



Concerned about old equipment? Frustrated by slow responses? Worried about data backups? Upset with constant problems? Sick of getting nickel and dimed? Irritated with getting voicemail? Call us today! (702) 605-6235

We Are Here to Help! :) 

Inquiring Minds...

Thank You Las Vegas Metro Chamber: Customer Service Excellence Award David and Pharoah were recently awarded the Las Vegas Metro Chamber Customer Service Excellence Award. Way to go guys! This Valley-wide program plays a vital role in promoting a strong and positive service attitude, especially among front-line employees. In 2014, nearly 5,000 individuals representing 550 local businesses were recognized for their dedication to excellent customer service. Thank you for your support.

It's a true honor to serve. As a service company, we appreciate this acknowledgement. We strive to provide excellent customer service every day. We understand IT troubles can be difficult and usually they are very disruptive for your work. So, we approach each problem with urgency, care and a positive attitude.

How do we do it? Here at ITS we stick to our Core Values as a basis for all of our actions. From the Service Team to the Leadership Team, these five core values are always at the top of our minds: all-star teamwork, dependability, positive attitude, and pursuit of growth & learning. With these common goals and our team support, we make IT work!



Event advertisement for 'Come to our Event! FOOD, FUN and Prizes!' at Fleming's Prime Steakhouse & Wine Bar on Thursday, October 22nd from 11:00am to 1:00pm. Includes questions like 'Feeling uneasy about data security?' and 'I don't understand Windows 10!'.



5 Scary Misunderstandings Most Business Owners Have About Their Network

Everything's working. My company is safe. My company has backup... I think? Take a look at these scary misunderstandings most business owners have about their network.

1. I have someone to call and everything is working, isn't that enough? I am sure you have accounting tasks, human resources, customer services and more to worry about outside of managing your network, right? However, your business relies heavily on the equipment you use daily for operations. So, even when things seem to be running smoothly it's important to monitor and update your systems so you can stay on top of spooky threats. Most companies turn to an internal IT department or an external IT manager to help, but it isn't easy to keep your network safe.

Look for preventative care, not just Band-Aids! Have you been encountering problems that just can't be fixed? Do you feel like your computers are killing your productivity? Are you running out of patience with your current IT guy?

It's time to find a solution that takes care of the day to day up's and down's as well as offers preventative care. Regular updates and monitoring can help you avoid downtime by heading off the dangers all around you.

2. Why buy new computers when the old ones still work? Aging equipment can actually cause more problems for you in the long run. Take a look around you right now. Do you know how old each computer is in your office? Smart business owners generally give a computer three to four years of hard work and let it retire. There is a reason for that.

It's not an old wives tale, computers just fail. When you look at the costs to keep a computer running smoothly around the four to six-year lifecycle mark, you will find it's just more costly to fix. Not only will you

(Continued on page 2)



What's Inside

- Chrome Tricks.....Pg 2
Be Afraid...It Might Help You Step Up Your Game.....Pg 3
Apple Breach: Jailbroken Devices Are Under Attack.....Pg 3
Thank You Las Vegas Metro Chamber: Customer Service Excellence Awards.....Pg 4

Scary Sayings

"Use your Imagination, not to scare yourself to death but to inspire yourself to life." ~ Adele Brookman
"The oldest and strongest emotion of mankind is fear, and the oldest and strongest kind of fear is fear of the unknown." ~Unknown
"It's as fun to be scared as it is to be scared." ~ Vincent Price

Halloween Myths

While many of us just love Halloween for the candy and costumes, here are some fun superstitions you may find interesting.

Black cat crossing your path. Did you know that black cat's have a bad reputation that dates back to the dark ages? One myth tells about how Satan turned himself into a cat when socializing with witches. Another states that black cats were actually gifts from the devil and should be counted along with bats as a witches' familiar.

Bats flying around your house... oh my! It is said that if a bat flies in your house on Halloween your home is haunted because the ghosts let the bat in. Another such myth states, if you see a bat fly around your home outside three times, someone in the home is marked for death.

Jack-O'-Lanterns: a tragic fable. In Celtic folklore, a drunken farmer named Jack was said to have tricked the

(Continued on page 3)

5 Scary Misunderstandings...

(Continued from page 1)

spend more in repairs, but you may be at the mercy of your computer's limitations. Computers are not evergreen. The older and more obsolete your hardware becomes, the less efficient it is, the more downtime you will experience, and the more frustrated you will be trying to run your business with computers that just aren't compatible with the programs you need.

3. Everything turns on, it's a good day.

Ok, maybe it is, but let me tell you a little story. A friend of mine helped a family rebuild a beautiful 2,000 square foot getaway in Europe. They visited with family and enjoyed their new vacation spot for years, but the power in the home was inadequate. Even though my friend told the family they had to work with an electrician to repair the wiring, they never did. One day, luckily when they were out of town, the toaster caused a fire and the house burned to the ground. It was a total loss. Why do I tell you this story? Even small surges from an old toaster can cause a huge damage.

If a toaster can total a house, your computer can devour your data. Fall is here! Make sure your company has sufficient power protection. A single power outage, surge, or spike can damage the cherished electronic components that keep your network running. Surges and power fluctuations can even shorten the lifespan of your computers, printers, firewalls and servers. Use power strips at the very least. We recommend deploying a quality battery backup device with built in surge suppression. This will give you an uninterruptible power supply. Also, don't forget to test them every year to ensure they are working properly.

4. We're safe, we haven't had a breach yet! Are you sure? Have you been monitoring your network? More often than you think, businesses simply fail to accommodate for their own security needs. They just don't recognize the risks they face everyday or take them seriously.

You don't have to be in the lime light to be a target. Even small and mid-sized companies are attacked by hackers everyday. Attacks happen so quickly. There are innumerable automated programs that scour

the Internet 24/7/365 searching for unprotected servers, computers and networks to infect and exploit. Companies that fail to properly secure their data may find themselves in the middle of a security crises that causes expensive down time, lost sales, bad rapport with clients and even bad press. If you don't know how your company is protected, it's time to take a proactive approach. Consider adopting these best practices to keep your organization secure:

- Deploy business-class firewalls at every location.
- Secure your wireless network.
- Deploy antivirus, anti-spyware, and anti-rootkit applications and keep them updated.
- Update your operating systems and software programs regularly.
- Disable any guest accounts.
- Create and implement password, e-mail, and Internet usage policies.
- Deploy a reliable backup solution and test it regularly.
- Perform regular security audits and correct deficiencies.

5. Double, double toil and trouble for your data. If you really think about it, data loss is the scariest attack a business can endure, but it is also the most misunderstood area of IT management for business owners. Regardless of the reason for a loss, hardware failure, disasters, or cyber threats cause data loss that can be catastrophic for your business. How would your company survive if 1/2 your data went missing tomorrow? Could you continue operations? Do you have a plan in place for recovery? Make sure you have a reliable back-up plan in place to keep your company data safe.

Keep the spirit of your business safe. Don't let these common misunderstandings about your network overrun your business. Give us a call today for your FREE Network Vulnerability Audit. We will help you sweep away the cobwebs, shake down your systems, and reveal all those sneaky deficiencies hiding in your network.

**Intelligent Technical Solutions
(702) 605-6235**

Chrome Tricks

64% of current Internet users regularly use Chrome as their browser says W3Schools. Now wonder.. take a look at these fancy Chrome tricks.

A quick calculator.

Google Chrome can perform basic mathematical calculations for you in a jiffy. Try typing math problem in the browser and the result will come show automatically.

Drag to define.

While browsing a website, if you want to know more about a particular word, drag and drop that word into the search bar and press "Enter". This will deliver the definition about that word with links so you can research more if you like.

Key commands to browse your tabs.

In Google chrome, if you press the "Control" key and a number from 1 to 9, you can easily move around between the open tabs.

Open specific pages from the start.

Do you have a list of specific sites you visit each day? Set Chrome to open those pages when your browser starts. Go to "Settings" and look under the "On startup" section. Click on "Open a specific page or set of pages" and then click "Set pages."

Halloween Myths...

(Continued from page 1)

devil, but his trickery ended with him being turned away from heaven and hell after he died. He had no choice but to wander in the darkness for eternity.

Legend states, Jack created a lantern from a turnip

and put a burning coal form hell inside to light his way. Hence, the jack-o'-lanterns are said to be the guides for lost souls. When you put them out in front of your home it will help guide the spirits home when they wander on Halloween. In the mid 1800's the potato famine made turnips hard to come by so pumpkins were used as the next best substitute and quickly became a trend.

Bobbing for apples.

In ancient times, apples were viewed as a tool to predict the future. More recently, it was believed that the first person to retrieve an apple from a water-filled bucket without using their hands, would be the first to marry. In addition, if they happened to catch an apple on the very first try, they would be destined to find their true love.

Whatever you believe:

**Have a very happy
and safe**

HALLOWEEN!

Be Afraid, It Might Help You Step Up Your Game

Another computer failure? Go ahead and worry, it helps you focus on details and solve difficult problems.

Optimism is touted everywhere as being helpful in tackling your everyday work tasks, and many experts say it's especially helpful for special projects. But many studies now show that moderate pessimism can result in better results.

Being something of a worrywart can motivate people. Often, worry pushes people to be more persistent in doing difficult and detailed work, various studies show. For example, actuarial consultant Kathy Blum is the co-owner of an actuarial consulting firm. She was quoted in The Wall Street Journal, saying worry motivates her to more thoroughly investigate details as she looks for evidence of misdeeds by accounting firms. Blum says maintaining a certain level of skepticism, or lack of trust, helps her persist in examining and re-examining defendants' claims and inconsistencies.

Apple Breach: Jailbroken Devices Under Attack

An iPhone malware is infecting jailbroken devices around the world. So far, over 225,000 Apple accounts have been compromised.

If you have a jailbroken iPhone, beware! Attackers may be lurking in the distance waiting to steal your iCloud account details like e-mail addresses and passwords. Hackers are said to be using a variety of "built-in backdoors" to acquire information.

Protect yourself. Enable 2 factor authentication for your iCloud account and don't use sketchy jailbreak tweaks from unknown sources.



Constructive worry.

In occupations such as actuarial science, accounting, engineering and computer science, being a worrier is a good fit for people who have a realistic, detail-focused mind set. Psychologist Gregg Steinberg, says, "Constructive worry enables you to develop an adversity plan, in the sense that you're worrying about all the things that could go wrong and

how you'll fix them. Dr. Steinberg is the author of Full Throttle, a book about building emotional strength at work.

Let your greatest fears help you develop sound contingency plans. Take a moment to consider all the things in your business that worry you. Are you concerned about backups? Uneasy about equipment failures? Nervous about security? You're not the only one. Most companies have a few vulnerabilities that go bump in the night, but solutions are available.

Need help? Give us a call today. We will take your mind off your IT so you can constructively worry about what really counts, your business.



"I'd like the Hansel and Gretel value meal..."