recommend waiting,” she said. “Not only is it important for companies to complete deployment before support runs out, but they should also be aware that by upgrading to Windows 7 and Office 2010 today they can gain substantial results today while laying the foundation for future versions of these products.”

Most businesses prefer to wait to install the new versions of Windows after Microsoft releases their first service pack which typically is a year after the launch of a new product so it really makes sense for many companies to upgrade now and then upgrade to Windows 8 in a couple of years. Microsoft says that the Intel-compatible version of Windows 8 for desktops and laptops will be fully backwards compatible with Windows 7 so this transition should be painless.

We will be happy to discuss your options with you to determine when and if you should upgrade. Each company is different and has their own needs so it is always wise to discuss these issues with your IT professionals at RMS to ensure you keep up with technology in a timely and yet economical way.

## Shiny New Gadget of the Month

### Plantronics Calisto 835



**Route All Your Calls From Various Phones To One Device:** Whether it's a standard desk phone, mobile device or Skype, fumbling between phones can be a thing of the past with the Plantronics Calisto 835. At about \$200, this desktop speakerphone device uses Bluetooth to connect to your cellphone, USB to hook up with your computer, and the wall socket to link to your phone line. When a call comes in from any of your devices, it's instantly routed to this easy-to-use speakerphone that sits on your desk.

The backlit screen is bright and responsive, giving the Calisto a flashy, futuristic feel. It comes with a clip-on microphone that allows you to take calls while freeing your hands to type or to walk around your office.

## Can't Stand The Thought Of Losing Your Smartphone's Data? (Then Here's How You Back It Up)

Seems like just yesterday phones were simple devices for making and receiving phone calls. These days, smartphones are as functional as full-fledged desktop PCs and hold valuable applications, e-mail messages, photos, videos, documents and, of course, phone numbers and contact information. If losing the data on your phone would be a true disaster, then you'll want to back up your phone as regularly and carefully as you do your other devices.

Major smartphone platforms can back up their data to a computer or to a cloud backup via the Internet. Here are a couple of resources you can use with popular smartphones to ensure that all of your data is properly backed up.

### iPhone

iCloud is Apple's new service for backing up your iPhone and other media you purchase through iTunes. When you sign up, iCloud will automatically backup the mail, calendar and contacts on your iPhone, as well as any music, books, apps, videos or media on your iPad, Mac or even your PC. iCloud uses the power of cloud computing to sync your devices automatically, so you don't have to dock your device to keep things in sync.

### Android

Start with the settings on your phone; go to "Settings > Privacy" on your phone and make sure the "Back up my settings" and "Automatic restore" options are checked. Next, go to "Settings > Accounts" and sync, open your Gmail account, and check off all options. With these settings in place, your contacts, system settings, apps, calendar, and e-mail will be restored whenever you set up a new Android phone with that same Gmail account. However, this is only a basic backup; it won't save the photos and text messages on your phone.

For a more complete backup, you might try MyBackup Pro (\$5 plus 50 MB online storage for free and \$1 to \$2 per month for more online storage). The program runs automated scheduled backups, supports a wide range of Android phones and will back up app install files that do not have copyright protections programmed into them. If your phone is rooted, you might consider Titanium Backup (\$5.99 for Pro), which backs up all apps, all data associated with them and the Android Market links that show you've paid for them. It also saves most phone Pro versions and will integrate with Dropbox.

## Shocking Security Threat

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At a minimum, first, make sure you back up all critical data remotely. Second, monitor employee's usage of data. Simple content filtering software can detect not only when employees are visiting inappropriate sites, but also detect if they delete or alter large amounts of data--all signs that something could be amiss. And finally, it might be worth a little bit of money to find a good employment attorney to help you craft corporate policies on using and accessing confidential information.

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## Reminder!

### May 18th is Mother's Day!

What can you get for Mom or Grandma that is the perfect gift but doesn't break the bank? How about an iPad2? We'll never tell you got it for **free!**



### Check out the RMS Free iPad Promotion!

To see the details, go to:

[www.mysupportguys.com/ipad4me](http://www.mysupportguys.com/ipad4me)

### Did You Notice?

The "Share the Road" sign on the cover now better represents Claudia and Randy riding their tandem. Thanks to Pete Ebersole of Architectural Alliance for this great idea!

### 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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