"As a business owner, I know you don't have time to waste on technical and operational issues. That's where we *shine*! Call us and put an end to your IT problems finally and forever!"
- *Michael Mellott, President*

XPERTECHS®

Volume II, Issue 5
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Inside This Issue…

HAPPY MOTHERBOARD'S DAY

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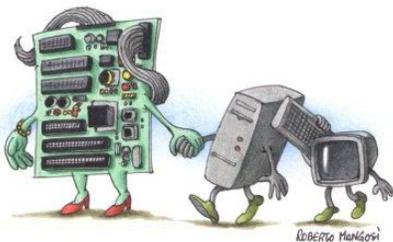
"Insider Tips To Make Your Business Run Faster, Easier, And More Profitably"

Do You Know What Your Employees Are Doing Online?
If You Don't, You're At Risk!

The Internet and e-mail have become indispensible tools for business, but many companies are finding employees are using these tools as much or more for personal activities than job-related tasks. In fact, many business owners have recognized that unrestricted use of the Internet by employees has the potential to drain, rather than enhance productivity and, at worst, can even have dire legal consequences.

To reduce the risk and minimize non-productive activities, business owners are utilizing a two pronged approach: (1) Implementing an Internet Acceptable Use Policy (IAUP) and (2) installing a monitoring system to restrict and police employees' online activities.

An IAUP is nothing more than a written agreement that sets out the permissible workplace uses of the Internet and e-mail. In addition to describing permissible uses, an IAUP should specifically set out prohibited uses, rules of online behavior, and access privileges with penalties for violations of the policy spelled out, including security violations and vandalism of the system.

Some common rules that should be included with most IAUPs are:

- All sensitive or confidential data must be encrypted before sending across the web. For example, many doctors' offices use instant messaging (IM) to communicate from the front desk to the back office. However, many don't realize that this is a violation of HIPAA because IM is not a secure way to transmit information about a patient or their health conditions.

- A restriction on sharing confidential information about the company, its clients or the people working there. With social media as popular as it is, you don't want an employee writing all about the latest company scandal on their MySpace page; it's just not good for business!

- Prohibition against visiting web sites that contain pornography, racism, sexism, gambling, or e-mail with any such content sent from

> *An Internet Use Policy is a good first step but it's only half the story.*

your business. Remember, even "innocent" jokes with racist content can leave a huge black mark on your company's reputation.

- Absolutely no downloading of music files or other programs that are not approved by management. "Innocent" screen saver programs and jokes often contain nasty viruses that could bring down your entire system or invite a hacker into your network.

Not only does an IAUP reduce wasted hours on the net, it can reduce bandwidth and equipment needs, as well as shield you, the business owner, from possible sexual harassment and other lawsuits arising from your employee's inappropriate use of the web.

An Acceptable Use Policy Is A Good First Step, But It's Only Half The Battle Won

Unfortunately, not everyone follows policies, and some accidentally will violate your IAUP. To ensure company policies are being followed, businesses are choosing to monitor all Internet activity initiated by their employees using web content filtering software.

Tools available today, like Cymphonix and Surf Control, make monitoring of employee Internet usage simple and easy. Most companies choose to regularly monitor summary level activity like hours connected to the web, number of sites visited, and illegal or banned sites visited by the company while leaving detailed transaction reviews as necessary on a case-by-case basis.

And if someone complains that this is a violation of their privacy, rest assured that nothing could be further from the truth. It's not only legal but good business. After all, they are using your company assets and if employees are focused on productive work and minimize personal use of the Internet, you're likely to never need to address their Internet usage. Just be sure to include a clause about Internet monitoring in your IAUP and have your employees sign the agreement.

If you'd like a **FREE** comprehensive **Internet Acceptable Use Policy** template or would like to discuss the simple options available to monitor your employee's Internet usage, contact me today via phone at (410) 884-0225 or via email at *info@xpertechs.com.* Don't wait until it's too late to put the tools in place.

Client Spotlight: The Baltimore Orioles

Jim Kline, IT Director of the Baltimore Orioles, has been looking for a server virtualization and backup & disaster recovery (BDR) solution. XPERTECHS recently introduced Jim to the XperCARE BDR service offering. Jim liked it so much that he purchased the Enterprise model for the Orioles and a Standard model for MASN.

If you would like to learn more about the server virtualization and BDR solution, then watch the demo or download the white paper at:

www.xpercare.com/backup

Get More Free Tips, Tools, and Services At My Web Site: www.xpercare.com

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graphicsarcade.com

Whether You Call It Beer or Cerveza…On Cinco De Mayo Raise Your Glass To Toast The Interesting Adult Beverage

- Beer is a source of B-complex vitamins. A healthy drink?

- One of the reasons the Pilgrims landed at Plymouth Rock in 1620, rather than sail further south to a warmer climate, was because their supplies were dwindling, *"especially our beer."*

- Tossing salted peanuts in a glass of beer makes the peanuts dance.

- In 1900 there were over 1,800 breweries in the U.S.

  In 1980 there were 44.

  In 2007 there were more than 1,449 breweries in the U.S. including 1,406 small independents (Brewers Association).

- U.S. per capita beer consumption in 2004 was 21.6 gallons (Census Bureau).

- The saying 'Mind your P's and Q's' comes from the time when alcoholic beverages were served/sold in Pints and Quarts. Thus, to mind your P's and Q's meant to be careful how much you drank.

- Women account for 25% of all beer consumption in the US

- Prohibition lasted 13 years, 10 months, and 19 days…but who was counting?

XperGREEN
Tips for Your Technology

Reduce Energy Consumption

- Buy energy efficient computer products. An ENERGY STAR Computer uses much less electricity.

- Use flat panel LCD monitors for a 70% power savings and twice the lifespan.

- Networking printers & copiers will decrease idle time and provide more cost effective use of the equipment.

- Choose multifunction devices (MFD) that do the work that used to require several machines.

- Disable your screen savers. A screen-saving mode uses significantly more energy than standby mode.

- Enable the energy saving settings on PCs and peripherals for even more savings.

- Set printers to sleep mode. The printer will quickly return to 'activity' status when new print jobs are submitted.

- New high-efficiency printers use far less ink and toner.

- NEVER throw old devices in the trash. Each year an estimated 750,000 PCs end up in landfills.

Call us during the month of May for any service to help you 'Go Green' and we'll take $100 off the bill.

410-884-0225

From Michael's Desk:

What An Incredible Month!!!

In April, so many things happened that I can hardly believe XPERTECHS accomplished so much.

First, on April 2nd – 4th I was fortunate enough to attend a 3 Day Technology Boot Camp in Nashville that delivered so many new ideas and services that I was totally exhausted on the flight home Saturday evening. My mind was churning over all the new ideas of how XPERTECHS could become an even better Managed IT Services firm while reducing the IT costs for our clients.

Then a week later, XPERTECHS purchased our third generation of Remote Monitoring & Management tools that will increase the scope of our services while automating a number of the routine functions we do on a daily basis with our client's IT networks. This new tool will provide us the capability to drastically prevent Virus/Spyware/Malware infections and server downtime; proactively monitor and remediate thousands of alerts; provide asset management; deploy applications; roll-out patch management and updates automatically; provide higher level of privacy & security; deliver off-site backup and disaster recovery; produce monthly reports on the health of your network.; and improve our helpdesk support. Our current XperCARE clients will notice this change over the next few weeks as we migrate to our new system.

Finally to end the month, we conducted 4 Network Audits that resulted in two new clients that will be on-board later this month. And we sold 6 new XperCARE BDR solutions.

WOW!!! I wonder what May will bring.

"Who Else Wants To Win A $25 Starbucks Gift Card?"

Take my monthly Trivia Challenge and you could win too!

The Grand Prize Winner of last month's Trivia Challenge Quiz is…drumroll please: Edmund "Skip" Coale was the first person to correctly answer my quiz question…

What year was the Corvette first introduced?
a) 1943   b) 1953   c) 1963   d) 1973

The answer is "b)" – 1953. Yes the Corvette is 56 years young!

Congratulations Skip, you've won a $25 Starbucks Gift Card. Now…let's move on to this month's trivia question for another $25 Starbucks Gift Card.

### What is the busiest day in the majority of restaurants?

a) Christmas   b) Mother's Day   c) New Year's Day   d) Valentine's Day

Go to our website and register your answer: **www.xpercare.com/Trivia**

Get More Free Tips, Tools, and Services At My Web Site: www.xpercare.com

Business Owners Beware of Scammers

If you get a phone call from your "credit card company" asking you to verify the Card Verification Value (CVV) on the back of your credit card, don't do it!
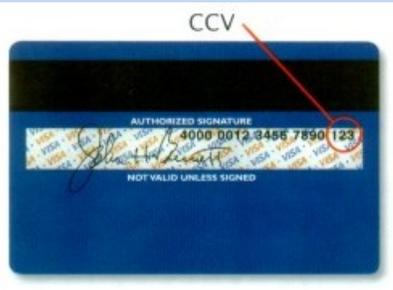
They are scammers who are looking to rip you off. Here's how the scam works…

The criminals who call have already obtained your credit card number somehow. Then they call claiming that your card was flagged by security because of an unusual purchase.

When you deny making the purchase, a very official-sounding voice assures you that a credit will appear on your next statement.

At this point, the caller asks you to provide the three-digit number on the back of the card to show that it is in your possession. Or, they may give you a fake telephone number to call, where you will be asked to give the number.

Once they have it, they can charge anything in any amount up to your credit limit from any vendor and they will not be questioned.

No matter how official a caller sounds, never give out the CVV number. Some card companies call it the DVV2 or DVD2. American Express calls it the CID. A credit card company will never ask you for it.

Need To Upgrade Your Computer Network But Are Dreading The Costs?
Then You Need To Know About "Cloud Computing"

There is a new trend developing in technology called "cloud computing" that truly IS the way all businesses will run their networks in the near future. Instead of hosting the hardware and software onsite, cloud computing allows businesses to host all their applications, data and hardware in a highly secure, highly reliable co-location (shared facility) and access it from any laptop connected to the Internet.

While this "virtualization" model has been around for a while, many businesses are moving towards it with their regular office applications for a number of reasons:

- You'll save a surprising amount of money on IT support, software and hardware without sacrificing speed or performance. An average 10-user client of ours can expect to save $6,141 to as much as $26,846 over a 1 year and 3 year period.

- It instantly enables you and your employees to work from home or on the road just as if you were sitting at your desk in the office.

- You'll gain INSTANT disaster recovery protection to guarantee your business could be back up and running FAST after a hurricane, fire, flood – or even a building or city evacuation.

- You'll save thousands of dollars in taxes thanks to the way Microsoft Office licenses, upgrades and support are billed – and it's perfectly legal and ethical.

- It's green! Cloud computing lets you use computational power and storage space from a third-party service provider, thus lowering demand for addition of more servers in your data center.

Want to know if your business should transition to the cloud? Then call us for a free consultation to help you determine if cloud computing is right for you: (410) 884-0225

Please Welcome My Newest Clients And Friends!
I'm thrilled to welcome my newest clients into our company! I want to extend a sincere "thanks" for the trust and confidence these clients have shown in us:

Charles Mengel, The Legnum Group

Melissa Mack & Jodi Sawyer, Intuitive Business Concepts

Get More Free Tips, Tools, and Services At My Web Site: www.xpercare.com