

Tech Times

Solutions Unlimited, LLC

WITH THE RIGHT BLEND OF PEOPLE AND TECHNOLOGY

We make your IT systems run. Better.



Tone, Tighten, Firm And Strengthen Your Network Before Summer Hits!

All the latest and greatest advertisements are out these days to help you sculpt your body to fit into your new swim attire for summer. We say, take that great advice and apply it to your business! You can tone your tool set, tighten security, firm up your contingency plans, and strengthen your network without hours in the gym.

Tone your flabby outdated software programs.

Updates and upgrades for your common business tools can help you tone your tool set. Sometimes sluggish software is a byproduct of neglect. Software updates and upgrades give you the latest releases of features and patches that will help your programs run more smoothly.

Tighten-up your security for a fraction of the distractions. Keeping your company information and network secure is a high priority in any line of business. Everyone from doctors to manufacturers require the Internet, e-mail, and storage these days. Unfortunately, the world wide web is not as secure as we'd like. That's right, not every slimming pill and tummy band will actually work. You may be

shipped a bottle of flower power pills or some rubber band contraption that just won't help tighten up a spare tire. Don't worry, that's what a firewall is for. It's primary focus is to deter your workers from those fraudulent sites, protect your business from unsecure connections, and reject those slim quick schemes online. However, security doesn't stop at the connection.

Secure your e-mail from unwanted belly fat too.

Spammers are running wild with new and improved everything's these days. Implement a spam filtering program to weed out all those free trips to Albuquerque, inheritance letters from Prince Jahared, or those new work at home opportunities that need your money to survive. Spam filtering services help you avoid costly infections and allow your entire company to com-

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Cited

"A computer will do what you tell it to do, but that may be much different from what you had in mind."

~Joseph Weizenbaum

"Back up my hard drive? How do I put it in reverse?"

~Unknown

"Truth is, I wouldn't know a gigabyte from a snakebite."

~Dolly Parton

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Administrative Professionals Day

Where would we be without our trusted, dependable and efficient Administration Professional staff?

Historically...

the common job title was limited to "secretary" or "assistant" and occasionally elevated with additional terms like "personal". As women entered the workforce they began to dominate this field. Mary Barrett, President of the National Secretaries Association working with Harry Klemfuss, Young & Rubicam Account Executive founded National Secretaries Week in 1952. This observance was created to honor administrative professionals in all types of business.

Technological advances, as well as a "teamwork oriented workforce", continue to reshape and expand job opportunities in this field. In 2000, the International Association of Administration Professionals (IAAP) changed the name of Secretaries

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Shocking

We can all learn from this shocking experience.

An office administrator called into technical support requesting a technician come on site immediately. Apparently, she was watering her small jungle of plants around her office space and accidentally dropped some on her monitor. Now she was afraid she may have ruined the monitor and certainly didn't want to touch it.

The technician arrived onsite and didn't see any water resting on or around the equipment. However, when we reached back behind her workstation to unplug the monitor and take a closer look, let's just say he definitely found the water and understood her concern.

Tid bit... Use a power strip with a surge protector so you can always flip the power for your equipment off with the end of a pencil or pen. From there you can address water and coffee concerns safely.

Tone, Tighten, Firm, And Strengthen...

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municate without so many distractions.

Resolve those inner office storage wars today! Don't settle for deleting information that may be useful later. Save what you need for the future. Storage is cheap these days. No matter if you're ready to implement a cloud structure or just want to upgrade your current storage solution, give us a call. We will whip your storage solution into shape.

Firm up your contingency plans. We're sure you've heard this before, but the question isn't if your technology will fail, it's when will it fail. Machines may be warrantied, but they are not guaranteed. Even the lovely inventors of the hardware you use daily have experienced dreadful equipment failures, but they recover gracefully because of their backup and recovery plans. Everyone knows you should back-up your data but they don't generally get around to making sure it really works. Have you restored anything from your back-ups? Do you know how long it would take to restore your entire computer or network if some catastrophic

bottlenecked your business tomorrow?

Strengthen your network without lifting weights. If you're worried about network security? Confused about vulnerabilities lurking inside? Frustrated that your IT guy won't give you straight answers? Maybe they just don't have the tools to really dig into your current operations.

Give us a call today for your IT supplements. We all know that supplements are a value add for the body. They help us balance or stabilize our insides. Investing in your business with a proactive managed IT service provider will supplement and stabilize your operations too. Don't know what you need? Are you already struggling daily to keep everything running smoothly? We can help you save time, money and frustration with a managed IT plan that will help you tone, tighten, firm and strengthen every aspect of your network so you never have to worry about your IT.

[Call today for your
FREE Network Security Audit](#)

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Security Tips For Your Roaming Workspace

When your laptop is your desk and your mobile is your work phone, do you really need a corner office? Probably not, but you do need security.

Wandering workers. Some CEOs say they don't need a corner office, hence the new trend of the wandering boss. At the San Francisco headquarters of IndieGogo, each of its 130 employees has a desk. Slava Rubin, the CEO, isn't one of them. "I want to show I'm available. I love to pop into discussions and hear that unfiltered information," Rubin says. According to Fortune.com, he has walking meetings and uses his iPhone to delegate tasks and stay engaged.

Some top execs work alongside rank-and-file employees in open-plan offices. Scott Heiferman, CEO of Meetup.com doesn't have a desk. Nor does HubSpot co-founder and COO JD Sherman. However, this doesn't stop them from running

successful organizations. So, what is the secret?

Secure your devices. If you use a mobile office setup make sure to turn off your public network sharing options, use a Firewall, and antivirus protection. Just because your laptop isn't always on your network, doesn't mean it's not a threat to your organization. Make sure you run regular updates and patches on your machine to maintain your workstation.

Remember that phones and tablets can become infected too. These types of devices also need regular attention. Use a password protection program like LastPass that you can use on all your devices to keep your log-in information safe even when you're using a Wi-Fi hotspot. In addition, make sure your devices are updated and have antivirus protection too. Infections from your tablet and phone can wiggle into your business.

All Covered?

Most people think, if they have Antivirus in place and they are on a network with a Firewall, they are safe. This is a false sense of security.

Everyone is responsible for security. With the volume of computers and devices that connect to your network, it is important to implement specific rules to keep your company safe. Any computer that connects to your network should be scanned for viruses, updated and patched before diving into your workplace.

Proactive or reactive. Even one unpatched computer connecting to your network can introduce nasty viruses, malware or other security threats to your entire office. Stabilizing your network after a virus has been triggered can take a significant amount of time, money and resources. Take a proactive approach by implementing standards for all equipment in your office.

Patches, updates, and monitoring. Keep your company protected with proactive support. Our managed service agreements offer patching, updates and monitoring in one package so you can get back to what really counts, your business! Give us a call today for a quote.



Administrative Professionals...

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Week to Administration Professionals' Week. This year, Administrative Professionals Week is April 24th to April 30th and Administrative Professionals Day falls on April 27th.

Celebrate your office glue. Many people consider administrative professionals part "super" and part "crazy", but they recognize that admins are 100% the "glue" that often holds an office together. Administrative Professionals take care of all the little details that revolve in the background of a business.

What do you get for that special person who is always there to help "save the day"? The one who makes your life easier and helps save money by finding those credit card rewards, company benefit packages, office supply discounts, etc. Things like gift cards, gift baskets, personalizing workspace gifts, flowers/plants, or even take the person to lunch. Be sure to include a personal note along with your gift for that added touch to express your appreciation.

Remember—"No one is more cherished in this world than someone who lightens the burden of another."

~ Unknown Author

Identify Triggers To Ease Pain In Your Daily Business Processes

When we say "business processes" there are probably a dozen or more painful parts of your organization that come to mind. What if we told you there are a few easy ways to improve these processes and boost efficiency?

Joints in your daily processes can cause inefficiencies. Just like the body where the bendable joints like elbows and knees can be fragile, your company has specific frail junctions too. These joints in your business are parts of your processes that require hands on attention. The human element of these tasks can be daunting and tedious. It can be difficult to attend to them consistently. Some companies find that cross training and sharing in these types of daily or weekly tasks helps break up the monotony, but how can you identify these tasks and ease the pain?

About business processes.

Processes in your business can be formal and informal. The formal processes are fully documented and have fixed procedures in place to ensure success. These are things like invoicing and computer support. Formal processes are generally created to safeguard your business from legal or financial repercussions. Informal processes are more likely to be those created off the cuff. They are items that may not be written out anywhere and everyone may complete them a bit differently. Things like client follow-up, meeting requests, marketing, or human resource duties can be informal duties that must be done must have clear documentation.

The importance of efficiency.

Efficiency is defined as the state or being of working in a well-organized or competent way. Processes are considered efficient when they prevent the wasteful use of resources. These resources can include physical items, money or even your time. Efficient processes in your business mean more profitable operations. Processes that are broken can be extremely painful for your colleagues, customers and vendors. This can create bottlenecks that put undue strain on your business relationships and increase costs.

approach. Believe it or not, you have what you need to start improving your business processes right now. Your people are your best resource to identify the pain points in your organization that need attention. They are also the best place to start when brainstorming new ideas to improve efficiencies. Take time to sit down as a team and sort through the issues. Allow everyone to communicate their opinions, share their experiences, and take notes. With the advancements in technology these days, you will find that many of the processes your team identifies that fail your business can be automated with new software or a new piece of equipment.

A shinny new solution. After you've dug into the issues and analyzed the affected areas, you're ready to redesign the process and acquire resources to implement change. Improving your business processes won't be easy. Making changes to existing systems and procedures is hard and will undoubtedly require coaching for your team and may create a learning curve for your clients. Be patient. A shinny new solution won't bring instant relief, but long-term improvements.

Have a process you want to streamline? Give us a call today to explore your options. We're here to help.



Identify inefficiencies with a "team"



“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...

Disconnect To Reconnect. Have you heard about the recent studies about technology? The Kaiser Family Foundation found that a typical child is now being raised in a home that has four televisions, two CD or tape players, three radios and VCR's or DVD players, as well as two computers and gaming systems. Information overload! In a recent article titled *Unplugged For 24 Hours*, people describing their experience without technology at their fingertips used words like anxious, irritable, insecure, helpless, desperate and panicked. Participants were only asked to abstain from using technology or 24 little hours and they became emotionally impacted. Some chose to replace their technology cravings with other vices and others dwelled on the missing link.

Try a little time away. Can you do it? Really, it isn't so bad. Did you know that most books and articles about the habits of successful people include tips about winding down at the end of your day without technology? That's right, we need time for our bodies to adjust before we rest. An hour or more without illuminated screens in front of us before we sleep is said to give us a more restful state. In addition, waking early in the morning and taking care of your household or personal responsibilities is said to give you more authority over your day. Try a little time away from your technology this weekend. Give yourself four hours without your phone, television, computer, etc. Take an extra long walk, visit a friend, or go on a drive. Disconnect to reconnect with yourself, evaluate your priorities or create new life goals.

What is a LAN? A Local Area Network (LAN) is a network that allows devices to interconnect. LAN's are generally for smaller more localized networks. For example, a dental office or legal firm may use a LAN connection in their office to transfer data between computers or printers. Equipment connected to the LAN connection are able to access data from other devices on the LAN and users can communicate with each other too.

How do LAN connections work? Local area networks are generally implemented using an Ethernet technology that allows you to connect multiple pieces of equipment to form a LAN. Category 5 cables are generally used to plug the devices into a common space. Generally, a router and switch are used to interconnect the equipment. A basic network may include a router that goes out to the Internet and plugs into a switch. Your computers and printers are then plugged into the switch in order to connect them all in one space.

LAN security and questions. LAN connections generally have very fewer problems associated with them since there are a limited amount of end-points and they are typically owned and controlled by your company or IT department. If you have a LAN in your office, make sure your router has the proper security settings to keep your company safe. Questions? Give us a call today.

Shut The Front Door! Unpatched Computers Are Risky.

Local area networks are a central component for businesses today. However, to keep your network healthy the equipment accessing your network must be updated. Unpatched computers with outdated software can allow your network to become compromised. It's like leaving the front door of your home open when you go to sleep. You might not be thinking about it in your dreams, but it still raises your risks for theft and loss.

If you're concerned about unpatched computers or outdated software, give us a call today for your FREE 47 Network Security Assessment so you can rest assured your network is safe from harm.

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