



Start Summer Off With A Healthy, Happy Network *In this issue...*

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Client Spotlight:



Wordsprint

Wordsprint constantly strives to deliver the highest-quality products possible. For them, there is no greater satisfaction than delivering a finished product that helps a client reach their goals and objectives. Their mission is to provide you with the highest-quality products and services possible in a timely fashion and at a competitive price.

Wordsprint will always be there with honest, expert advice and quick, friendly customer service. Their goal is to meet and exceed your expectations.

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Disaster Planning in the Real World

According to the National Climate Data Center, an average of 1,253 tornadoes occurs in the United States each year. The National Fire Protection Association reports that U.S. fire departments responded to an estimated 1,375,000 fires in the year 2012, and made up 4% of the total calls to the dispatch. The National Oceanic and Atmospheric Administration reports that we sustain \$5.3 billion dollars a year to damages from flooding.



When we see these disasters brought to life on our televisions, we identify with those who have lost their homes or worse, their loved ones. In such cases, it almost seems cold to think about the business impact during such an event, but a business is made up of people and information.

Business owners tend to think of disaster recovery as strictly information and how to get to it. Rarely do they stop to take a realistic look at the true impact of disaster, beyond that of an offsite backup. However, the information your company holds so dear is actually serving a purpose – to be used by your workers. The offsite backup is important, and the right first step, but do not stop there in the planning. The idea is to recover. Consider the processes and procedures your company uses on a daily basis, identify how long the company can go without revenue, and above all, think about communication.

Here are some steps you should take to truly address a recovery process:

1. Is everyone ok? How will you find out if one of your employees was in the building during the fire? How will you find out if one of your employees has lost their home to a flood? Developing a system that addresses the humans first is how the communication begins. It forms the team and identifies who needs help first and how to get it to them.
2. How do we stabilize our team? Once the safety of the employees has been established, the business needs to have a method of communicating next steps to work together. For instance, if you host your own email exchange and the server has just been lost – what alternative email addresses would you use? Which employees can work from home, and where should employees meet if they work as a team?
3. What high level functions does each employee do, and how will those functions be restored and continue? Identify the processes that will be affected by the loss and focus on those that are business critical and revenue restoring.
4. What information will they need access to right away? Business critical processes and their owners will reveal the information and programs needed to operate. This will guide the restoration process, prioritizing the equipment, programs and data that need to be deployed.
5. What equipment needs to be restored immediately, and how long is the lag time for shipping and setup? Having a cloud backup the business can work from is the best scenario, as well as web accessible hosted email. But, the end result is that there is equipment that is nice to have, and equipment that the company must have in order to be considered functioning again. Estimate how long it would take to get this equipment, where it would go and who would use it to compare against your impact analysis.

Did you know...

... outsourcing your helpdesk needs can actually benefit your business?

At first glance, outsourcing to a third party vendor to handle your in-house IT needs can be intimidating or seem cost prohibitive. However, there are many positive aspects to doing so.

- Using an external helpdesk can ease the day-to-day burden on your in-house IT staff, freeing them up to focus on larger projects or more important work while your outside helpdesk easily, quickly and efficiently handles requests like workstation restarts, printer installs or drive mappings.
- Most third party helpdesks (like PRONETS!) use remote management software that allows for monitoring and notifications when issues arise – allowing for expeditious problem solving. This also means more remote support possibilities so you don't have to wait for an onsite technician.
- Having a third-party helpdesk available means there's always someone who is an email or phone call away who can get your problem handled in a reasonable time frame.
- Outsourced helpdesk can mean a larger pool of experienced workers with a more varied skillset for tackling issues.
- Outside helpdesks are well-versed in third party-vendor communication and this can save you tons of time. Instead of you staying on hold with your software vendor, rely on your helpdesk to do so!

PRONETS offers several different levels of service to fulfill your helpdesk needs. Reach out to us and we'll put you in touch with one of our knowledgeable account managers to help you determine if PRONETS Helpdesk services are a fit for your business!

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"We all want to help one another. Human beings are like that. We want to live by each other's happiness, not by each other's misery." – Charlie Chaplin

HOW IMPORTANT IS PREVENTIVE CARE ON COMPUTERS?

Preventive maintenance is often one of the most overlooked aspects of computer ownership. But as the old adage states... an ounce of prevention is worth a pound of cure. Right?



If You Answer "No" To Any of the Most Disregarded Precautionary Tasks Below, Your Computers Are Probably Not Running at Full Capacity.

Are you getting rid of your temporary files on a regular basis?

Deletion of unused temporary files from your system allows for Windows to run faster & frees up valuable hard disk space.

Is a DNS flush being performed often?

If say, an IP Address were to get changed for a website, email address or something you are trying to access via the internet, flushing the DNS regularly assures that your computer can find that brand new IP address when you try to access it. Otherwise the old IP Address may continue to be found & cause issues with future access.

Does your computer have sufficient antivirus installed, scanning & updating?

It is a misconception that if you have antivirus showing up as installed on your computer, you are protected. Most antivirus requires some hands-on tweaking to make sure it is scanning & updating properly.

Are the drives on your computer being defragmented on at least a quarterly basis?

To Windows, a file is lots of small fragments that are kept in clusters on a hard drive. These clusters get reused over and over again when you delete old files and save new ones. This is why it sometimes takes so long to open a file because Windows is searching for the fragments to put together to form the whole file. Defragging gathers the files together to speed up file access in the future.

So, as you can see, preventive care on your computer systems is VERY important and can mean the difference in getting years more out of your device.

As a matter of fact, PRONETS makes sure that ALL of the devices on our Remote Support & Complete Care Agreements with our clients are receiving the benefits of the preventive maintenance tasks listed above.

If you have questions, give us a call today at 276-236-8226 – Option 6.

PRONETS, Inc. Charitable Causes

Goodwill Industries

PRONETS donated several computers that can be refurbished & reused to Goodwill Industries during the month of June 2014.

Cooking with Hope II Cookbook Sales

Starr Anderson, a PRONETS employee of 8 years, is supporting the Pink Hope Relay for Life – Grayson Team by selling "Cooking with Hope II" cookbooks.



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