Your RMSCare Package

Randy A. Rowe
President

We've been busy at RMS! Last week we rolled out several enhanced management tools in order to better serve our RMSCare clients. Along with the Microsoft security patches and critical updates that we've been providing to our managed PCs, we're now automatically updating many 3rd party applications as well as installing Microsoft Service Packs on your PCs when needed. We've also added very robust anti-malware software. And, for you Mac users, we can now manage your MacBook and maintain your OS and application updates for you.

A few weekends ago we woke up to a beautiful weekend so decided to take the convertible for a ride to North Georgia for our annual trip to Burt's Pumpkin Farm, just down the road from Amicalola Falls. They have every size, shape and variety of pumpkin and winter squash you can imagine for sale as well as all sorts of canned goods. You can even take a hay ride if you're so inclined. If you've never been, I highly recommend it!

Disaster Recovery & Business Continuity
The Difference & Why You Should Care

Face it—downtime is depressing, difficult and downright dumb. You can't afford to lose business, customers and your reputation because of failed computer systems. That's why it's so important to pay attention to Disaster Recovery (DR) and Business Continuity (BC.)

Almost every business depends on secure, reliable computer systems. It doesn't matter if you're a retail establishment, an online business or a service provider. You rely on technology in order to perform everyday functions.

The Costs of Downtime

The cost of downtime is significant. In this Internet-connected age, most companies lose money when systems are down. Customers cannot order products, so they go elsewhere for services. It's also difficult to communicate with people when your e-mail and web sites are inaccessible. Downtime hurts your competitiveness. Eventually your company's reputation can be damaged.

This is why Business Continuity is so much more important than simple Disaster Recovery practices. You want to prevent downtime instead of recovering from it.

So, what's the difference?

Disaster Recovery is simply one part of Business Continuity. The word "disaster" indicates a situation where continuity has been broken. If you are recovering from a disaster, your computer systems are down. Your business information systems essentially failed. Typical disruptions include planned, unplanned, intentional and unintentional events. A backhoe can snap a telecom line at a nearby construction site, for example. Malware or viruses might take down your local network.

Business Continuity describes the way you eliminate disruptions. That's the big difference between DR and BC. When hard drives, servers or networks fail, BC practices ensure that duplicate systems are in place. When downtime occurs, BC systems instantly switch to copies of the same data you have been using all along. Users don't even notice the switch.

SHARE THE ROAD

RMS
Smart IT For Smart Business

Client of the Month
October, 2012
Kristen Holtz
KDH Research & Communication

Kristen Holtz, President

Kristen Holtz, founder and president of KDH Research & Communication, is our October Client of the Month. KDHRC, a woman-owned small business, constructs and evaluates public programs. Their mission is to produce and disseminate creative, objective and timely information to improve the health and well-being of the nation's youth, families and communities. Their work is in four main areas—Drug Abuse Education and Prevention, Latino Health, Vulnerable Populations and Organizational Studies. KDHRC has won multiple federal grants and contracts in the field of health communications including the National Institutes of Health and the CDC.

Kristen reached out to RMS back in 2006 to help her design and develop the network and support infrastructure she would need as she launched her business. In 2008 KDHRC opened the doors at its corporate headquarters in the heart of Midtown Atlanta with state of the art technology. From the onset of her business to today, KDHRC has relied upon RMS to keep their technology in pace with their needs, and their business secure with complete maintenance, monitoring and business continuity protection with our RMSCare services.

We wish to thank Kristen and KDH Research and Communication for being a loyal RMSCare 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.

Shiny New Gadget Of The Month

TimeTrade Online Appointment Scheduling

Do you struggle with scheduling appointments with clients and vendors, trading e-mails back and forth to find the right time to meet? With TimeTrade.com's self-service scheduling solutions, you automate the scheduling process—accelerating your sales and customer service while completely eliminating e-mail tag with clients or prospects.

With products ranging from a free personal site to a Workgroup option that includes integration with Salesforce.com, mobile scheduling from iPhones, integration with Microsoft Exchange and even smart routing to your sales team, you're fully covered.

www.timetrade.com

Disaster Recovery & Business Continuity

Smart Business Continuity Solutions

These days you have several options to help keep your computers running and your information available 24/7. Storage solutions that contain backed-up, redundant hard drives, like Network Attached Storage (NAS) and Storage Area Networks (SAN) storage devices, help you recover in failure situations. Your users never see that a drive failed. Their data and applications are always available, even if hardware breaks. Similarly, modern networking technologies protect organizations from networking failures. Both these hardware solutions help you maintain business continuity when things break.

Many companies don't have the latest hardware and software installed, however. It's important to upgrade your systems in order to take advantage of the new solutions. You need to have a plan for dealing with natural disasters, hackers, viruses, legal threats and new rules governing data protection.

Business Continuity Considerations

Here are some key areas to examine:

1. Consider how important computer systems are to your bottom line. Do you rely on an internet connection for payment? If you lost your customer database, would that immediately impact your business?

2. Pay attention to your storage habits. Make sure all critical data is backed up to a central server in your office AND in another physical location. Your best option for offsite storage usually is a "cloud" backup solution such as RMSCare Managed Backup and Disaster Recovery.

3. If nothing else, consider installing a local NAS device that keeps your data on separate redundant disks. Some of these devices now also have built-in cloud backup solutions, but really only protects static data. Ultimately, the data and applications you use to run your business need to be protected. Consider them vital organs to the health of your business.

Please take the time to examine your current backup solution. We can create a Disaster Recovery and Business Continuity plan tailored to fit your needs; just give us a call at 770.988.9640.

How Long Would It Really Take To Crack Your "Strong" Password?

How many @'s, %'s and other crazy symbols are in your password right now? Are they really all that necessary? According to a recent Carnegie Mellon study, the answer is no. The only thing that really influences your password strength is its length! Not whether it has X minimum characters or Y maximum characters. And not whether it has a kazillion combinations of numbers, letters and other doodads that are bound to confuse most of your employees.

Regular Password Changes Decrease Security

In the recent past, regularly scheduled password changes were a common friend of network security. However, with most computer users now requiring upwards of 20-30 passwords between work and home, this whole password security game has gotten a bit out of control. When pressed to change their password regularly, your poor employees start to use "sucky" passwords pretty quickly because they need something that is easy to remember. Or, just as bad, they create a good password and then write it on a sticky note to put on their computer monitor so they don't forget!

How To Choose A Strong Password

You want to choose a password that is hard for anyone to guess. Ideally you would want to use a lengthy string of letters, numbers and odd characters AND still be able to remember it easily. One way to do this is by creating a random phrase and using the first letter of every word, substituting +'s or &'s for the word "and" or numbers like 4 for the word "for" (or any similar tricks that are easy for you to remember.) As an example, the phrase "I love my computer guys and they are the best company for me!" would translate to a password of "ilmcg+trtbc4m." That's easy to remember and almost impossible to crack. In fact, you can test out your password at http://passfault.appspot.com/password_strength.html to see just how strong it really is. The password we created above would take 1,306,628,104 centuries to crack…. Now that's a **strong password!**

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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

What's a ghost's favorite dessert?
  I Scream Sandwitch Cookies

Knock knock.
  Who's there?
Phillip.
  Phillip who?
Phillip my bag with candy, please!

Why didn't the skeleton go trick or treating?
  Because he had no guts!

What's a mummy's favorite kind of music?
  wRAP

How do monsters tell their future?
  They read their horror-scope...

What is a vampire's favorite sport?
  Casketball...

Why do mummies have trouble keeping friends?
  They're too wrapped up in themselves...

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