What's New?

2016 is in full swing and so are we! If you read last month's issue of the newsletter, you know we merged with another local IT company called PC MedEvac. We're excited to be working together and serving you! We introduced 3 new people to the MITS team through our merger with PC MedEvac, so don't be surprised if you hear from Matt, Rob, or Andrew from now on.

Other than that, we're ramping up for another great year and are looking forward to making your IT work for you!

February 2016

This monthly publication provided courtesy of Rob Downs, CEO and President of Managed IT Solutions

Our Mission: To build a community of successful minded entrepreneurs that inspires excellence, encourages collaboration and expands the capacity of all members to achieve great things.

A Backup Plan You're Sure To Fall In Love With

In today's fast-paced, data-driven world, backups are mission critical to your company's survival and success.

Yet your data may be just one damaged drive, lost laptop, natural disaster, accidental deletion, malware attack, equipment failure, power spike or petty theft away from a profit-sucking, heartbreaking disaster.

So what measures must you take to keep your data safe, secure and where you need it, when you need it? While there's no one-size-fits-all-guns silver bullet, there are some general principles to be aware of.

Image-Based Backups

An image-based backup or "clone" serves like the spare tire for your car. If you get a flat, the spare will get you to a tire shop.

If the hard drive on any device in the network goes kablooey and its user is in a time crunch to complete a project, an image-based backup allows them to get right back to where they were. It saves all files, apps and settings that were on that device, exactly the way were at the time of the last backup. And generally, that means the user can get right back to work with no need to reconfigure everything all over again.

But, just as a spare tire isn't designed for long road trips, an image-based backup may not perform as well as the original drive. It may, for instance, take a little longer to access data from the server, slowing down user workflow.

An image-based backup will be useful only to the extent that it has backed up data recently. For servers, daily or even multiple backups per day are recommended.

Archive Backups

Archive backups don't replace image-based backups, but are an efficient way to reduce the size of these backups because they take less-frequently-used data off the main computer or server.

You can't reboot from an archive, but if you've accidentally deleted a file, you can retrieve it from an archive. If any device on the network goes down, you can simply plug the external hard drive into another computer and regain access to the archived files.

Cloud Backup

Backing up to the cloud can serve as an alternative to a rotating off-site backup and eliminates the human component of having to remember to rotate drives. However, for complete protection, you'll want a cloud backup that makes a nightly copy of the image-based backup files. Should the absolute worst happen, the cloud backup image can be "spun up," allowing access to your applications and data using just about any computer or tablet.

"Should the absolute worst happen, the cloud backup image can be 'spun up'."

Automated cloud backup systems offer a variety of feature sets. Some only back up files, while others back up entire image-based backups and can even spin them up. Select a system that's simple, continual, fast, secure, easy to restore from, inclusive of different devices and operating systems, cost-efficient and, most importantly, provides the kind of protection and redundancy you need for your operation to run even if things go south.

A Fail-Safe System

So, can you rest assured that your company's backup system is built to minimize downtime in the event of data loss or equipment failure?

If you're 100% certain you can answer yes, congratulations – you are one of the few! If not, NOW is the time to take action – rather than after you wish you had.

Not only is our back up solution highly affordable, it continuously backs up your entire server – including open files – so you'll never lose a whole day's work. Then, every night, it automatically backs up a snapshot of your entire server to an off-site military-grade data center where it's held safe and secure until you need it.

Don't put this off another minute! Contact us right now through the end of February to claim your free Backup System Audit. Let us make sure your backup system never lets you down. We can fix broken computers but a broken heart is another thing entirely… Call TODAY!

Client Of The Month– Wake Forest Baptist Church

Pastor Bill Slater calls them the "biggest small church around." Wake Forest Baptist Church is '"big enough to offer a broad scope of ministries and small enough that you don't get lost in the crowd."

The church lends its support to missions abroad, extending disaster relief to hurricane and earthquake victims in the Bahamas and in Haiti. WFBC's Embrace Uganda raises awareness and support for orphans and fosters their empowerment.

At home, Wake Forest Baptist Church provides ministry and mutual care to children, youth and adults. Office Administrator Denise Stinson affirms how proud they are to help a church member in need or to support a community cause.

"One phone call can change everything," she admits. "A member is sick, a baby is born, someone dies, a parishioner needs help." Almost anything can take precedence over their weekly activities. The staff has learned to roll with whatever life throws at them.

Located in the heart of a rapidly-growing area, Wake Forest Baptist Church has the unique honor of having two venues to fulfill their ministry and serve the community.

The main House of Worship in downtown Wake Forest harks back to the mid-1800s when students from Wake Forest College passed a resolution to establish a church. The Stephenson Campus annex on Highway 98 West and Wake Union Church Road boasts 16 acres of prime property gifted 10 years ago. It houses a multi-purpose athletic field, picnic pavilion, and beach volleyball court.

Wake Forest's big-little church is alive and well with activities for all age groups, be it a preschool luncheon, youth ski or rafting trip, a book club, quilting group, or senior potluck. Find them on the web at www.wakeforestbaptistchurch.org. As their website asserts, Wake Forest Baptist Church is a place to belong … a place to become.

5 (Cheap) Ways To Make Old Computers Faster and More Reliable

#1. Add Memory. One of the most inexpensive and effective ways to improve a computer's performance is to install more RAM (random access memory). This will speed up the applications installed on your computer and allow you to open and run more programs simultaneously.

#2. Upgrade The Processor Or Add A Graphics Accelerator. If you are just looking for a little more "zoom," upgrading the processor or installing a graphics accelerator will give your computer the ability to process information faster and improve its overall speed.

#3. Perform Regular Maintenance On Your Servers and Desktops. Computers, like cars, need regular maintenance to perform at top speed and reliability. At a minimum, you should run ScanDisk and the Disk Defrag Utility on your machines once a month. This will make your applications and files load and run faster.

#4. Run A Spyware Scan Once A Week. One telltale sign that your computer is infected with spyware is slow, unstable performance. Spyware sucks up your system's resources to carry out its evil intent, slowing down your computer and even causing it to freeze and crash.

#5. Disable Or Remove Unnecessary Programs Running In The Background. Many computers have pre-installed software programs that use up system resources and slow down your computer.

   While these recommendations will certainly speed up your system, they aren't a miracle cure for a seriously out-of-date computer network. If your computer or network constantly crashes, freezes up, or runs painfully slow, then it's time to give us a call for an upgrade.

Get More Free Tips, Tools and Services At Our Web Site: www.ManagedITS.com

Did You Know That Managed IT Solutions Offers...

PALLADIUM CONTINUUM

Business Continuity And Disaster Planning

If disaster were to strike your business today would you be able to survive it? "I don't feel truly protected with the data backup solution I have now, but I don't know how to change it." Do you worry about things like this? Featuring Palladium Continuum, our strategic Disaster Recovery solution that will allow you to rest assured your business and your Computer Hard Drive Backup system are safe and sound.

With Managed IT Solutions behind you for Disaster Recovery and Business Continuity Planning, you can rely on our experts to:

- Calm your fears about the disasters you can't control, with our Data Backup solution Palladium Continuum, we can safeguard you from all that's out there.

- Decrease downtime in the case of a disaster, with Recovery and Back Up strategies that will have your business running smoothly again in no time.

- Say goodbye to error-prone tape backups, with comprehensive Business Continuity plans that continually back you up.

We can give you the power to stop worrying about your irreplaceable business data and focus on running your business.

Want To Know For Sure If Your Current Backups Are

Truly Keeping Your Data Secure?

Our Free Security Analysis Will Reveal the Truth

At no charge, a security specialist will come on site and…

- Assess your current data protection including backup and restore procedures, tape rotations and maintenance schedule to see if there is anything jeopardizing your data's security.

- Review procedures for storage and transportation of data. Many people don't realize they damage their disks (and thereby corrupt their data) by improperly caring for their storage devices.

- Check your network backup to make sure they are accurately backing up all of the critical files and information you would NEVER want to lose.

- Present a simple and easy to understand chart that will detail the makeup of your data, including the age and type of files you are backing up. Why should you care? Because many companies inadvertently use valuable computer storage to back up their employees' personal MP3 files and movies.

- Discuss current data protection needs and explain in plain English where your risks are. We know everyone has a different level of risk tolerance, and we want to make sure all the risks you're taking with your data are by choice not because of miscommunication or accident.

Shiny New Gadget Of The Month:

Keeps You In Touch, Could Save Your Life

If you fly often for business, a satellite messenger may be just the thing to stay in the cloud when you're above the clouds. And if your travels for fun take you into the wild, it could literally be a lifesaver.

Just ask retired Houston firefighter Michael Herrara. After breaking three ribs and his collarbone in a hard fall from his dual-sport bike in a remote area in Alabama, he hit the SOS button on his messenger. Within 40 minutes an ATV was on hand to transport him to a trauma center.

Features to look for in a satellite messenger include data speed, battery life, coverage areas, size, weight and ease of use.

And, of course, an SOS button.

SKILL...And WILL

Let's get one thing straight…we all begin as a NOVICE.

No one – let me repeat that – NO ONE starts as an expert. We all have to learn to walk, talk, eat, swim, count, write and read. We all start at zero, the bottom, from scratch, zip…with absolutely no knowledge, experience or understanding of the "THING" we are about to learn.

So, then the journey begins: your progression from being a Novice, to being Average, then Skilled, then a Specialist and finally an Expert is all up to you. I really like the title of "EXPERT" because it has to be earned. You can assign someone a title of Vice President or Sales Manager, Boss or Director…but EXPERT – that title is something to be revered, respected and admired.

EXPERTS have put in the time, effort and study to EARN the title. They have dealt with the pains, frustrations, exhaustion and stress that come with obtaining the title of EXPERT. In fact, it's really not a title at all, it's a designation or confirmation that the person you are dealing with is very, very good at what they do. I like being around experts, because they have traits in their character that can do nothing but help me.

You see, to be an EXPERT you have to have passion, conviction, focus, discipline, dedication, drive, purpose, commitment, spirit, determination…and the undeniable WILL to perfect your SKILL. According to the American Society for Training & Development, American

workers average 6.5 minutes per day developing their skill. That statistic alone explains why there are so many average-performing people. Most people just aren't WILLING to put in the time and effort needed to raise their skill level.

Your success has a great deal to do with your level of SKILL, but not everything. I know a lot of talented, smart, well-educated people who have in no way come close to reaching their full potential.

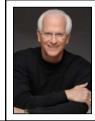You have the FREE WILL to succeed, if you have the WILLINGNESS to do it.

The big question is WILL you? Who would have ever thought such a simple word as WILL would have so much to do with your success. Here are a few quotes I want to share with you that should hopefully broaden your perspective on how important WILLPOWER is to your success. They are by people you may have never heard of – de Balzac, Min and Crowley respectively – but the brilliance of their words is indisputable.

"There is no such thing as great talent without great willpower."

"Lack of willpower leads to more failure than lack of intelligence or ability."

"In the absence of willpower the most complete collection of virtues and talent is wholly worthless."

Anyone can go from Novice to Expert if they have the WILL to do it. But the "Skill Knob" can only be turned to the "Expert Notch" if you have the WILL to make it happen and the discipline to study, learn and practice.

Robert Stevenson is a highly sought after, internationally known speaker. He is the author of the best-selling books *How to Soar Like An Eagle in a World Full of Turkeys* and *52 Essential Habits For Success*. Robert is a graduate of the Georgia Institute of Technology (Georgia Tech) and is a former All-American Athlete. He started his first business at 24 and has owned several companies. Robert has international sales experience dealing in over 20 countries, and his client list reads like a Who's Who in Business. He has shared the podium with such renowned names as Generals Colin Powell and Norman Schwarzkopf, Former President George H.W. Bush, Anthony Robbins and Steven Covey. www.robertstevenson.org/

Microsoft Outlook for iOS and Android – Worth a try?

The new Outlook for iOS and Android connects e-mail accounts, calendars and files all in one place. So what's the verdict from users? It gets mixed reviews, for an average of 3.5 out of 5 stars on Google Play. On the plus side, it's got a lean, easy-to-use UI. It sorts incoming e-mail by "Focus" and "Other" with an easy-to-use swipe gesture to move between the two. The scheduler uses color-coding and grays out info you don't need. On the minus side, some users report syncing and sign-in errors and incompatibility with certain systems. Still, once the bugs are worked out, it's certainly worth a test drive.   -*Computer World, 10.29.15*

Star Wars BB-8 Droid Tie-In: The Story and the Tech Behind the Hit Toy

Talk about your dream contract! It was just the second day of Disney's inaugural tech-development Accelerator. Sphero CEO Paul Berberian and the company's two founders were invited to chat with Disney CEO Bob Iger in his office. When it's their time to meet, Iger pulls out his iPhone and shows them dailies from the new Star Wars film, *The Force Awakens*, then in production – stuff nobody but folks directly involved in making the movie had seen. Iger pointed to the rolling droid, BB-8, and asked Berberian if he and his team could build it. The rest, as they say, is history.   -*Wired, 09.03.15*

Pain Relief Gets a New Look

A new wearable electronic device named Quell is designed to relieve pain without popping pills. Yet it doesn't look like a medical device. Resembling an athletic band, it's worn on the leg, just below the knee. It connects to your smartphone so you can track therapy sessions, control features, monitor quality of sleep and store data to the Quell HealthCloud. 67% of Quell users report a reduction in their use of pain medication. Some users experience relief in as little as 15 minutes. Tapping into your body's natural pain-control system, it can block pain signals, providing widespread pain relief. Just bear in mind, it doesn't work for everyone – your results may vary.   -*MedGadget 08.17.15*

World's Smallest Camera Drone

Curious about camera drones, but not sure where to begin? For under $30 you can get a tiny "quadcopter" that fits in the palm of your hand. The Cheerson CX-10C claims to be the world's smallest drone with a camera. You'll get a flight time of no more than about three minutes, less if you use the camera. Which, of course, is the point, isn't it? Still, it's a good way to get the hang of playing with one of these things without a whole lot of cash out-of-pocket. Use it for aerial shots of you and your family skiing, on the beach – or just buzzing around the house for practice.   -*Drone Arena, 11.06.15*