

# Tech Times

## Solutions Unlimited

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## 5 Considerations To Be A Paperless Office

*Your biggest client is on the phone, you've put them on hold already to search for the documents you need to serve him. Now you hesitate to continue the conversation while you try to quietly shuffle the paperwork to find the information you need before the client stops talking. Oh my, they asked you another question. What do you do? Freeze? Let them know you will have to look into this further and give them a call back? What if I told you, your computer could save you from this situation with a paperless office.*

**Finding a paper document can cost an average of \$122 (PricewaterhouseCoopers).** Now think about how many have been lost in your office just this year? Now consider the number of documents you need to save. PricewaterhouseCooper also found in their studies that each three drawer filing cabinet costs an organization roughly \$25,000 to fill each year and an additional \$2,100 to maintain year over year (this includes the average cost for labor, paper, printing, etc.)

**A digital solution to the shuffling.** The bottom



line is, replacing those paper documents with a digital solution can save you a ton of time and money. However, old habits do die hard. Consider the types of workflow you would like to see in place with your paperless office.

Who needs to see and approve things? How will your employees digitize the documents for filing? There is a lot to consider and plan before you take the plunge. Here are 5 considerations we find helpful for companies that are ready.

**1. Workflow:** Take time to evaluate your internal company processes and create a plan for document creation and storage standards. For example, if you generally just file your monthly invoices away, who will scan them and how? Develop new procedures for your employees to clearly see how your paperless office will work.

**2. Storage:** Where will the documents go? We suggest a cloud storage solution if you do not have a server already. This type of solution will give you a ton of space, easy ac-

*(Continued on page 2)*

## Technology To Educate

*Getting our youth back to school is generally a pleasure, but it is pretty pricey these days. There are a variety of devices and software that will help your student along, so here are a few tips to get what they need.*

**Standard school supplies.** Schools provide a long list of supplies these days. Often, you will find technology devices as a part of these lists. Things like calculators, computers, and USB drives are pretty standard.

**Calculators.** Now this is kind of a funny one because more adults these days use industry software or even Microsoft Excel for all their major calculations. However, most educational institutions still advise students to purchase a new calculator. Do yourself and your kid a favor, look at the requirements for the 12th grade scientific calculators and buy that one upfront. Your student will thank you later when they don't have a

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## Educational

"Education is the most powerful weapon we can use to change the world"

~Nelson Mandela

"If you can't explain it simply, you don't understand it well enough."

~Albert Einstein

"The beautiful thing about learning is that no one can take it away from you."

~BB King

## 5 Considerations...

(Continued from page 1)

cess, and mobility. However, you will need sufficient Internet access to make it work smoothly.

**3. Accessibility options:** Where do you want to be when you retrieve documents? Obviously, we all would love to have access to our office and information from a beach in Florida, right? Not all the time, but going digital does allow you access anywhere. You can get to your important documents even in the field with prospects and clients.



**4. Disaster recovery:** Do you have a disaster recovery plan in place? What about fires or flooding? Do you have a copy of every piece of paper? If not, going paperless could save your valuable information in case of an emergency too. Unexpected disasters can cripple a company if all your key documents are destroyed and irreplaceable. A paperless office with a backup and recovery plan in place will allow you to get to your important documents even when your offices is in a state of emergency.

**5. Training for all:** Don't forget about the learning curve. Diving into a paperless office solution is fantastic, but there are always new procedures to teach your people. Keep in mind, most of us fear the unknown and many of your employees may not be enthusiastic about these changes. Set their minds at ease with clear procedures and the best tools like desktop scanners. Plan out and explain how the filing system works, your expectations for naming files (for example year/month/date-client name-document type) and the proper places to store documents.

**Remember, we're here to help!** Whether you would like to explore Cloud solutions or a new server filing system, we can handle all the details with you. Give us a call today for your Free Network Audit and let us know you're interested in going paperless. We will review all your systems and take a careful inventory of your current technology so we can offer you the best paperless solution for your needs.

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## Hit The Books!

*Ready to learn something new? Try an audio book. You can devour a new book in record breaking time while you exercise or commute to work.*

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## Sluggish Browsers

*Why is my browser so slow? How can I fix this?*

### Your browsers job...

Your browsers job is to take you to the information you request. In order to do this, you enter information in, the browser starts to communicate with servers around the world using HTTP requests and then returns the data you need in a visual display. However, regardless of the browser type, they eventually get bogged down.

### The root of slowness.

There are three major reasons for slow browsers:

1. Overbearing third-party software.
2. Unwanted toolbars.
3. Infections.

### How to address these issues?

First you have to figure out the cause. For example, a few of our clients who purchased the Adobe Illustrator suite found that an add-on called iNetwork Control was impacting their browser performance. In order to combat the issue, this program addition had be uninstalled.

**Weekly routine.** Make time for regular maintenance too. Clear your browsing history and cookies so you can browse smoothly.



"Since this is a paperless office and there are no envelopes, what, exactly, are we pushing?"



## Technology...

(Continued from page 1)

learning curve for the newly required calculator each year. Besides, these higher end calculators are built to last. I've had mine for 19 years.

### Computer buying tips.

Just like your office computer, there are recommended minimums for student workstations too. Look for these two critical things when purchasing a computer for your student, does their school have a preference for PC's or Mac's and the specs for the computer (how heavy is it, screen size, memory and hard drive capacity. Remember, this piece of equipment will probably be in use for many years. Don't buy something that will easily be outdated with just one or two years of use. This could mean costly upgrades or even replacement.

### Invest in devices that last.

Your student doesn't really need the top of the line laptop no matter how much they beg. Look for something that's functional and will stay functional for a while. Look at size, portability, battery life, connectivity options, software needs, warranty and of course tracking software just in case the device is lost or stolen. You may want to consider parental controls as well depending on the age and maturity of your student.

## What You Can Do To Prevent Burnout

*Optimism is touted everywhere as being helpful in tackling your everyday work tasks, and experts do say it's especially helpful for special projects. But many studies now show that moderate pessimism can result in even better results. So, how can you find a good balance?*

**Being a worrywart.** Being something of a worrywart can motivate people to be more persistent in doing difficult and detailed work, various studies show. Some people even summon up a certain level of worry or fear before starting such a project.

**Maintain a certain level of skepticism,** or lack of trust, this helps us persist in examining and re-examining claims and inconsistencies. In occupations such as actuarial science, accounting, engineering and computer science, being a worrier is a good fit for those with a realistic, detail-focused mind set.

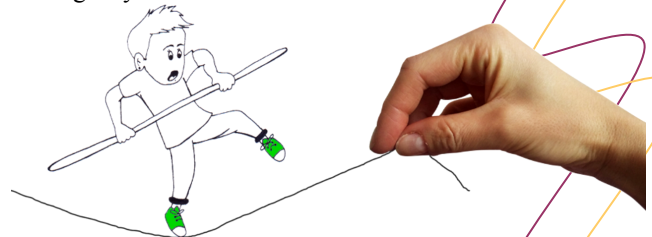
**Psychologist Gregg Steinberg,** says, "Constructive worry enables you to develop an adversity plan, in the sense that you're worrying about all the things that could go wrong and how you'll fix them."

**Watch out for burnout.** However, this constant state of worry can keep us up at night. Overwhelming feelings of inadequacy or even incompetence can put us in a paralyzed state. You may find yourself continually mulling over your mountain of responsibilities from work and home. You could find yourself up late at night trying to compensate for the time you

feel you don't have to resolve the issues in your path.

**Roughly 40% of American adults are sleep deprived.** When you feel like your relationship with sleep and exercise are in crisis, it's time to make a change. Finding a new life balance seems impossible, but there are a few key things you can do to put your best foot forward.

- Assess your current habits and identify where you would like to make changes.
- Make sure you are getting 7 hours of sleep each night so you have a level head for decision making.
- Build some downtime into your schedule.
- Get your body moving. Even a small amount of daily exercise can change your life.
- Remember that a little relaxation goes a long way.



**Remember, it's all about balance.** Recognizing you're a bit off kilter may be easy, but finding your center again can be quite a challenge. So, take time to assess your attitude and activities and make strides to give yourself the best foundation for a good work/life balance.

## Alert! A New Tech Support Scam Is On The Rise

The Internet Crime Complaint Center (IC3) recently released information about a new tech support scam. They have received close to 4,000 complaints about companies contacting their victims to inform them about errors, viruses, or other security issues. Initial contact with the victims can be through phone calls, e-mails, pop-up messages, or even lock screen sometimes followed by a verbal message for the victim to call in for support to the phony techs.

Once a phony support representative makes verbal contact they immediately try to convince you to provide remote access to your computer. Don't do it! This is a sure fire way for these clever scammers to take control of your computer, access all your files (yes, even on your network), and install malicious viruses.

Be on guard. Share this article with your coworkers so everyone can recognize these types of attempts. Also, make sure you have up-to-date antivirus and never give remote access to anyone you don't know and trust. Need help? Give us a call, we can assess your network and computers to ensure you are virus free. Think you've been scammed? What to learn more about the latest threats? Visit [www.ic3.gov](http://www.ic3.gov).





***“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...

### **Why Most People Hate To Call Tech Support.**

As technicians, we understand the dilemma. So, let's take a look at the difference between good and bad tech support.

**Bad tech support.** You're in a time of need and you call for help because you cannot get your computer to work properly. Maybe it's a specific program or maybe it's the darn browser again. Regardless, when you get on the phone with someone, they immediately dive into questions about the issue. You're trying to answer the best you can. However, the tech sounds impatient and frustration mounts for both of you. The tech now slows down his speech and explains about the control panel, the settings, or even some error message. You quickly reach your boiling point where you yell into the phone, "Can you fix this or not?" He tries to calm you down by explaining that he is the expert and you should calm down. Unfortunately, you just see the minute hand ticking by and your valuable work time flying out the window.

**Truth...** Unfortunately, many tech support agents forget how to work with others kindly. They speak down to you and make it abundantly clear that they know better than you about how these things work. This is not a team player.

**Good tech support.** Your computer has just given you the blue screen of death. You don't understand the error message, so you call for support. The technician on the phone asks you specifically

"How you are doing today?" What?

Wait. You say, "I am doing ok, except my computer is not cooperating." "Oh, I'm sorry to hear that. Can you tell me what's going on?"

the tech says. Already, you are at ease feeling like you're connecting with a friend.

As you explain the difficulties and the message on the screen, the technician is telling you what he is pondering, what the possible issues could be and what resolutions he has in mind. "So, for us to try these things, could you help me with a few steps?" he says politely. You're feeling much better already and can see a light at the end of the tunnel.

**Truth...** Technical ability is not the only reason why a technician is a good tech. Positive attitude and soft skills are also a major part of their success. All of us tech support agents bring aptitude, education, and a geeky little twist to our positions, but not all can deliver a kind service experience.

**Choosing an outsourced IT company.** So, if you're ready for a change. Give us a try. We provide a positive attitude, empathy and people who can truly fix your problems with care. We crave the satisfaction of helping you resolve the issues and we're proud to be a part of your success.



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Crazy error codes driving you nuts?



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