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XperText

“Insider Tips To Make Your Business Run Faster, Easier, And More Profitably”

XPERIENCE THE DIFFERENCE. WE'LL MAKE ALL OF YOUR COMPUTER PROBLEMS GO AWAY WITHOUT THE COST OF A FULL TIME IT STAFF

5 Ways To Keep Your Mobile Devices Secure

Data theft and the hacking of business networks is on the rise. More and more of these attacks are originating with lost, stolen, or hacked mobile devices. This is compounded because many business IT departments still aren't sure of how to properly secure phones and tablets, or don't place a high priority on locking down these devices. How can you keep your employees' mobile devices safe? Here are five ways.

1. A Good Backup Solution

First you need to secure your mobile devices against common loss or breakage. A core component of this is a good backup solution. The ideal solution will be automatic, freeing your employees from having to worry about running a regular backup, and would back things up to a remote cloud server for safe storage. That way if a member of your sales team drops their phone and it shatters, or forgets a tablet at a conference, you don't lose any of the data on that device.

2. Data Encryption

If you or your employees' device does get lost or stolen, the last thing you want to worry about is someone getting a hold of your confidential business information. Prevent that from happening with

strong data encryption software for all your mobile devices. Fortunately, many great encryption solutions are available for all makes and models of phones.

3. Remote Wiping

Even better than data encryption is the ability to simply erase all data on a phone as soon as it's discovered to be lost or stolen. If you are using a good backup solution, this shouldn't result in any lost data or productivity. Many software solutions exist for executing a remote wipe, and you should speak with your IT team to find one that best fits your company's needs. Keep in mind, however, that a remote wipe app doesn't preclude the need for good encryption. Remote wipes only work if the phone is turned on and getting a signal. If the phone is out of power, turned off, or out of cell range, it won't be wiped.



4. GPS Tracking

"Find my phone" apps are now available for every major phone OS, with multiple options to choose from on each app store. These apps utilize the GPS antennas in your device to accurately pinpoint its location if the phone or tablet has been lost or stolen. These can be invaluable for locating and recovering lost devices, and can make it much less likely that a stolen phone makes it very far. Unfortunately, the phone needs to be powered on and have an open view of the sky (as well as a network connection) for these tracking apps to work. Still, the odds of recovery are much higher with a phone finder app than without one.

5. Lock Screen Contact Info

If your lost phone is found by someone, you want them to be able to get in touch with you without having the ability to root through your device and figure out who you are. This is where lock screen contact information comes in. If you don't have some sort of label with contact info on your phone, you should at the very least provide an easy way for people who find your device to contact you and return the mobile device back to you.

5 Reasons Why It Is Time To Hire A Virtual Chief Information Officer (vCIO)

If you are spending too many hours dealing with IT vendors, and fixing computer problems that are far from your expertise, It may be time to hire a vCIO. A vCIO (virtual Chief Information Officer) is an individual who's main responsibility is to manage your IT department, without being a full-time employee.

Many small business owners don't have a trusted technical advisor to help them formulate their growth strategies. That's why by utilizing a vCIO, you are not implementing another IT guy, but someone to take the burden and responsibilities of managing an IT department off your plate.

The vCIO Advantage

- **Project Management:** When it's time to upgrade your network or install new servers, your vCIO oversees the entire project.
- **Budget Planning:** Your vCIO will discuss future technology plans for your business, and new trends that you may want to explore.
- **Vendor Management:** You will never have to call your internet provider to be told that the issue is with your phone vendor. We handle all of the communications with your tech vendors, including software license renewals.
- **Reporting:** Your vCIO will meet with you monthly/quarterly reporting all of the data that you need to know about your IT department performance.
- **Peace of Mind:** With the help of XPERTECHS vCIO you can trust that your network will be there when you need it!

Yahoo Is Shutting Off Telecommuting—Should You?

The recent decision by Yahoo CEO Marissa Mayer to stop telecommuting has cast a negative light on this practice. After checking the company's VPN log to see how many remote employees were logging in, she didn't like what she saw. Effective June 2015, telecommuting is no longer an acceptable practice at Yahoo. The media excitement added fuel to the fire for those who think that employees working at home aren't putting in an honest day's work.

Mayer's now-public memo talked about communication and collaboration. She thought the best way to make that happen is for people to be in one place. But that's just one opinion.

There are many companies who use telecommuting practices very successfully. They also believe in communication and collaboration and use tools such as Skype for Business video chat service, GoToMeeting, WebEx and Campfire chat by 37signals to do just that. They support these tools with products such as Microsoft Outlook and Calendar apps for business and Asana's task management software, to name a few.

Josh Siler, CTO of HiringThing, a virtual company, says it's all about your company culture. "We're trust-based, and we don't micromanage our employees. We judge everyone based on their output. Anyone can make their schedule flexible, as long as they meet their commitments to their coworkers," he says. "Our employees know that their performance is what matters, and we talk about it on a regular basis."

Telecommuting is successful when you have a culture of accountability and trust.



Do I Need To Backup Data That's Already In The Cloud?

The computing world is forever changing. Over the last 15 years, SaaS (software as a service) providers have offered the convenience of data backup for your cloud applications such as CRM systems, SalesForce, Google Apps and Microsoft Office 365. The business question is, if I'm already working with a SaaS provider and my data is already "in" the cloud, do I really need to back up my data to another cloud? After all, isn't the SaaS provider doing that for me?

Well, yes and no. Yes, your data (one of your company's most valuable assets) is being backed up by the service provider. And yes, it's in the cloud. And yes, these providers have backups to their backups ... but are they backing up your business-critical information? Can you guarantee that? And do you have access to it in a timely manner? The answer to these questions may be no. As a rule, SaaS providers do not open backups to customers, nor do they make restoring critical data easy or intuitive.



There's no question that the results of data loss can be devastating to your company. But when it comes down to it, it's your company information and you need to take responsibility for safeguarding it. You need to have a strategy in place.

Want to learn more about how to back up your cloud SaaS applications? Contact our office at (410) 884-0225 to schedule a time to discuss your particular situation and what solutions are available to you.

Top Tech Gadget Of The Month



Sane Box

Have you ever felt overwhelmed or even drowning with the number of emails in your inbox?

Then SaneBox could be your answer. This month's gadget is a cloud-based software application that helps you manage your email. SaneBox analyzes your email behavior on all your devices. Then, based on which emails you let slide and which ones you open right away, SaneBox creates rules about sorting your email for you. The result? Your inbox only has emails you need to attend to now. All other emails go to your SaneLater folder. You can drag and drop emails from that folder to your inbox, and from then on, those emails will display in your inbox.

SaneBox keeps you focused on high-priority emails. There's nothing to download. There are additional productivity features to manage tasks, your calendar, and your attachments. And the SaneBlackhole is the fastest way to unsubscribe from emails. See www.sanebox.com



A Note From Michael's Desk...

Well, spring is finally here and what a blessing for all. Spring brings freshness to the air, warmer days, flowers and trees blooming and an opportunity to get a new perspective on life. This is also true of our businesses. It's a great time to focus on the ideas we planned on implementing this year and assess where we are with those initiatives to determine what areas need our attention.



So where are you with your business technology? Is there something you have been procrastinating or just not sure where you want to take your IT investment over the next few months. Well now is the time to consider Cloud Computing. Microsoft, Google, Amazon, RackSpace, etc. are all building out huge data centers to meet the demand for Cloud based services.

One of the hottest technologies is Office 365. Microsoft has been adding additional features and functionality at an alarming pace. Recently they have added Yammer and improved Lync – then they announced the addition of DocuSign – an e-Signature that facilitates electronic exchanges of signed documents. Microsoft has really put together a great product offering for a very low bundled price. If you are not already using Office 365 then you need to take a look at this offering.

So if you have not considered Cloud for your business NOW is the time! During the month of May, we're offering a FREE Cloud Readiness Assessment to any Baltimore/Washington Corridor business with 20 or more PCs. At no cost or obligation, we'll come to your office and conduct a complete review of your computer network, data, software, hardware and how you work. From there, we'll provide you with insights and helpful answers as to how you could benefit from cloud computing.

Give me a call if you would like to have a FREE Cloud Readiness Assessment to determine if your business is a fit for Cloud Computing.



XPORTECHS Named to the MSPmentor 501 For A Second Straight Year

XPORTECHS has appeared on Penton Technology's eighth annual MSPmentor 501 Global Edition, a distinguished list and report identifying the world's top 501 managed service providers (MSPs) for the second year in a row.

Each year, MSPmentor gathers information for its annual rankings through the participation of managed service providers and IT service providers in their annual survey. The survey was conducted from December 2014 through January 2015. Rankings are based on Penton Technology's unique criteria for MSPs such as annual recurring revenues, total revenues and more.

Thank you to all our clients and vendors for helping us achieve this very special honor!

Is Google The Computer From *Star Trek*?

XPORTECHS March Starbucks Gift Card Winner



Congratulations to our March winner, Al Burman, from Tim's Automotive & Towing!

If you are a current XperCARE customer, and would like an opportunity to be entered in our monthly drawing for a \$25 Starbucks gift card start filling out the survey you receive each time your support ticket is closed. We perform the drawing at the close-of-business on the last day of each month.

The New HP EliteDesk 800 Mini



HP shrank the desktop PC. At 2" by 7", the new HP EliteDesk 800 Mini is a desktop with performance big enough for your most important work.

The new HP EliteDesk 800 Mini thrives in even the smallest workspaces. It stylishly mounts on a wall, under a work surface or on a monitor display, so it doesn't take up needed real estate. A desktop designed to fit almost anywhere.

If you've ever seen a *Star Trek* episode, you'll know that "computer" always knew the answer to whatever the commander needed to know to run the starship, do battles with aliens and it even made tea...Earl Grey...hot. In business today, Google has taken on the role of answering questions and providing information. In fact, the company name has become a verb in our language and you can google just about anything on this easy-to-use search engine.

"Computer" gave you one answer, Google gives you many. But there's an easy way to limit the responses and that's by the way you search. If you only want to see responses on exactly what you're searching for, then type the **minus sign** at the end of your search. Another way to limit your responses is to take advantage of Google's specialized search sites, for example **Google's Public Data Explorer**. This site allows you to search specifically on public statistics.

The *Star Trek* computer spoke every language. Google speaks 80. You can ask Google to translate a single word by typing "**translate** (word) to (language)" into the search bar and you'll get the translated word. There's also a Google application called **Google Translate** where you can type, speak or handwrite the phrase into your device – you can even take a picture of a sign or other text. Then it's your choice to have Google speak the translated phrase or display it for you. Need an easy-to-use price-comparison site for business travel? Try **Google Flight Search**. Pick your starting point and destination—or destinations—on the map, and then pick your dates. When you pick the dates, be sure to pay attention to the prices on each date and Google's graph of days with the cheapest tickets. Then, you can filter the results by flight length, airline, price, stops and more. When you find a flight you like, you can book it directly on the airline's site.

Like the *Star Trek* computer, Google provides definitions and conversions. In the search bar, type **define** (word) or **convert** (unit of measure), and you can even compare the nutritional values of one food item to another's: just type **compare**.

So is Google the computer from *Star Trek*? With all these features, what do you think?

Security Warning: Windows Server 2003 Is About To Expire!

End of support for Windows Server 2003/R2 can have a dramatic impact on your business. It will mean no more updates or patches from Microsoft, which can result in a less stable and less secure infrastructure for your organization.

There are many risks associated with the failure to upgrade your system. You can read more about these risks on our website by visiting: <http://www.xpertechs.com/server-2003-end-of-service/>

Start Your Migration Plan Now

Call XPORTECHS today (410-884-0225), and one of our migration experts will contact you to schedule your Server 2003 migration consultation ASAP!

