

Innovations

Happy New Year... *Ring out the old, Ring in the new!*

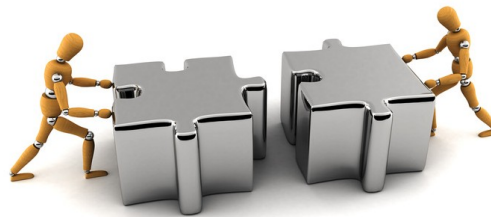
We look forward to the New Year with enthusiasm and joy. This year, instead of making a list of changes and work to be done, we are looking for potential!

It was not that hard to find. In spite of economic conditions, we are seeing pathways to success for the organization and everyone involved in it.

As the New Year begins, we take this opportunity to thank you for your dedication and contributions in 2009. With your continuing support in the coming year, we will be able to move forward toward our goals. We thank you in advance for your help and dedication.

Back to the basics for businesses in 2010

Many publications are printing articles about ways to save money, streamline processes, or trim down your budget, all to keep your company afloat through these difficult economic times. Take a look at a more strategic approach to addressing issues within your business in order to improve functionality and efficiency overall.



ture for the company focused on achieving a higher quality product or service.

5 BPM categories to remember... design, model, execute, monitor, and optimize. Have you ever

Business process management (BPM) is an approach to management that focuses on aligning all aspects of your company with the end product or service you present to your clients. This type of approach to management is a holistic method that promotes efficiency, flexibility, and simplified processes.

Some schools of thought describe BPM as a “process optimization process” or an “end-to-end” overhaul for all of the business processes. Basically, business process management activities are used to understand the processes within an organization and improve efficiency throughout the company. A break down of the activities or relationships in each operation can be used to identify weaknesses and develop a new struc-

tured purchased a shelving unit for your home and spent hours working to assemble it only to find out that you need two more shelves to create a more functional space? Well, think of BPM as the process you use to determine the effectiveness of your work and the improvements necessary to maximize the final product.

To get started with business process management, select a few processes within your business that you would like to improve. Then, define the current process with as much detail as possible and include an ideal picture of the process in a perfect world. This definition will help you to *design* a focused improvement *model* so you can achieve your goals.

After defining the current process and designing a projection, run your theoretical designs through a

(Continued on page 2)



Feature-filled smartphones for the new year

Have you been waiting for a new smartphone that has all the features you want in one package? Take a look at these hot new cell phones coming in 2010.

The Sony Ericsson Xperia X10, may hit the market this quarter. Sony has been working hard on this new Ericsson model, their first Google Android phone. This new cell phone has a familiar look and feel as a few of its predecessors sporting a thin touch screen, full integration with Google applications, Microsoft Exchange ActiveSync, and more.

However, the Ericsson Xperia brings a truly unique experience for users by combining Mediascape and Timescape in one easy to use format. These two applications together allow you to track your social networking communications and stay in tune with music, photos, and videos. Not to mention, the 8.1 megapixel camera with all the bells and whistles.

The only setback for Sony? This phone has been in the works for quite a while and every release

(Continued on page 3)



Back to the basics for businesses...

(Continued from page 1)

“what-if analysis” in order to weed out the “show stopper” permutations. Remember, your business relies heavily on a strong foundation to operate, just like your car is dependant on the engine even though many of us don’t even look at it on a regular basis. Don’t plunge into new processes without a realistic picture of the outcome.

Execution, monitoring, and optimizing your plan.

When you have designed a plan that fits your needs, move on to execution. However, be sure to explore physical and automated options for every part of the new process. You may find that many of the steps required can be accomplished with a single computer application. Then, monitor the process from start to finish over a set period of time paying special attention to deviations from the initial design. That way, you can *optimize* the process based on short-falls or opportunities that arise and maximize your efforts.

How does this apply to my business?

Who wouldn’t want to save money and increase the efficiency of their business as a whole? Business process management gives you visibility into the processes that make your organization function. You can use BPM to increase flexibility, boost functionality of your current infrastructure, integrate new software or systems into your processes or improve the tools currently used to store information, complete orders or serve clients.

This type of proactive management is a great way to identify issues that may be plaguing your business, pinpoint trends that could be squandering

your current efforts, and establish new processes to magnify efficiency.

Which processes can be automated?

Honestly, small and mid-sized organizations have a more favorable environment with fewer challenges than larger corporations when it comes to modifying processes. This flexibility leaves an infinite number of possibilities for automation no matter what field your business participates in, medical, government, healthcare, insurance, retail, manufacturing, etc. Processes for correspondence, archiving data, scheduling, product management, service coordination and more may be efficiently automated with software.

There are many tools available that can help you focus your BPM efforts, and if you have any questions regarding software implementation, give us a call. We offer a FREE 27 Point Problem Prevention Audit to assess your network. This is a big step in the right direction for your design and modeling phases. Our technician will come onsite and evaluate your network revealing your risk to potential lapses in security, data backup, power outages, and system downtime.

We will even give you a detailed report that includes a powerful and comprehensive line of defense you can implement immediately to protect your company from even the most invasive and deadly computer hazards.

So, give us a call today and optimize your business using a strategic management method and a blue print of your entire network, the tools you need to succeed.

Internet terms: 101

Administrivia: The administrative details that are found on a website, like the copyright information or privacy statement.

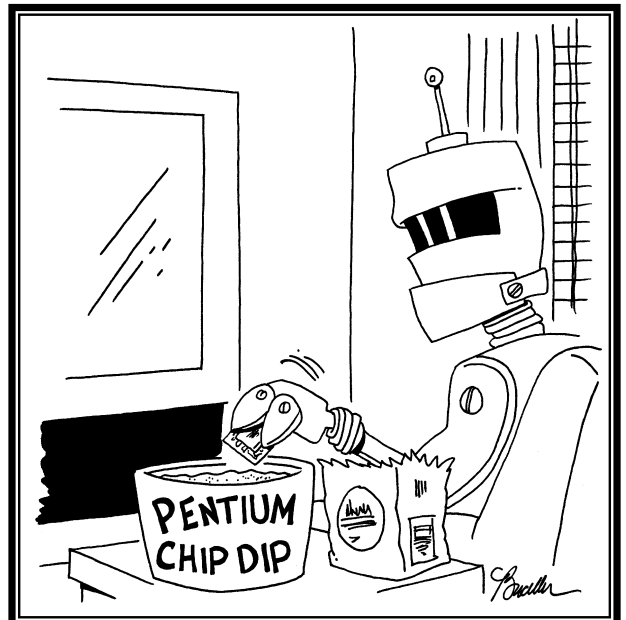
File extension: a group of letters placed after the period at the end of the file name that tells users how the file was created or can be used. For example, “.doc” indicates a word document.

Site search: When a search utility is used to retrieve information only within the site you are currently on.

Radio button: A small circle button-like picture a user can click on to interact with the website. Usually, radio buttons appear darker in color when you have selected them, so you know to wait for the next page or information to load.

Zine or E-zine: The name for an electronic magazine published online generally on a regular basis.

Happy searching!



Windows 7: A surprisingly simple transition

Windows Vista proved to be a difficult change for businesses due to compatibility issues and bugs. Windows 7 is a superior successor in that respect.

Have you been holding off on upgrading to Vista due to compatibility issues with the software you need? Windows 7 can help. Now you can upgrade your operating system and rest assured you have the software you need with XP Mode. This free downloadable application allows you to use old programs for XP on Windows 7. In addition, Windows 7 is quick and lean. No more humming the Jeopardy song waiting for programs to load or hefty system requirements just to make things function, Windows 7 works when you need it.

The transition to Windows 7. Over the past few months, we have worked with multiple clients to implement the new Windows 7 operating system for their business and surprisingly, the transition was simple. Microsoft really listened to the challenges that small and midsize organizations face

every day, and built Windows 7 to help address them. Not only was the transition smooth, but Windows 7 also has a few hidden bonuses like increased efficiency and power management.

Windows 7 can deliver a productivity jolt that your employees will notice the minute they sit down at their computers. This operating system runs more smoothly overall than XP or Vista and is more intuitive. For example, if you use your laptop for work and home, Windows 7 will save your default printer type for each connection you use. So, you don't have to waste time resetting the default printer every time you use your laptop at work or accidentally print your work documents to your home printer.

Change is in the air. Are you overwhelmed with the UAC's, fed up with compatibility troubles, or overzealous security notifications in Vista? Give us a call today. Windows 7 may be a great change for your business, simplifying computing.

Feature-filled smartphones...

(Continued from page 1)

date we have seen for this marvelous wonder has fallen through. Let's hope this dream can become a reality in 2010.

Dell Streak MID, a great tool for people on the go! This fancy new device comes with a five inch touch screen display, a five megapixel camera, Bluetooth, 3g, and Wi-Fi connectivity too. This jumbo Smartphone may become just as handy as a laptop when you are traveling. With the Dell Streak you can quickly and easily search the web and use many of the applications you would normally break out your laptop for in the airport or at a business meeting.

First Else, a new type of mobile device on the horizon. The First Else phone is said to be a "game-changer" for the cell phone industry that allows for a more complete user experience. Emblaze Mobile (EM) developed this new gadget from scratch with an Access Linux Platform, a focus on flexibility, and configurability to offer users a seamless alternative to the standard Smartphone interface used today. The First Else was introduced in London just last quarter but a release date was not set in stone. So, keep your eyes peeled

for the First Else release in 2010. According to Engadget.com, "There's a lot of potential here and well done to Else for the work so far, but there are still many uncertainties: pricing, availability, carriers, apps, final device specs and, most importantly, usability in the long run."

So, which carrier is right for me? Really, there is no right answer for this question. It is a personal decision that hinges heavily on where and how far you roam. The fact is, carriers like AT&T and T-Mobile use Global System for Mobile Communication (GSM) that is better on a global scale, where Sprint, Verizon and smaller carriers such as MetroPCS use Code Division Multiple Access (CDMA) network that is only as good as the area you are in. From our experience, word of mouth is the best way to find out what works for your coverage needs.

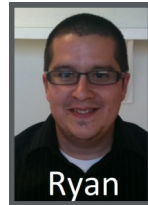
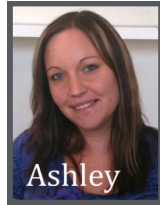
However, you may want to investigate the quality of customer service before switching, look at plan benefits, and, of course, price and selection. If you're thinking about making a change and would like more information before making a decision, learn more about phones and carriers at:

reviews.CNET.com/best-cell-phone-carriers





INTELLIGENT TECHNICAL SOLUTIONS
January 2010



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Inquiring Minds...



Are you LinkedIn with Twitter? That’s right, now you can reach more of your contacts with one effort using Twitter’s new LinkedIn tool. This new tool named Tweets gives LinkedIn users the ability to automatically share their LinkedIn status updates with their contacts on Twitter. Twitter also developed a way for users to share entries with LinkedIn contacts so you can connect with others from one home base.

Generally, these entries are notes that users enter into their profiles to describe their day, share information or even ask questions. Now instead of updating both Twitter and LinkedIn, you can select one to use as a primary and share with everyone you know on both networks.

LinkedIn spokeswoman, Vicky Perry says,

“Many small firms use both LinkedIn and Twitter to talk to other professionals online, and the new application creates a link between the two sites. It is a time-saving tool because you can reach all your online contacts instantly.”

Three-wheel hybrid scooter gives adults a workout. This is a different kind of a hybrid. Instead of being a gas-and-electric item, it's leg power-and-electric.

Trikke's new Tribred Pon-e (pronounced pony) has an electric motor that helps you get up hills or just take you anywhere you want to go without moving your legs.

Like all other trikes, it lets you generate momentum by simply shifting your weight on its wishbone-shaped platform. The side-to-side motion, similar to what you do pedaling a tricycle or working on an elliptical machine, is what propels you.

Users say it feels like carving your way down a ski slope. The Pon-e is capable of going about 18 miles per hour, which is pretty fast for a scooter. It's great fun and can easily fold up and fit into the trunk of a car, but at \$1,700, it's pretty pricey.

It's not just an expensive toy. The hybrid scooter gives the rider quite a workout for the legs and upper body.

The Pon-e's lithium-ion battery can power it for up to 20 miles without any help from the rider. After that, you snap out the battery and plug it into an electrical outlet for a recharge, the total cost of which is calculated at about seven cents.

Company representatives say that if you do some pedaling and use the battery intermittently, you can get about 100 miles from it in a day. Environmentalists love the new Tribred Pon-e.



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The best time to prevent disasters is before they happen. We can help you prepare with our automatic offsite backup service. We will backup 100% of your important business files to eliminate the risk of losing everything in the event of a fire, flood, theft, hard drive failure or even human error.

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