

Happy Mother's Day!

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# Tech Times

Solutions Unlimited, LLC



## Enough Is Enough! IT Shouldn't Be So Difficult.

My mother had a boat load of sayings when I was growing up like, "How do you know you don't like it if you haven't tasted it?" She was right. You can't just look at something from the outside and know what is on the inside. This concept applies to many realities in business today. Take IT services for example, how do you know you won't like managed services if you've never tried it?

**Buzzwords.** Unfortunately, IT service organizations all say the same thing, "We will provide excellent service", "We will take care of all your IT needs", and "We will keep your data safe with ongoing monitoring." So, how do you really know your company is receiving all the services you deserve and need to thrive? Here's a list of flavors to consider when evaluating your IT service needs.

**If you can't say something nice, don't say anything at all.** Does your IT support team leave you waiting, longing for better service? Do you receive voicemail when you call in for service? If you're frustrated with leaving messages and just can't think of something nice to say about your support services it's time to explore other service options. You shouldn't

be chasing your support technicians down for services.

**If wishes were horses, we'd have a herd.**

Do you find yourself stockpiling the list of things you wish your IT provider would just take care of? Don't waste another minute. You need comprehensive services you can count on that can scale up with your organization as you grow.

**Life isn't fair.** Have you ever called for IT support and found after hours of troubleshooting, there really isn't any resolution? No final resolve to help you move forward. No way your technician can assist you and no suggestions for the future? Look for a provider that will relentlessly advocate for your business' needs. If your business relies on computing for everyday functions, you can't afford to waste time with uneducated under prepared technical support.

**You could have called.** Did you ever miss calling your mother when you were out with friends. Remember

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### Technically

Q: Mom, why is a computer so smart?  
A: It listens to its motherboard.

Q: What's a minimum?  
A: A smaller mother.

Q: What did the remote tech say to his mother?  
A: Look, Mom! No hands!

Q: Mom, how do you know carrots are good for your eyes?  
A: Have you ever seen a rabbit with glasses?

## Celebrate Mothers

Mother's day is celebrated around the world in the month of May with a variety of traditions you may have missed.

**Australian Mothers.**

Mrs. Janet Heyden of Leichhardt, Sydney first began the Australian tradition of giving gifts to mothers in 1924. Traditionally, chrysanthemums are given to mothers for this holiday since they are naturally in season and share the common affectionate short name for mother, "mum".

**The Japanese "Praise Mothers"**

In Japan, mothers have long been celebrated for their contributions. However, the Imperial Women's Union developed the first meeting of "Praise Mothers" held on May 8th, 1937. Later in 1949, Japanese society accepted the first official date for Mother's day. Today, Mother's generally receive gifts, red carnations or even roses.

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## Enough Is Enough! ...

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her disappointing face when you walked in the door. Do you feel that way when your 24/7/365 monitoring misses a huge attack on your network? You shouldn't have to call in for every little update or infection. Your IT support company should be monitoring your equipment to ensure your company is safe from harm. If they don't know what's going on, how can you trust that they can fix it?

### ***I don't KNOW is not an answer.***

You have enough to worry about with the daily operations of your company. Why should you need to be your own network administrator, too? Isn't that why you began searching for an IT company to partner with and take care of the technology you need? You shouldn't have to learn every inch of your systems to receive quality service. Seek out a knowledgeable IT provider that can support all your current needs and in the future.

### ***You can't find it? Where did you leave it last?***

If you already had all the answers for your IT needs, you wouldn't need an IT support company. Don't play games with your IT support team. Give them the facts and let them take the helm. Their job is to solve your IT woes. Asking questions when you have questions is just a way to distract you from the truth. They really don't know how to help you. No matter how large or small your IT problems are, you need an IT specialist that is dedicated to each and ever service call.

***What will be will be.*** Absolutely not! Managed service companies have helped businesses operate for decades. This industry is no spring chick. It all started with break-fix services, something broke and you called for service, and later the concept of managed services evolved to give companies ongoing support with continual monitoring, updates, and preventative procedures.

A good managed service provider will take on all of your vendor relationships

from issues with the Internet to specialty software companies, you're covered. Remember, a well maintained, proactively serviced computer network will always run better and more efficiently than an unmanaged network. Your support provider should be aggressively assessing every situation and monitoring every minute, every day so they can keep your IT costs down.

### ***Money doesn't grow on trees.***

Nope, it sure doesn't. That's exactly why flat rate managed services make sense. Simply put, one of the biggest benefits of managed services is the proactive approach to fixing problems before they catastrophically impact your business.

Proactive network monitoring, desktop optimization, updating, and patch management performed on a regular schedule give businesses increased stability. You will see a tremendous difference in your operations if you've never experienced such services.

***Answer me this...*** I hated this line. My mother would say this when she wanted to extract information from me. But, it works. So, answer me this...

- Do you know immediately when your back-up fails?
- Do you know if you have anti-virus on all your computers and servers?
- Do you know if all the latest patches are installed?
- Do you know who to call if you need help?

If you can't answer these questions with confidence, give us a call. We will conduct a FREE Network Security Assessment. You will receive a full report of your current operations and our suggestions to improve your operations. As mother's often say, "Don't you have something better to do?" Leave IT in the capable hands of a trusted provider.

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## Let's Communicate

*Communications apps have come and gone, but new tools might solve problems inherent in e-mail.*

**Slack.** San Francisco-based start-up Slack is bringing a new approach to communication. Writing in Time, analyst Jack Linshi says Slack melds chat and search in a simple interface, which helped it gain a half-million users in one year. Slack can help you host chats with either one colleague or more, an alternative to endless e-mail threads.

**Convo** is a mobile app that can auto-zoom to the exact line of a document flagged by a colleague. It sorts data on the basis of relevance to your projects, not message history, which makes it easier to work with files on phones.

**A Facebook-based app** tries to simplify sharing. FB@Work uses Facebook's algorithms to display relevant information about projects, plus news or company updates an employee might have missed. Still in testing, it could well be available in months to come.

**The Yammer app** is integrated with Microsoft Office 365. It lets you have group conversations with co-workers in Word, Excel and PowerPoint accounts.

## Celebrate Mothers

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### Swedish Celebrations.

Mother's Day, first celebrated in 1919 in Sweden, took several decades to gain traction. Today, the Swedish have overcome the common belief that the holiday was purely invented for commercial gain. Many mothers receive hand picked flowers from loved ones on this special day.

### Mothers in Canada

are celebrated the second Sunday in May. Mothers, grandmothers, and all important female figures in families are celebrated in Canada, showered with gratitude and flowers.

### American traditions.

The U.S. was one of the first countries to celebrate Mothers as early as 1870. Mother's Day was first established to appeal to women around the world. The holiday was finally accepted as a holiday in 1908 to honor the hard work and dedication of mothers.

### Happy Mother's Day!

However you choose to celebrate, slow down this Mother's Day and take time to express your gratitude to that special lady in your life, your mum, stepmom, or even your grandmother.



## The Evolution Of Wearable Technology

*Everyone is still talking about the Apple watch and what it can do and will do, but what we humans are probably seeing is one step in a rapid technological revolution.*

**The Apple watch** might be the last word in fashion today. But it's probably not going to be the last word in technology tomorrow, according to tech observers.

What the Apple watch will probably do is revive the sluggish smart watch market. According to Apple Insider, 6.8 million smart watches were sold in 2014 with an average selling price of \$189. The Apple watch doubles the average price, but also, arguably, adds functionality. Smart watch makers Sony and LG, among others, might benefit from the Apple entry.

**Like other smart watches**, the Apple watch is a mini-computer, with 4 GB storage, connecting wirelessly to your smart phone. The Apple watch can carry your credit cards, track flights, open hotel doors, display texts, turn your home lights on and off. And it will do more in time, so to speak.

**Technology seers say** that eventually all personal computers are going to be

worn like smart watches or Google glass. Technology won't be in your pocket or purse, they say. It will be something you put on in the morning, or even keep on all the time.

**For now, all smart watches are dependent on smart phones.** If you love the idea of the Apple watch, you'll be charging both your phone and your watch, connecting devices, troubleshooting things. And on and on. You'll be considering whether you actually want the guy next to you to read the text from your husband or wife, points out Ben Popper, blogging for TheVerge.com. After all, your life, not just the time, will now be on your wrist.

To think that 18th century, people thought it was strange to wear time at all. Now you'll be wearing your health stats. Probably because of these drawbacks there are other ideas in the wearable technology sphere. You can keep your mechanical watch, and just buy a smart band from a maker like Kairos. The band connects to your phone and displays info, making it presumably more private. Or, you can just get a simple band without a display that will notify you of messages or track your health as does the Jawbone Up24.

## If You Don't Have Something Nice To Say...

According to Career Builder 62 percent of support staff have overheard confidential conversations about their bosses or other workers. 35 percent have even over heard conversations about layoffs or a termination. 22 percent over heard things about compensation and 20 percent listen to romantic relationship talk between coworkers. 18 percent heard lying to the boss and 11 percent have heard about setting a co-worker up for failure.

Why do we need all this chatter in the air? Make an effort today to keep confidential conversations confidential.



"I haven't a clue how to fix this. I should have created tech support on that day I rested."





***“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**

## Inquiring Minds...

**Google's Helping Businesses Get On The Map.** For small and mid-sized businesses, it is essential to have a presence online. Something that directs your prospects right to you. After all, how can you bring in business if they cannot even find you.

**Google presents the “Get Your Business Online Project”.** This new program was designed specifically for businesses to get dialed in online. It allows companies to get in front of future customers using city-based Web resources. The website [www.gybo.com](http://www.gybo.com) shows us why it's important to be visible online, gives examples, and even allows you to look up your business to see how people are viewing you on Google. Did you know that Google/Oxera report, businesses with complete listings online are two times as likely to be considered reputable?

**Go ahead and check your business out!** Today's businesses need as much exposure as possible to stay visible for potential customers. Take a close look at how your company is presented online by Google, the largest most popular search engine in the world. Visit [www.gybo.com](http://www.gybo.com) and enter your company name, city and state to view your listing. Google will even suggest ways for you to boost your company's exposure.

**Google's free online tools too.** Don't miss the Resources section of the site that offers a few free online tools to improve your Web presence. You can join the Google Small Business Community to share with others or even watch informational videos to learn more.

**Mom Mirroring, WOW!** Mother's always know best, right? The truth is, sometimes they are just intentionally vague to make you share information or resolve your own problems. Here are a few wise questions you may recognize.

- If everyone jumped off a cliff would you do it too?
- What can we do when you're scared to make things less scary?
- What are the top five things you love about school?
- What is the worst part about what you're going through?
- I'm sure you're able, but should you?
- What part of the day do you look forward to?
- Do you think things could have been different if... ?

Take time this mother's day to share a funny memory of your mother with your friends, coworkers or family about your mother's infinite wisdom. Don't worry, we've all been put in place by our mothers at one point or another.

## Momma Mia! Nurturing IT Services You'll Love

Mom, where's my favorite pants? Mom, I need these supplies for school. **Mom, what's for dinner?**

Mom... Mom... Mom...

Ok, so we can't help you find laundry or fix dinner, but we can help you find the IT solutions you need, purchase the equipment and software you want, and maintain your network. Our nurturing staff will be there for you anytime you need service.

Give us a call today for your:

### **FREE 27 Point Network Security Assessment**

We will run a full assessment of your network and present you with our findings as well as our recommendations to help your business flourish in the future.

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