# HAPPY EARTH DAY!

# microTECH Times

### Covered I.T. 24/7—Never Worry Again!

# 3 Important Things To Look For When You're Ready To Outsource Your IT Services

*Are you all full of chocolate and Jelly Beans? I'll never forget when I was little, my big brother always shared my Easter candy. One year, we came downstairs to find two wonderful Easter baskets just like we did every year, but my chocolate Easter bunny was about 6 inches taller than his. He was so mad, until we realized his little bunny was solid. I mean completely filled with chocolate. It may have only been 8 inches tall, but it was a solid 1.5lbs of chocolate goodness. My just appeared to be bigger and better standing at 14 inches tall, with little sugar flower decorations. However, it was hollow! Not solid. No support on the inside.*

*Don't settle for hollow support.* Everyone offers remote support these days. Even software vendors will ask you to download a little program from their website so they can jump on your machine and assist you. So, what should you be looking for when contracting an IT support organization to take care of your needs remotely? Review our three tips to find an IT support company to remotely aid your organization safely.

*Remote support differentiators.* Not all remote support is create equal. There are a few key differentiators you should look for before you hire an IT company for remote support services.

**1. Secure connections.** Your IT provider should offer a secure connection for remote support services in order to safeguard your company data from the outside world. This critical component is often overlooked and may leave your remote assistance session wide open for prying eyes to see. Check with your IT provider to ensure they are using a secure connection to access your computers.

**2. Proven track records.** Handing over access to your company's most prized possession is not something you should take lightly. Remote sessions will give your level of access to anyone connecting to your computer. Make sure your support company is worthy. Ask them for their qualifications, certifications, and even testimonials. Look for a provider who is well trained in technologies you use in your business and has a proven track record of helping businesses like yours.

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## What's Inside

## We're Human

We may be humans. But, because we are human, we have the most fantastic ability in the animal kingdom. We learn so much and can take action when we see something is going very wrong.

So, let's take time this Earth Day Sunday, April 22nd to get dialed in with local organizations and help rejuvenate our planet.

www.EarthDay.org offers a ton of information about our impact as humans, how to take action, and even activities near you. Join the fun.

## Administrative Professionals Day

*Breathe! Your administrative staff handle all the details you need to finish up new contracts, client meeting, or documentation. So, take time Wednesday, April 25th to show a little extra appreciation on International Administrative Professionals Day.*

*Why are administrative staff so special?* "Where is my…?", "Did we get this…?", "When are we…?" Are all very common beginnings to the requests we make of our administrative staff. Their job is to keep track of all the little details often overlooked in the daily buzz of business. Without their keen eye, organization skills and dedication many offices would be chaotic to say the least.

*Just another Hallmark holiday?* Nope. This observance was founded in 1942 to recognize the contributions of administrative personnel to the economy. Often, admins are viewed as "just secretaries." However, their

# Don't Rely On Luck! Be Prepared...

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### 3. Longevity IS something to boast about.

Don't give in to "trunk slammers" as we call them. Self-proclaimed technicians working out of their cars who have only been in business for ten months probably do not have a good handle on what your business needs and how to keep your company safe. Look for an established company with a decade or more of experience. Their experiences will help you resolve technical issues faster and in turn less expensively.

### Be prepared with around-the-clock monitoring.

Technical assistance isn't the only thing your business needs to be successful. Don't leave your systems vulnerable. Find an IT provider that offers 24/7/365 monitoring and guarantees up-time. Many support companies cut corners by monitoring and managing your business only during working hours. This can leave you unprotected. To be effective, your IT support provider should be always "on". This type of service will help you identify and fix problems as they arise before they become catastrophic.

### It's the little things really.

Have you ever taken into account how much money you've spent on password resets and print driver errors in the past year? What about document recovery? Many people are surprised at the amount of time they spend just keeping everything running smoothly. Our fixed fee support agreements include all the services you need most, when you need them.

### Interested in evaluating your current network to see how we can help?

Give us a call today. We will conduct a Network Security audit to identify any possible vulnerabilities and ensure your company is safe from prying eyes.

*Micro Enterprises LLC*
*877-540 -6789*

# Need More Apps?

*Office 365 offers a basket full of options. Business solutions include all the Office applications you use paired with a secure e-mail solution.*

### What's in the suite?

Office 365 Business Premium includes Word, Excel, PowerPoint, Outlook, SharePoint, Publisher, Skype, Access and OneDrive. These essential programs generally come with hefty price tags when purchasing them individually, not to mention upgrade costs when new versions are released.

### Stay updated with current releases and improvements.

Office 365 always keeps your applications up-to-date and allows you access to the most current versions available for one low monthly fee.

### Versatility.

Office 365 allows you to use the Office applications just like the fully installed versions on any device you like. Windows tablet, iPad, Android tablets, and most newer mobile devices like your iPhone 8. So, if you're looking for real solutions, review Office 365.



"We're looking for someone who can hunt, gather and collate."

## BatteryBar Pro

*Worried about the battery life on your device? Check out BatteryBar Pro.*

### What is BatteryBar Pro?

This new little program is a powerful new battery meter to help keep you informed about how much juice you have left on your device based on your usage trends.

### It learns your style.

This smart little program gets better and better every time you use it. It bases it's information on your personal performance.

### A feature packed little program.

Not only will this program help you gauge your battery life better, but it offers custom themes, power-saving feature, graphs and warnings to keep you informed.

### A nominal investment to keep you on-track.

BatteryBar Pro costs just $8 for a lifetime license and believe me, it only gets better with time. They do offer a free version to get you started if you would like to check it out. However, it does not have all the wonderful features available.

### Special promotion.

BatteryBar Pro is even offering a promotion so take time to look into it soon. You can get 50% off the regular price, but only for a limited time on their website: batterybarpro.com

# Benefits And Risks To Cloud Computing

## Administrative...

bosses generally boast about their excellent skills in document or spreadsheet preparation, appointment scheduling, travel planning, expense recording, and much more.

*Administrative staff types.* There are a variety of admins you could recognize for this observance. Titles such as secretary, personal assistant, billing or account collector, financial clerk, office administrative staff, mail clerk, even receptionist can all be recognized for their hard work during this observance. Their jobs may span from speaking with clients, to answering phones, office management duties, clerical work and even assisting their employers with travel or personal needs. Essentially, any duty that keeps the company running from behind the scenes is considered an administrative duty.

*Gift ideas.* Traditionally, admins receive their favorite candy, coffee or even a new office plant for this observance. To go the extra mile, try an engraved portfolio, customized company apparel, or even a gift card for the local cinema, fine restaurant, or massage parlor. Nothing says, thank you like a practical gift they can really use.

*Cloud computing has permeated nearly every aspect of modern-day technology because it allows companies to use a variety of different services online with instant access for both employees and customers alike. Is cloud computing right for your business?*

*How does cloud computing work for businesses?* GlobalDots, a provider of cloud performance optimization, explains that cloud computing services are divided up into infrastructure, platform, software, and storage-as-a-service categories and each offer different solutions. Respectively, products like Amazon's Web Services Cloud, Salesforce, Office 365, and Dropbox are real-world examples of how this technology translates into something a consumers can use for business and personal use.

*It's all about efficiency.* The dramatic rise in cloud computing is a direct result of its many inherent benefits. Wired Magazine explains that many of these benefits revolve around the efficiency it brings to businesses. Rather than using significant time and money setting up its own infrastructure to launch or support a product, a company can use an established cloud operator that already has the foundation in place and build off of that base quickly. In addition to the quick launch, the business will be able to take advantage of fewer distractions due to operational issues by relying on the operator for technical support, updates, security, and future innovations.

*There are a few hiccups though.* Despite the benefits, however, many security experts agree that reliance on cloud computing can carry potential security and operational risks. Chief Security Officers (CSO) magazine highlights, for instance, the fact that the growing popularity of cloud computing in and of itself makes it a natural target for hackers and thieves. Recent high profile data breaches from companies like Target, Yahoo, and Equifax have proven that online data is never completely safe.

*Worried about security?* Although hackers might have a reputation for using their knowledge and skill to crack complicated security systems, the reality is that most attacks involve exploiting existing vulnerabilities in software that makes it relatively easy to sneak in through the back door. These usually come in the form of bugs that software and hardware engineers either don't patch or never know about in the first place. Recently discovered CPU exploits, called Meltdown and Spectre, for instance, may impact every computer processor built in the past twenty years.

*Another significant weakness of cloud computing is its strength - shared access.* Because data from multiple customers or entire businesses are stored next to each other in the cloud, a process called multitenancy, gaining access to one of these often means that the whole network is at risk. This also means that an attack on one central host, such as Amazon's recent AWS failure, can impact an incredibly significant amount of users.

*Using a cloud service? Want someone to take a closer look?* Give us a call today. We will conduct a full audit of your current network to ensure the tools you use daily are properly dialed in to keep your company information safe.

## What In The World Is Multitenancy?

Multitenancy is a software term to describe the structure or architecture in side your software. It is the way your software runs to offer a collaborative platform for multiple people to use and share documents. The term "tenant" is used to describe a grouping of users who share a common piece of software generally with very specific privileges to the program.

Why is this important? Many businesses use multitenancy but do not have it setup to protect their company. Be sure your company only gives access to the software and files workers need to fulfill their jobs. Additional access can mean greater risks.

## *"We make all of your computer problems go away without adding additional full-time I.T. staff!"*

**Ask about our fixed price service agreements — Computer support
at a flat monthly fee you can budget for, just like payroll!**

## Inquiring Minds...

### *Be Smart: Prepare To Lose Your Smartphone.*

There is nothing worse in our increasingly connected world than losing your cellular device. We all rely heavily on our smartphones to keep us on track with appointment reminders, our contacts information, even our family members birthdays. Losing that phone can disrupt everything in your life from business to personal obligations.

### *A little forward thinking and preparation goes a long way.*

I will never forget a few years ago on New Year's eve, we took the entire family, two kids, two dogs, my spouse and I out to the coast for a weekend staycation of sorts. Just four days of a much needed getaway just for the family. I was continually using my smartphone to catch up with the office, pound out e-mails and keep my schedule on track for my return. However, when we were out late watching fireworks on the 4th of July, somehow I lost track of my cell phone. I am sure it fell out of my pocket while I was juggling the sand chairs, coats, blankets and kids walking back from the bonfire on the beach. So, I retraced my steps and found nothing.

### *Track what I couldn't keep track of.*

Finally, I remembered I had activated the Find My iPhone feature. So, I looked up my phone and it turned out — even after my 4th of July fun was over and I had hit the hay, my iPhone went on quite an excursion. It had been to six different locations while I was asleep. Quickly, I grabbed my keys and ran out the door to drive to the final location. That's right, it was still on and showing active. The drive was, luckily, only about 4 miles from my location, however when I arrived, my iPhone showed it was on the road again. I tracked that silly ping on my spouses device for a few miles and finally it went dead. The dreaded, "Your device is Offline" message shot down my hopes and dreams of reuniting with my device.

### *Thankfully, I had taken the proper precautions.*

Fortunately, I put in place a precautionary measures to ensure my company and personal information was safe. Here are a couple of great ways you can recover from losing your smartphone:

♦ Put a system in place to back up your data in a cloud.

♦ Write down details like the phone's IMEI and MEID numbers to help speed up the identification process.

♦ Use a password on your screen lock. Not only is it more difficult for a thief to get into your phone, but you can use it to identify yourself as the owner should it be found at the airport or another public venue.

♦ Enable any self-destruct features your carrier offers. Some companies can remotely wipe your phone deleting all your data from the device.

♦ Always activate a tracking mechanism like Find My iPhone.

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*Risk inside*