XPERTECHS®

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Inside This Issue…

XperText

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

How To Avoid The Top 3 Budget Busting, Stress-Inducing Mistakes When Moving Your Office

Moving is always a pain in the rump, but it doesn't have to be a horrific, expensive experience. The number one lament from someone who's experienced a "bad" move is, "I didn't know I needed to…" followed closely by "I completely forgot that…" In other words, *it's what you don't do that makes the move a disaster*. To make your move easy and effortless, here are the 5 most common mistakes you want to avoid:

Mistake #1 — Trying To Save Money By Using Your Employees To Move Your Computer Network

Don't ask your staff to disconnect, move and reconnect computers, phones and other devices just to save a few bucks. You'll frustrate them and end up with phones ringing at the wrong extension, lost cables, and workstations that get dropped rendering them useless. You don't want to let the movers do this job either; they may be great at moving furniture, but a network is a lot more sophisticated and sensitive. *Be smart and hire an IT pro to pack and move your network.*

Mistake #2 — Not Hiring The RIGHT IT Firm To Move Your Network

While we're on the topic, make sure you know what to look for when outsourcing the move. A few things to look for would include references from other clients, proof of insurance (get them to fax you a copy), a service level guarantee limiting the amount of time you are down, and a professional, organized approach to quoting the move. A real pro will insist on visiting your current location as well as your new location to conduct a detailed site survey. NEVER hire anyone who wants to quote moving your network over the phone. Additionally, look for an IT company that will apply the charges for conducting your site survey against the total cost of the move if you choose them.

Get More Free Tips, Tools, and Services at Our Website:
www.XPERTECHS.com

Shiny New Gadget of the Month: PDA Keyboard

If your thumb muscles are sore from editing documents or sending lengthy e-mails on your PDA, relief is on the way. Thanks to Bluetooth technology (ak.a. "wireless"), you can now get a special full-sized keyboard that will work with your Smartphone or PDA. Just set your phone in the attached PDA stand and...viola...you have an instant office. There's no PC needed, either. Just download the software right to your phone.

Wondering how or why you'd lug around a big keyboard for your miniphone? They thought of that too. Weighing in around 6oz and folding to the size of a cup of coffee, these keyboards come with a small carrying case. With many manufacturers now on the PDA keyboard bandwagon, you can get your hands on one online for under $80 through almost any technology reseller.

Refer A Friend

New in 2010!
Refer a friend or business associate to us and receive a **FREE** **22" widescreen LCD monitor!!**

Email Pam at
pmooney@xpertechs.com
to participate!

Mistake #3 — Not Giving Your Phone, Internet And Cable Vendors Enough Advance Warning

Eighty percent (80%) of unexpected communications blackouts and cost overruns on network moves are caused by failure to properly plan voice, data and electrical installation *in advance*. Just because the prior tenant had computers and telephones is no guarantee that the cabling is suitable for *your* phones and *your* computer network. Advance planning will help you avoid emergency rush fees or band aid fixes to make things work.

Internet and telephone connections require as much as six weeks advance notice to be installed, tested and ready the day you move in. And if you are building a new office, don't leave it up to the builder to decide how many power outlets, network and phone connections you will need.

With printers, scanners, faxes, and other technologies connecting directly to the network these days, the rule of thumb of one electrical outlet, one phone and one network connection per employee is woefully outdated. Consult your IT provider in the early planning stages to ensure you have what you need before the drywall goes up.

Call Us Before Your Next Office Move And Receive A $99 Office Move Checklist PLUS A Site Survey, and Network Move Plan (a $399 Value)...FREE!

If you (or someone you know) is planning on moving, contact us for a FREE Office Move Toolkit. You'll receive:

- FREE Office Move Checklist to make sure you don't overlook important action items.
- FREE Site Survey and Network Move Plan. At no charge we'll map out your move to minimize costs and downtime.

Call us now! 410-884-0225

Or go online to:

www.xpertechs.com/officemoves

Free Download:
"Guide To Office Move"
10 Point Technology Checklist
Starter Project Planning Template
Ensure you get email at your new office

Get More Free Tips, Tools, and Services at Our Website:
www.XPERTECHS.com

What Love Means to a 4-8 Year Old

Slow down for three minutes to read this. It is so worth it. Touching words from the mouth of babes. A group of professional people posed this question to a group of 4 to 8 year-olds, "what does love mean?" The answers they got were broader and deeper than anyone could have imagined; see what you think:

'When my grandmother got arthritis, she couldn't bend over and paint her toenails anymore. So my grandfather does it for her all the time, even when his hands got arthritis too. That's love.'

Rebecca- age 8

'When someone loves you, the way they say your name is different. You just know that your name is safe in their mouth.'

Billy - age 4

'Love is when a girl puts on perfume and a boy puts on shaving cologne and they go out and smell each other.'

Karl - age 5

'Love is when you go out to eat and give somebody most of your French fries without making them give you any of theirs.'

Chrissy - age 6

'Love is when my mommy makes coffee for my daddy and she takes a sip before giving it to him , to make sure the taste is OK.'

Danny - age 7

'Love is when you kiss all the time. Then when you get tired of kissing, you still want to be together and you talk more. My Mommy and Daddy are like that.
They look gross when they kiss'

Emily - age 8

'Love is what's in the room with you at Christmas if you stop opening presents and listen.'

Bobby - age 7 (Wow!)

To Be Continued …
Check Next Month's Issue!

Have You 'Fallen Out Of Love' With Your Computer Consultant?

Hi, Michael Mellott here, owner of XPERTECHS, and I understand your dilemma…

You have someone you call whenever your computer network starts "acting up," but you have a feeling deep down that they really aren't doing the best job for you.

First off, it seems like they just can't seem to make things work. Why do problems constantly crop up? After all, is it really THAT hard to make those darn computers work the way they're supposed to? Then when you call for help, you get voicemail; and sometimes you have to call multiple times before you get someone to call you back. They don't follow through on their promises, brush off your questions, or get so technical when they DO explain what's going on, that you end up wishing you never asked in the first place. Kind of makes you wonder if they really know what they're doing!

It Shouldn't Be This Way!

How do I know your pain so well? Because these are the frustrations we hear from clients all the time when they hire us to take over the support and maintenance of their computer network. After all, most clients just want their computers to work, and they don't want to spend a small fortune making that happen.

See What GREAT Computer Support Should Be…
For FREE!

Since it's Valentine's Day and we're feeling the "love," we'd like to offer you a 'health check' on your network's security and backup systems. There are no strings attached and no fine print, but you have to call us during the month of February 2010.

Why are we giving this away for free? Because we know that once you see how quickly we make your technical problems melt away, you'll end up being a client for life and tell your friends about us too!

Call Before February 26th To Claim Your Network "Health Check"
410-884-0225

Get More Free Tips, Tools, and Services at Our Website:
www.XPERTECHS.com

"How To Get Clients To Pay In Full And On Time"

If the U.S. financial crisis of 2009 taught business owners anything about giving credit terms to their customers, it would be this: use caution. According to the U.S. Small Business Administration, over 12% of small business loans defaulted last year, leaving over $2 billion unpaid.

For a fee, you can check your customer's business credit through any of the three major credit bureaus (Experian, Trans Union, or Equifax) or from Dunn & Bradstreet. You can also get up to 25 reports for free at www.credit.net

Since these reports can be incomplete or inaccurate, you should also get answers to the following 4 questions to help you prevent losing money to a dead-beat customer.

1. Can your client provide references for at least 3 or 5 other long-term vendors that you can call and validate payment history with?

2. How long has the company been in business? Startups can be more unstable than companies who are well-established.

3. Do you know who the management team and owners are?

4. Have they had a recent change of ownership?

Suggestions? Comments?

We want your feedback! See something you like? Have a new suggestion for our newsletter?

Call or email Pam at 410-884-0225 or pmooney@xpertechs.com

Microsoft GOLD CERTIFIED Partner

Security Solutions
Advanced Infrastructure Solutions
Networking Infrastructure Solutions

Microsoft Recognizes XPERTECHS

XPERTECHS has earned elite status by achieving four (4) Microsoft Competencies within the Microsoft **GOLD** Certified Partner Program:

- Security Solutions
- Network Infrastructure Solutions
- Advanced Infrastructure Solutions
- Microsoft Small Business Specialist

Microsoft Small Business Specialist

GOLD CERTIFIED Partners represent the highest level of competence and expertise with Microsoft technologies, and have the closest working relationship with Microsoft. This partnership allows XPERTECHS to tap into the extensive resources of Microsoft to offer clients a competitive edge, as well as greater opportunities for technical creativity.

Please Join Us In Welcoming Our Newest Clients & Friends
Frank, George & Eric of
Bignell Watkins Hasser Architects, P.C.
www.bigwaha.com

We are thrilled to welcome our newest XperCARE client, Bignell Watkins Hasser Architects, P.C., an architectural firm based out of Annapolis, MD, who has hired XPERTECHS to design and implement a new proactive IT support system using our XperCARE Managed Service and Backup & Disaster Recovery plans.

Who Else Wants To Win A $20 Gift Card?

"Take my monthly Trivia Challenge and you could win too!"

When did Valentine's Day become associated with romantic love?
   a) Victorian Era   b) Middle Ages   c) Nineteenth Century   d) The 1950's

Call Pam or logon NOW with your answer!

410-884-0225
www.xpertechs.com/trivia

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