

Inside This Issue...

Why You Should Fear Being "Offline"....Page 1

Technology Spotlight: Microsoft Surface Pro 3..Page 2

Beware of the Dangers Lurking in Your Home PC...Page 2

Referral Station—Earn FREE Gifts....Page 3

Kicking Your Staff...Into High Gear!....Page 3

Kickin' Back.....Page 4

WebMD Does Not Replace Your Doctor....Page 4

Expert of the Month...Page 4

A Word From the Owner

"During the past month, we had a few pretty bad storms that killed the power around the state. If you want to protect against powerful surges that can take out your computers, pick up a battery backup for each PC. It's well worth it!" -Nick Bernfeld



Why You Should Fear Being "Offline"

We rely on the internet so much in today's world we almost take it for granted. Everywhere you go, there's "Free Wi-Fi" offered at just about every restaurant and coffee shop. Our society has become so connected that we have trouble performing our day to day routine without the internet. Think about some of the basic tasks we do differently now compared to 20 years ago. Need to check the weather before scheduling that new foundation to be laid? Are there any flight delays to Washington? Did Julie send that report to HR? All things we are able to check with a few keystrokes and the help of the internet. But what happens if that connection is severed? How do you continue to run your business? Maybe the better question is: Can your business run 'offline' for more than a few minutes? The answer for most is a very scary "no".



Don't rely on just one source

The need for the internet in the business world is so high that more businesses are adopting a second link to the internet. When you rely on something this much, don't be at the mercy of just one provider. Have a backup on hand in case your main provider goes down. Why? Because when you consider the cost of lost revenue from being offline vs. the cost of paying for backup internet, the choice becomes very clear, very quickly.

Choosing the right backup Internet Service Provider

Say you use Verizon as your main ISP (Internet Service Provider), you could use another competitor like Cox or Comcast as a backup. While this seems like a smart choice, what happens if someone takes out the telephone pole to your business that hosts both your ISP lines? This is when you should consider the other option, a 3G/4G backup service.

3G and 4G—Not just for phones

Now that 3G and 4G service areas have become more commonplace, there are more options for backup ISPs. Using a "Mobile Hotspot" that uses cell phone data plans are great when your main ISP line is downed due to hardware or building issues. The biggest flaw? Data limits. This means limiting your usage until your main connection is back up. So, lay off the "Daily Aww...." videos and get to doing only "business" related tasks. This is because your internet is a "limited" resource until the main connection is restored. This may be a good thing as it will help you stay on task without giving in to the distractions that normally popup during the day. Also, it may light a fire under you to work faster before that resource is exhausted.

If you want to get something setup, we offer backup ISP services for \$75 per month. We can setup a backup ISP before you have an Internet outage.

Microsoft Surface Pro 3

I am pretty biased with this month's technology spotlight. It is because I absolutely love it! The Microsoft Surface Pro 3 is what I consider the best multipurpose tablet/laptop hybrid for business use.

The Surface Pro 3 is something I take with me as a laptop replacement for any business trips. I use it because of the great battery life (about 9 hours on a full charge), the portability (12 inch screen and 1.8 lbs) and the full functionality of a regular PC. This means any software that can install on a PC can install on this as long as it meets the minimum requirements.

What sets the Surface apart from other tablet/laptop hybrids for me is the precision stylus. I can use the Surface as a notebook. I can write naturally on the tablet part and take notes without typing. I can hold it like a notebook and jot notes without missing a beat.

Don't get me wrong, I don't rely on just writing everything. I have the keyboard accessory that feels so natural I forget that it's an add-on. The keyboard is magnetic and can easily be detached or folded back to put the Surface into "tablet" mode. When compared to an Android or Apple tablet for business productivity, the Surface has them beat, hands down.

A word of advice, spend the extra money on a solid case and screen protector for it. It is a beauty but keep it protected because accidents happen. Trust me.

-By *Leeanna O'Neill*

Beware of the Dangers Lurking in Your Home PC



Ever have that project for work that needs to get done but you keep running into speedbumps during the normal work day? Sometimes, there just isn't enough time at the office to complete your deadlines. When this happens, technology can toss you a life preserver; remote access to your work computer. Yes, work from the comfort of your home and get those projects under control! However, be careful that you do not fall into a false sense of security by thinking you are impenetrable by using this setup. Being informed is the first step towards being safer while working from home.

Your Home PC, Can It Be Trusted?

It can be a very powerful tool for you. With it's help, you can work from home and finish your tasks on your time. However, since this is your portal into your work PC, precautions should be taken as danger lurks all over the web. We strongly recommend you have a dedicated 'work' computer when you work from home. Why? Because you don't want to introduce a nasty bug called a 'Keylogger' into the PC you work from home with.

The Danger of Keyloggers

This type of software is exactly what it sounds like. This program will record your keystrokes to compile a database of EVERYTHING you typed. How it works is it hides on your computer and becomes the middleman between your keyboard and whatever you are typing into. It does not matter if the letters are hidden from view (like when entering a password). A keylogger "logs" the keys you press then allows them to reach the destination (like that login screen). Then, at scheduled times, the keylogger contacts it's creator and sends over all the information it collected during it's stay on your PC. After scanning the data, someone can extract your usernames, passwords, chat logs and anything else you may have typed.

Security and Prevention

What can you do to avoid being affected by a keylogger with your sensitive business data? Have a strong security backbone installed on any PC you use for work. Next, never download suspicious attachments or click links in your email, especially "tracking information" from UPS/FedEx/USPS. These links are designed to trick you into downloading viruses, including keyloggers. Another layer of protection is to use a separate work PC that you use exclusively for business and do not share with others at home. If you share the PC with anyone (even a separate user account), you may become exposed by something the other user downloaded. If you are concerned about your login credentials for websites, you can use a fingerprint reader combined with LastPass. This encrypts your passwords and fills them in without you having to type a thing. Lastly, if a site offers it, use Two Factor Authentication. This creates a second, time sensitive key that is usually linked to a smartphone for added protection.

Referral Station

How you can earn FREE gifts with our Referral Plan!

Do you like FREE things? Of course you do!

Do you want to get FREE gifts from us? I bet you do!

We are rolling out a new promotional plan for our current clients. It's simple, easy and rewarding.

If you have a friend or colleague that is a business owner and is looking for top notch IT support, refer them to us.

To start, visit our website below:
www.snecsllc.com/referral/

Once there, just fill out the required fields like your name, their name and contact info and submit. That's it!

If they take us up on our offer of a FREE network evaluation, you will receive a [\\$25 Amazon gift card](#).

If they become a fellow Office Solutions member like yourself, you will receive a [FREE Tablet: The Asus MeMO Pad!](#)

This tablet has dual built-in cameras, WiFi, SD Card reader and with a 7" screen. It is light and portable enough for anyone to use.

That's it! We are looking to serve more clients like yourself. You have the most dedicated IT team around, why not share us with your friends and family?

Steps for Free Gifts:

Visit: www.snecsllc.com/referral/

Fill out the info and submit.

If your referral schedules a FREE evaluation, you get a FREE \$25 gift!

If your referral joins Office Solutions, you get a FREE Tablet!

Congratulations to **Dr. Mariola Nowak** of [Women's Internal Medicine](#) on receiving an Asus Tablet for her referral!

Kicking Your Staff... into High Gear!



Businesses that are winning in today's marketplace are the ones that make technology work for them, not the other way round. When used correctly, technology can make every task much faster to execute, from communicating with customers to sending messages, gathering information, and more. So if you're looking to increase staff efficiency, consider the following methods to implement technology into your day-to-day business operations.

Change office communication

In order to increase efficiency, set up instant messaging software on your employees' workstations. This allows them to send instant messages to correspondents instead of having to get up from their desks to see whether the person is available. Of course, if you need to discuss big projects or issues, face-to-face communication is likely the best choice. But you can simply send a quick message for more trivial conversations, saving precious minutes and allowing you to get more work done. Office 365 offers this by having Skype for Business included with their suite.

Install video conferencing

Traveling to offsite meetings and training sessions takes time and, all too often, time spent on the road is time lost. Rather than commuting for hours outside your office, opt for a solution that offers video calls and conferencing. This way you can hold a video conference to discuss business matters from the comfort and convenience of your office. You can also take things up a notch and equip the conference room with tools to pull up documents and have them displayed on a big screen, so that everyone in the meeting can follow the conversation with ease. This is something also included with Skype for Business from Office 365.

Upgrade workstations

Outdated technologies and workstations limit your business's progress, and are a hindrance to developing clued-up, efficient employees. Aging desktops and slow networks can frustrate your team and bring productivity to a standstill. So it's important to take the time to assess your current workstations, applications, hardware, and tools. This doesn't mean that you have to buy a set of entirely new workstations. But you should replace obsolete equipment with more up-to-date machines. In addition, make sure all software and applications are up-to-date to ensure maximum efficiency and employee satisfaction.

To read or share the digital copy of our newsletter, visit: www.snecsllc.com/newsletter

Kickin' Back



Riddle Me This?

I can go all around the world
without ever leaving the corner.
What am I?

(Answer at Bottom of Page)

Joke of the Month



A computer once beat me at chess,
but it was no match for me at
kickboxing.

Contest Time!

Looking to score a \$25
Amazon Gift Card but don't
have anyone to refer to us?
That's OK, we got you covered.

How to Enter:

Submit a review via Facebook,
Google + or Yelp. As long as we
can see who you are, you will
be entered into a random
drawing for this month's prize.

Visit:

www.snecsllc.com/review
for links to our pages!

Last Month's Winner:

Dr. Jim Boccuzzi from
Killingly Eye Care

Riddle Answer: A Stamp

WebMD Does Not Replace Your Doctor

As technology continues to evolve in the healthcare industry, new developments are being made to improve the quality of delivering patient care. Breakthroughs in treatments, communication and information gathering have provided practitioners with new tools to better serve patients. Each day, technology is advancing healthcare.



Enhanced information access

The introduction of Internet has allowed countless people to look up symptoms, treatments and medicine on the web. Browsing for information online has enabled patients to understand what kind of symptoms they're having and allows them to communicate them to their doctor easily. Sometimes though, the patient may exaggerate their symptoms and jump to conclusions after reading about them. This is why going to the doctor is very important if you need medical attention. They are the professionals after all.

Better treatments and less suffering

Technology has brought about new and innovative machines, medicines, and treatments that have the potential to save lives and improve the chance of recovery for billions. Not only can new technology help patients heal and recover faster, they have also assisted researchers to make healthcare even more effective. The invention of new medical tools and treatments has enabled doctors to perform operations that were not possible before. They can undertake surgeries slowly and carefully, without worrying that their patients might feel pain or have their body give up altogether.

Improved patient care and staff efficiency

Electronic medical records have made patient care safer and more reliable than ever before. Physicians and nurses use portable devices to store patients' medical records and check that they are administering the correct treatment. Technology has also created telemedicine, a practice that enables doctors to consult with professionals from all over the world to diagnose, treat, and research conditions more effectively.

Medical trends prediction

Major search engines are now capable of predicting medical trends such as epidemics and flu outbreaks, based on the health information that users search for. The queries are added together to estimate how much flu is circulating in countries around the world. Medical experts are able to apply this information to take preventative measures and respond to outbreaks quickly.



Expert of the Month

This month, **Jeff Logan** of Northern RI Animal Hospital is our Expert of the Month. Jeff has the compassion and heart for caring for our "furry" family members. He and his staff save many lives every day. Because of the dedication and genuine concern he and everyone under his wing at NRIAH has for each creature, we are highlighting him as our Expert of the Month! If you need an expert veterinarian, contact NRIAH at 401-762-2400 or visit NIRAH.com.

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