



Intelligent Technical Solutions

Innovations

Have a happy and healthy Halloween

Children and parents alike enjoy the over-abundance of sweets for Halloween.

As a matter of fact, 90% of parents admit to sneaking goodies from their kids' Halloween trick-or-treat bags.

Smuggle in some nutritious foods this year. Serve up some fun with healthy snack packs like trail mix, chocolate covered pretzels or even miniature candy apples.

After all, Halloween is not just about candy it's about having fun and being with friends and family. Halloween ranks as the second most popular holiday just after Christmas.

So, whether you are dressed as Spiderman, Jack Sparrow, Harry Potter or just yourself, be safe this Halloween and build healthy traditions.



I | T | S

INTELLIGENT TECHNICAL SOLUTIONS

Intelligent Technical Solutions Helps Prime Cap Financial Lower Costs and Gain Peace of Mind

“We lost over \$70,000 in revenue, as well as, 15 key personnel who felt that we did not have the adequate technology to meet their needs. We had loan officers who – *because our network was down and they didn't have access to their files* – pretty much packed up their desks overnight and left. If we don't supply service to our agents, who in turn have to supply that service to their clients, we're worthless.”

Imagine if your business took a hit like this one day. Now you might not be like Prime Cap Financial whose success depends upon effectively supporting independent contractors who create their own sales. But nearly every company has some sort of Achilles' heel – that soft underbelly of your business structure where – if you have a major technology meltdown – you can lose a fortune – or even – lose your entire business!

Prime Cap became one of the top mortgage brokers in Nevada by learning FAST and taking IMMEDIATE action when they encountered obstacles or opportunities. Hence, they moved very quickly to ensure that their technology meltdown would not happen again. Through their work with ITS and Tom Andrulis, Prime Cap implemented a proactive managed service solution that monitors their system 24X7, 365 days a year.

“Approximately 3-4 years ago we were using the services of a different outsourced IT company. The gentleman who was running our company made the decision not to spare any expense when it came to antivirus and technology.



“There are just so many things that Tom has done. I don't know one word or phrase that can truly express how valuable he has been to us. Maybe that's the word – invaluable. Like a key manager, you've got to be able to realize that when you've got the right person that's one less thing you have to worry about. That's what Tom has delivered.” -Don McKinnon, Prime Cap Financial

That IT company charged us top dollar but delivered mediocre service and mediocre technology. I've been around multiple IT guys, and I've ran other mortgage companies. I am in the midst of a merger right now where the company literally has four IT guys running their department at whatever cost they've got. Through Tom and ITS, I've got an entire outsourced IT company at a fraction of that cost.”

Should any technology issue rear its ugly head, the ITS staff is alerted immediately, often fixing the problem remotely before Don McKinnon even knows the problem existed. That is a far cry from Don's previous IT service provider.

Prime Cap Financial continued to raise the bar on their level of service to their agents, so that their firm would be the envy of the industry.

ITS provided the expertise and resources to enable Prime Cap to become web based, allowing them to communicate more quickly and effectively with their agents and lenders.

(Continued on page 2)

Prime Cap Financial Lowers Costs...

(Continued from page 1)

Prime Cap Financial continues their vigilance to effectively communicate through the work of Tom Andrusis and ITS. "Tom knows our business," says Don McKinnon. "He has been around since almost conception – has seen where we've been, where we are going and has come to us on numerous occasions with recommendations to make a small investment into our business that would save us a lot of money down the line. For example, we have been outsourcing our e-mails to an e-mail service provider and our fax capabilities have not been up to date.

I expressed those concerns to Tom and in less than a 10-15 minute conversation he created a solution for us. We then brought in some newer servers that have now enabled us to bring that outsourced e-mail into an in-house e-mail exchange server. Now all of my agents have the ability to receive all of their f through a phone line converted over to an e-mail format that can be disbursed to their e-mail account. Now we don't lose things and aren't printing things out that are pure garbage and wasting paper.

ITS has been a key component to our success. Without them we would have God knows what kinds of breakdowns. With Tom we've learned over time he is the right person, he has the right technology and he's got his thumbprint on what's coming up.

Being in the mortgage industry we need to be thinking ahead in order to introduce technology to comply with federal enactments, legislation, local laws and also our true customer needs and

help our loan officers who are the ones generating business out there. How can we make their lives simple? Technology has been a key component of that.

Tom's got a great personality who can relate to our people. On the tech side of it, he is 100% in tune to what's going on. He and his staff all have great personalities and know how to relate to our people. Tom is probably the only IT person I've ever been associated with that knows how to take the technical standpoint of what he's trying to express and put it into laymen's terms so we can understand it. That is what has been invaluable to me because I don't just have to sit there befuddled."

"If anyone is unhappy with their outsourced IT provider, or has an in-house IT program that doesn't meet their needs, they should seriously evaluate Tom Andrusis and ITS. They have over performed for us time and time again and have been invaluable. Some of my competitor's doors are now closed simply because they don't know how to keep their thumbprint on the cost for their business. Having 3, 4, 5 IT guys at whatever cost it is per IT person when you can have an outsource that can manage you more effectively, more efficiently and people that are literally sitting at the center of the cutting edge of technology is so invaluable to any business owner. I would recommend taking a serious look at using Tom and his business to develop your own business."

-Don McKinnon, Prime Cap Financial

Internet Explorer 8: Faster, easier and safer than before

Microsoft Internet Explorer 8 (IE8) Beta 2 for Vista/2008 is now available for brave users to test. This version of Internet Explorer takes your Web experience to the next level, placing the power of the Internet in your hands. IE8 kicks it up a notch with the SmartScreen Filter, Search Suggestions, Web Slices, InPrivate Browsing, and Accelerators. The SmartScreen Filter is a new security feature that protects users against inadvertent installations of malware. Search Suggestions give visual previews and detailed suggestions based on your favorite providers and browsing history. Web Slices are a quick snip-it of your

choice from your favorite website so you don't have to revisit a site over and over for updates on stock prices or current event schedules. InPrivate Browsing allows stealth like browsing that is not saved in your history. So, you can buy that special gift online and no one will ever know. Accelerators give you the ability to conduct standard search functions in an instant. No more cutting and pasting addresses to find directions. Simply, click on the Accelerator button and search maps in an instant. IE8 does not have a firm release date yet, but we will keep you posted.



Not interested in ultra slim diet plans or how inmates prepared for the arrival of Paris Hilton

Don't worry we completely understand. When you open your e-mail on Monday morning the last thing you want to see is a flood of off-color messages like these; it can be disruptive and annoying.

Think of the time you may spend deleting spam piled up from the weekend. Messages about ED, discount MBAs and sex everywhere. Why are you receiving these e-mails and how can you get rid of them?

Intelligent Technical Solutions can help... The most effective way to prevent Spam is block it before you see it. We have dozens of customers with several hundred e-mail accounts currently utilizing our e-mail filtering system. Over 98% of the junk mail you normally would receive, is eliminated before our clients even see it.

Imagine a world without spam... With our IT Protectorate anti-spam system, only the relevant and important messages come through. Imagine, a clean inbox every day instead of your BlackBerry

or other handheld device ringing all day long with junk. You and your staff will become much more efficient and e-mail will be more useful again.

Don't change e-mail addresses again...

Fight spam with our affordable and simple solution. You can use our filtering system if you have e-mail hosted through us or if you have your own in-house e-mail server (like Microsoft Exchange and Small Business Server).

Did you know? Google announced that it has indexed 1 trillion (as in 1,000,000,000,000) web pages currently present on the Internet. Of those trillion, over 12% are pornographic websites. This does not include other off-color businesses such as enhancement, miracle drug or diet sites. If that isn't enough, over 2.5 billion pornographic e-mails sent each day and 70% of Internet porn traffic occurs during the 9-5 workday. Safeguard your business and boost productivity with our IT Protectorate anti-spam system.



Out with the old, in with the new; budget spending

As we enter the fourth quarter of 2008, many companies begin thinking about either (1) how to spend money on computer equipment before the end of the year for a tax deduction, or (2) how to budget for new purchases in 2009.

If you would like help spending money, we're happy to oblige. Give us a call and we can provide you with budgetary estimates. We can also get you on the calendar to ensure your project is completed by your deadline.

In all seriousness, the months of December and January tend to be very busy months for us because people try to spend money this year (in December) and budgets for next year (in January). Some projects to consider:

... **Cycling out older PCs.** Any PC not running Windows XP or Vista should be replaced immediately.

... **A new server,** is a terrific investment that can organize your company's e-mail, calendars, data and allow remote access from any

location increasing overall productivity and efficiency for your company.

... **New printers.**

If your printer is more than 2-3 years old, consider an upgrade an save on per page costs.

... **Corporate anti-virus software.**

Are all of your PCs up to date with high-quality anti-virus software? If not, now may be the time to purchase a centralized anti-virus program that can monitor the whole office and your server.

Give us a call today!

Let us know as soon as possible if you wish to book a project before the end of the year.





INTELLIGENT TECHNICAL SOLUTIONS

October 2008

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

*Full-time IT, at part-time prices! — UNLIMITED support at a flat
monthly fee you can budget for just like payroll!*

Inquiring Minds...

Catch an extra hour of sleep... That's right, Daylight Savings Time (DST) is here and we all get an extra hour of sleep. This year, we change our clocks on Sunday, November 2, 2008 at 2:00 in the morning. So, make sure to turn back an hour just before your head hits the pillow on November 1st and soak up an extra hour of sleep. One of the biggest reasons why we observe DST is that it reportedly saves electricity. It has been proven that energy use and the demand for electricity for lighting in our homes is directly related to the time in which we go to bed and rise in the morning. About 25% of all electricity we use is for lighting and small appliances like televisions, movie players and stereos. When we set our clocks back we actually adjust our clocks to fit the daylight hours which cuts back on the electricity we need to use in the morning or evening hours since sunrise and set are shifted.

How to pack a suitcase. If you are taking off for vacation next month or even just skipping town for a weekend get away, eHow has some great tips to help you through the preparations. They offer articles on how to buy airline tickets online, how to upgrade a ticket, how to pack for a weekend trip or even just packing a suitcase. They say, "Packing a suitcase is a strategic exercise in maximizing space and minimizing wrinkles." Even if you have your own style of cramming things in, a few more tricks and tips to utilize your luggage space more efficiently couldn't hurt. Ultimately, wise packing techniques give you a wrinkle free wardrobe upon arrival and keep you looking sharp for your time away. Happy travels!

Did you know you were on camera? Just the other day a friend of mine was complaining about the red light ticket he received in the mail. No only does he have to pay the fine but they included two headshots of him driving his



vehicle knowingly through the red light. I guess there is no argument there. So, when his wife asked him why he ran the light, he told her "the light was yellow... I swear!" So, she walked firmly over to the computer and sat down to type in the web address from the ticket form. That's right, he was on camera too. There was running footage of the offense on the Internet in plain view for him to recap his actions. His wife asked him again, "Why did you run the red light?"

To everyone who takes pride in fighting tickets in traffic court, I caution you the task will now be more difficult. Departments of motor vehicles across the nation now collect evidence to combat these disputes and discourage red-light violations. These red light cameras and photos are running 24/7 to catch you in the act for a good cause. Nearly 250,000 people were injured or killed in 2006 by red-light runners. So, no matter how much of a rush you're in, take time to stop completely for red lights and help save lives.

*It's time to treat yourself
to a little piece of mind*

Do you ever feel like the error messages on your computer are simply no help at all? Is your computer slowing down dramatically and interrupting your work? Give us a call...we can help! Our technicians can answer your questions and help you prevent any further damage to your systems.

Our staff is available to translate your computer garble into a sensible plan of action. We will walk you through a full system evaluation, repair options, and work with you to order as well as install the products you need.

Intelligent Technical Solutions

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