

September 2007

Intelligent Technical Solutions

Innovations



6 Tips for a 'Paperless' Office

Just Breathe

Labor day has crept up on us, the first Monday in September honors all of us hard working folks and marks the end of summer.

So, take a breather this month before you jump into fall with both feet. For example, take advantage of September 12th; after all it's a holiday too. National Chocolate Milkshake Day.

For you Dog lovers out there, take a few extra moments to appreciate your best bud during National Dog Week

September 23rd - 29th. A round of Frisbee Golf might amuse him/her; watching you run after a toy for a while.



So, don't get boxed in. This month take a moment to relax, observe the fall colors popping up around you and just breathe.

Many people who use computers — whether it's for their home or business — are moving toward a "paperless" office. Simply, they are tired and overwhelmed by scraps of paper, clunky old file folders, envelopes — and they want to reduce the clutter.

Don't believe me? Take a look at how many messages are stored in your email's in-basket. Now imagine how much paper would have been generated if they hadn't come to you from cyberspace.

Many folks have made at least a partial move to a paperless office. They're doing this by using scanners instead of copying machines, sending electronic faxes instead of paper faxes, storing information electronically instead of in filing cabinets, giving friends, clients or vendors information on CDs or through Internet attachments instead of in bound folders. In short, they're getting greater return on their hardware, software and technology investments.

Want to join the anti-paper campaign? Save a few trees along the way? Here are six things to keep in mind as you move toward a paperless home or business office.

Without paper, make sure you're backing up files. In the traditional backup system, you would make a

photo copy of a document and put it in a properly-labeled folder that can later be retrieved from a filing cabinet.

Many people and businesses develop electronic filing systems that mimic the old paper systems, using Microsoft Word or customized programs for storing documents by type of document, client, project or other prioritization.

But those files can't just be created — they have to be backed up as well. Backup solutions can include backing up to second hard drives, to removable drives or to Internet and off-site locations to minimize the risk of loss of data from a computer failure. So, the message here is to have a system in place for regular and consistent backing up of your information.

Realize that a paperless office doesn't happen overnight. Your home office or business won't go from all-paper one day to paperless the next. It's a progression. You might start out by scanning all incoming bills into your system, and then expand to include all general business correspondence.

Initially, you might even find you're creating more work instead of less — especially if you run a business. Dr. Boris Klopukh, a urologist with Urologists

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You CAN Create Strong Passwords

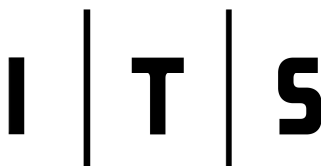
Are you a sticky note password saver? I won't tell, but you may be giving away access to more than your work information if you use the same passwords for personal accounts. Try the CAN password process and strengthen your passwords.

"I think I can, I think I can..." says Thomas the train as he embarks on his adventures. I know you CAN!

Just remember, use Character, Alpha and Numeric (CAN) values in every password.

A survey by Symantic shows that over 60% of us use the same passwords for everything and almost 4% of all users use a single common word found in a dictionary. These habits are very dangerous and can leave you vulnerable to attack.

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INTELLIGENT TECHNICAL SOLUTIONS



6 Tips...

(Continued from page 1)

Specialists, LLC, in Miami, has embraced the paperless transition wherever possible but finds that he often stores medical records electronically and still prints out a copy for himself. "I'm not even sure why I do it; it's just another way of backing up information that I'm still comfortable with," he says.

You'll need to rearrange your office

— a good thing. There usually aren't tremendous savings of office space when you first start focusing on using less paper. After all, you still have all those paper documents housed in your big, clunky file cabinets. At some point during your transition to a paperless office, however, the difference in your physical storage space will become apparent.

"My eyes were opened when I had to move from one location to another and I realized I had many filing cabinets that I was holding on to for no reason," says Ed Branson, a real estate broker and owner of Branson's California Property in Carson, Calif. Branson estimates that he has fewer than half as many filing cabinets as he used before he started scanning documents into his computer.

"Paperless" really means "less paper."

Yes, it's possible to scan all received documents into your computer, and to store all in-house documents in your system as well. You can virtually eliminate paper faxes by generating faxes on your computer and having in bound faxes delivered to your computer system. You can even electronically sign or signature-stamp outgoing documents. But you're still likely to have some paper floating through your office. Not all of your clients or customers will want to be billed electronically.



Some vendors will still want to communicate by snail mail. And tax and regulatory requirements could force you to either do some current business on paper or to keep hard copies of your past home or business records.

Everyone has to buy in.

Merely saying as head of household, owner or manager of a business that you want those around you to embrace your paperless office doesn't make it so. Your partner, spouse, family members or staff has to buy into the transition as a permanently-new way of

doing business. Change can be difficult.

People who have been making photocopies, sending paper faxes, putting documents into legal sized folders — or saving mounds of mail and catalogues that they just can't part with — are going to have to change their perceptions. They will have to learn new routines that they already feel skilled at.

"I think you really have to take them through the process a little at a time," says Klopukh. There's a learning curve which can be a significant learning curve — people have to understand how to use new software, some of which they haven't seen before, and learn to deal with a new environment, he says.

Realize that less paper is just the beginning of the payoff.

The most visible impact of a move to a paperless office is the reduction in the cost of printing, mailing, shipping and storing paper.

Over time, lots of other benefits should become apparent: Less time spent looking for paper lost in the shuffle. Fewer hours looking for bills, documents and, if you're in business, copies of client documents. The ability to access all sorts of information from computer files — in a matter of seconds without having to search your office.

If you've got a home office that serves as a satellite office for your business, you can have access to all of your business files, using a product like Terminal Services or other software, even if you're not at your business location. In short, change can be hard — but it can be profitable.



"...and I can shred 275 words per minute."

By Joseph Anthony

Reprinted Courtesy of Microsoft Corporation

A Safety Pin or A Safety Net



*Do you have safety pins holding together the fabric of your daily operations? What if you could have a safety net instead. Guaranteed service when **you** need it.*

While your company may be comprised of technologically literate individuals, a specialized technician may be necessary to keep your operations running smoothly.

Sharing & backup. Don't let your company suffer due to communication barriers or access issues. Get everyone on the same page by networking the computers in your office. Share files with a file server that provides a central location for your company's critical data and makes backup a breeze.

Worried about security? Storing files on a server actually takes the information off the desktop PC's in your office. A secured, locked-up network server is much safer for storing sensitive data, can be monitored and protected to keep confidential information confidential.

Save money. Don't rely on hourly service providers to support your technology needs. Avoid unexpected downtime, data loss, and other interruptions that can cost you a fortune. Get a monthly fixed price plan.

Quick fixes your employees cook up or outdated repairs your tech savvy cousin Ned found on Google may keep things up and running for a while but, they are just safety pins holding the fabric together not a true hem. These types of repairs pull the pieces together again temporarily. However, the underlying issues will resurface when you try to upgrade or make additions to your system.

Don't just piece things together, invest in a safety net for your entire organization. Share files, secure sensitive data, save time and eliminate downtime with an entire crew of IT professionals focused on accommodating your company's needs.

Try our [IT Protectorate program](#) and learn how to keep your company performing to your expectations.

You CAN...

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Here are just a few things to avoid:

- ✂ Administration - any form of this word is easy to guess.
- ✂ 1234 or abc123 - or any other sequence of letters or numbers in order on your keyboard are too easily guessed.
- ✂ Susan or John - avoid common personal names, they are too common.
- ✂ Password or Password1 - trivially guessed and very often used, who would have thought?
- ✂ P@\$W0rd - simple letter substitutions are actually pre-programmed into cracking tools.
- ✂ Rover or Lucky - avoid common pet names even though Rover is your best friend.
- ✂ 09/15/02 - avoid dates especially of significant importance that you have written in an email.
- ✂ September30 - avoid using the date of a forced password change, this is also very common.
- ✂ nbusr123 - initials followed by "user" or "usr" and a sequence of numbers. Used often and very easily guessed.

✂ asdf or qwerty - while these were great memory devices for typing class in high school any sequence of letters adjacent on a key board are out of the question.

✂ aaaa or bbbb - yyyy not? Repeated letters can be guessed and easily observed by onlookers leaving you completely unprotected.

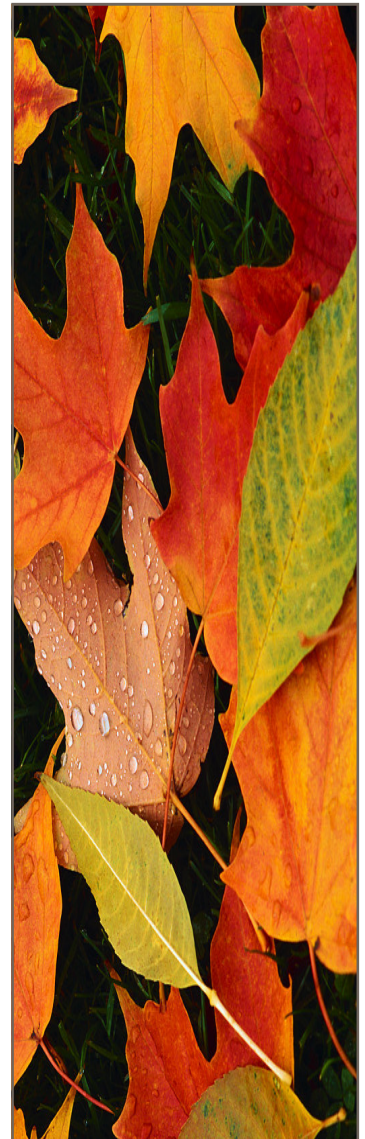
Don't suffer expensive losses from fraud simply because your password was too weak and vulnerable. Protect yourself with a CAN do attitude and create strong passwords off the top of your head.

Intimidated?

Character, Alpha and Numeric (CAN) created passwords that are long and random to others don't have to be difficult to remember. Create your own personal Mnemonic phrases to help you generate seemingly random passwords. For example:

1. IhLEsIw4yo! = I have Loved Elephants since I was 4 years old!
2. M&IgmwwwJ18. = Matt & I got married when we were Just 18.

Good Luck and remember you CAN create strong passwords just like a password generator.





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“We make all of your computer problems go away without the cost of a full-time I.T. staff”

Ask us about our fixed price service agreements — UNLIMITED support at a flat monthly fee you can budget for just like rent!

Inquiring Minds...

Rest for Tired Thumbs

If your thumbs are tired from using hand-held devices, but you'd still like to play a game while waiting somewhere, there's help on the way. New games let you throw a dart or roll a marble through a maze by tilting the handsets. They include a motion-recognition component.

When downloaded on a Verizon camera phone, the \$9.95 games by GestureTek have you shake or wave handsets. Sharp and Panasonic sets preloaded with the games are due out soon. Upgrades due next year let users wag their fingers in front of the screen to select.

She's Having a Ball!

“It's been over a month now and I am having a ball. The first week of July, I received my TheraGear Executive Ball Chair and I love it.” reports Lesa Carter from InnovaCrew. Not only is it a great conversation starter but every courier who stops in tries it out. She also says it has helped her back. A Ball Chair is not only a comfortable alternative to an ordinary desk chair but, it takes pressure off your spine and keeps you from slouching. It makes you more aware of your posture.

Of course, Lesa's coworkers think she is off her rocker and really she is! Lesa thoroughly enjoys sitting on a ball. Don't just take her word for it. Try it yourself! Firms like

BMW, BlueSky Strategies Inc., Sprint Nextel and many more are adapting to the new wave of ballchairs. Take a look at the variety of ball chairs and other seating alternatives like the ErgoSit at:

www.sissel-online.com
or call 888.474.7735
to order and get on the ball!



Read Your Voice Mail

Listening to voice mails on a hand-held device is inconvenient in a restaurant or business meeting, it can be rude.

Several new voice-recognition services can solve the problem. They transcribe recorded messages into text, which then is sent as email to email-equipped devices such as personal digital assistants, BlackBerrys or even as a brief text messages on your cell phone.

If you aren't sure the voice-recognition function has given the message accurately or you see question marks next to any of the words, you can click on the attached audio file or dial in to hear the original voice mail and verify the information.

Recommended services include SimulScribe, Cincinnati Bell or Vonage. Simulscribe costs \$9.95 a month for up to 40 messages and 25 cents for each additional message.

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