



*"Insider Tips To make Your Fire District Run Faster, Easier And Increase ROI"*

### What's New

#### Why is my internet sooooo slow?

By The Class Computing Staff  
November 31, 2016 8:00 AM CDT

1. Streaming Music and Videos: Pandora, Spotify, Google, HBO etc etc etc. They all suck on the data pipe. We have had Executives that call us complaining about slow internet and we found streaming music on multiple computers. FYI Internet radio... IS STREAMING DATA.

2. Your **PERSONAL** Cell Phones and Tablets; all those apps are running all the time along side your email accounts...constantly downloading...over and over and over. Your employer's Wi-Fi is not for your personal use.

3. Shopping!! It is amazing how many people shop at work, plan events and make travel plans...that are not work related. Many employees are just being paid to shop. Crazy!

4. Facebook and other social networks. We see massive uploads of pictures and videos.

5. Job Searching...While at work. Seriously!

6. Maxing out your T1 line / bandwidth; 98% means you need to upgrade.

**Next Month we discuss the software being used for analysis of companies network traffic. CLASS COMPUTING can show you everything your employee does on their company computer at work or remotely.**



## \$1.5M Cyber Heist Typifies Growing Threat

**E**fficient Escrow of California was forced to close its doors and lay off its entire staff when cybercriminals nabbed \$1.5 million from its bank account. The thieves gained access to the escrow company's bank data using a form of "Trojan horse" malware.

Once the hackers broke in, they wired \$432,215 from the firm's bank to an account in Moscow. That was followed by two more transfers totaling \$1.1 million, this time to banks in Heilongjiang Province in China, near the Russian border.

The company recovered the first transfer, but not the next two. They were shocked to discover that, unlike with consumer accounts, banks are under no obligation to recoup losses in a cyber theft against a commercial account. That meant a loss of \$1.1 million, in a year when they expected to clear less than half that. Unable to replace the funds, they were shut down by state regulators just three days after reporting the loss.

Net result? The two brothers who owned the firm lost their nine-person staff and faced mounting attorneys' fees nearing the total amount of the funds recovered, with no immediate way to return their customers' money.

Avoid Getting Blindsided While hacks against the big boys like Target, Home Depot and Sony get more than their share of public attention, cyber-attacks on small and medium-sized companies often go unreported, and rarely make national headlines.

Don't let this lull you into a false sense of security. The number of crippling attacks against everyday businesses is growing. Cybersecurity company Symantec reports, for example, that 52.4% of "phishing" attacks last December were against SMEs – with a massive spike in November. Here are just a few examples out of thousands that you'll probably never hear about:

*continued on page 2*

### December 2016



*A message from the owners...*

"As a Fire District, you do not have time to manage the operational AND Technical issues. That is where we have your back! Call us and put an end to your IT problems finally & forever!"

**Dale & Mark,**  
**Class Computing**

Green Ford Sales, a car dealership in Kansas, lost \$23,000 when hackers broke into their network and swiped bank account info. They added nine fake employees to the company payroll in less than 24 hours and paid them a total of \$63,000 before the company caught on. Only some of the transfers could be canceled in time.

- Wright Hotels, a real estate development firm, had \$1 million drained from their bank account after thieves gained access to a company e-mail account. Information gleaned from e-mails allowed the thieves to impersonate the owner and convince the bookkeeper to wire money to an account in China.

- Maine-based PATCO Construction lost \$588,000 in a Trojan horse cyber-heist. They managed to reclaim some of it, but

that was offset by interest on thousands of dollars in overdraft loans from their bank.

Why You're A Target – And How To Fight Back!  
Increasingly, cyberthieves view SMEs like yours and mine as easy “soft targets.” That’s because all too often we have:

1. Bank accounts with thousands of dollars.
2. A false sense of security about not being targeted.
3. Our customers’ credit card information, social security numbers and other vital data that hackers can easily sell on the black market.

If you don’t want your company to become yet another statistic in today’s cyberwar against smaller companies, and your business doesn’t currently have a “bullet-proof” security shield, you MUST take action without delay – or put everything you’ve worked for at risk. The choice is yours.

Here are three things you can do right away:

1. Remove software that you don’t need from any systems linked to your bank account.
2. Make sure everyone with a device in your network NEVER opens an attachment in an unexpected e-mail.
3. Require two people to sign off on every transaction.

Let **CLASS COMPUTING** help. When it comes to defending your data, whether it’s bank account information, customer and employee records or proprietary intellectual property or processes, Do NOT take chances. Our experience and track record in keeping our clients’ data safe speaks for itself:

We are offering our **Cyber Security Assessment** at no cost through the end of December to the first ten companies in the Chicagoland area that respond.

Reach me at **(312) 262-3930** or **Sales@classcomputing.com**

**“Require two people to sign off on every transaction.”**

## Help Us Out And We'll Give You A Brand-New **Amazon Fire HD 8** for Your Trouble



We love having you as a customer and, quite honestly, wish we had more like you! So instead of just wishing, we’ve decided to hold a special “refer a friend” event during the month of **December 2016**.

Simply refer any Company or Fire District with 10 or more computers to our office to receive a FREE Computer Network Assessment (a \$397 value). Once we’ve **completed our initial appointment** with your referral, we’ll rush YOU a free **Amazon Fire HD 8** as a **Thank You** or **Donate \$100 to your favorite charity!** Simply **Call Us** at **(312) 262-3930** or drop us an e-mail with your referral’s name and contact information today! **sales@classcomputing.com**

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Posted December 1, 2016  
by Class Computing



iPads® are becoming very popular when  
paired with FIREHOUSE SOFTWARE®  
FH Inspector® & FH Medic®. A nice rig  
With cellular internet will cost about \$1300  
plus set costs plus software plus cellular.  
Not a bad option PROVIDED you keep it  
protected when in the field and never drop  
it.....



Surface Pro 4® with i5 Processor and 8 GB  
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You can run full versions of software... you  
don't need limited apps. No cellular net, so  
Wi-Fi from a truck or puck required. The  
cost is \$1500 plus set up cost and internet.  
For a full blown computer in such a small  
Form factor the price is right. But again, it  
must be protected; or ruggedized which is  
not cheap.

Lenovo has several options in the \$1000 to  
\$1600 range. This includes tablets, hybrids  
And thin notebooks that can run full  
versions of Firehouse Software® and  
ImageTrend Software® (see the ThinkPad  
T460s featured to the left). Touch Screen /  
Stylus.

Panasonic and Getac specialize in  
Ruggedized Mobile Windows Devices.  
(See the Back Page of this Newsletter).  
Again, run full versions of the required  
software used by your district. All cellular  
internet capable with Wi-Fi back-up. Touch  
screen / stylus. Added security features for  
restricting access and keeping critical data  
safe. As you know already these cost  
\$2000 and up. Plus set-up fees etc.

What ever you choose, it is a sizeable  
investment and has risk. Further, with  
budget considerations, some purchases  
may be a year away. Get your equipment  
specified now. Then have us provide  
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NOTE: It is possible 5G Cellular Internet  
Will hit the Chicago Market in 2017. Can  
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What you purchase in the future should.  
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Memory or 8 GB? Is your processor i5 or  
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This optional protective measure disables your F110 if it detects an unauthorized or compromised entry.



**Trusted Platform Module 2.0**

The F110 features TPM 2.0 – a powerful anti-tampering device that checks for any signs of intrusion during system boot-up.



**Fingerprint Scanner**

Verify your ID with ease and accuracy by simply swiping your finger.



**NFC/RFID Reader**

Authenticate your credentials via Near Field or Radio Frequency transmission.



**Smart Card Reader**

The F110 supports Smart Cards for secure identity verification.



**Windows 10 Multi-Factor Authentication**

The F110's hardware fully supports Microsoft's latest authentication tools, including Windows Hello, Microsoft Passport and Credential Guard.

**Who Wants To Win A \$25 Gift Card?**

The Grand Prize Winner of last month's Trivia Challenge Quiz is...**Nobody**; nobody took the time to answer the question from November:

**A smoke alarm should be replaced 10 years from....?**

- (A) Activation (B) Installation (C) Manufacture (D) Purchase

Now, here's this month's trivia question:

$$(64)^{1/3} \quad 3^2 \quad (81)^{1/4} \quad (1/4)^{-0.5}$$

Calculate the four numbers above. Then add, subtract, multiply or Divide those numbers, once each, to equal the number 24. Provide the four numbers and the formula = 24?

The winner will receive a **\$25 VISA®** gift Card.

**E-mail Us Right Now With Your Answer.**

(We put all correct answers in a hat, and choose 1 to get the Gift Card.)

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