



Ahhh... The New River

Client Spotlight:



GALAX
REALTY group

Galax Realty Group

Galax Realty Group is a member of the National Association of Realtors, the Virginia Association of Realtors, the New River Valley Association of Realtors, and the Southwest Virginia Multiple Listing Service.

Owners, J. Wayne and Terry Vaughan, have worked in public sales in Galax and the Twin counties for over 27 years, specializing in real estate for the last 13 years.

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Help Your Business FLOW Smoothly with the Aid of Technology *In this issue...*

- The Importance of a Help Desk and the Service of a Service Desk
- Don't Let Hackers Bring Your Entire Network Down
- Is Your Antivirus Software Really Protecting You?

The Importance of a Help Desk and the Service of a Service Desk

In the break/fix world, an application or device experiences a problem which breaks a business process or impacts a user's ability to complete an activity. At this point, a technician is called to fix the problem. The technician benefits only when a break occurs and therefore has no cause to proactively mitigate future problems.

In the IT Service Management world, it is a completely different animal. Providing a combination of a help desk, a service desk, and field technicians, the entirety of these team members constitute an IT department for hire. Because of the flat fee received for their services they only benefit if the system does not break. Furthermore, it is in the service manager's interest to anticipate and provide for technical changes that promote the growth of the client's business.



IT Services function as a help desk for a client company. The help desk is usually arranged into tiers of knowledge and experience. The primary function of a help desk is to solve a user or network problem. It uses a single point of contact for the client to call and based on the user's description of the trouble, the help desk follows predefined help desk procedures. The troubleshooting is performed by the qualified personnel and escalated to a technician with more experience if they cannot satisfactorily close the issue. Advanced technology tools track these problems and generate reports based on how long it took to work the issue to closure. The service company supplies a level of service agreed upon with the client and the reporting evaluates their performance. Because a healthy system often generates a lower amount of incidents, the help desk proactively researches the problem in order to mitigate future risk of the issue replicating itself again. Since this service is part of the flat fee, users are more inclined to call with smaller issues, unafraid of costing their company money, thereby giving the help desk time to tackle the smaller problem before it grows to a larger one.

An added value that an IT Service provides is its Service Desk. Employing business service management techniques, the service desk seeks to understand the client's business processes. These advisors check the IT underpinnings and analyze loss against business activities. By aligning the IT activities with that of the business priorities, their proactive approach focuses on the business' objectives to optimally design the solution for improvement. They work with the client to plan for the transition, then they monitor the new service in operation. It is their role to constantly look for opportunities to improve.

At a predictable cost, IT services offer business insight and analysis, plan to fix it before it breaks, and strives to meet client's needs – both great and small.

Did you know...

... Unscrupulous hackers are trying to make a buck, or several hundred, off of you with ransomware!

Ransomware, a type of malicious software designed to block access to a computer system until a sum of money is paid, has become big business and threats range from FBI alerts to messages that all your files have been encrypted.

Some of you may have experienced the sinking feeling upon seeing a popup proclaiming all your files are encrypted and to free them, you must pay a fee.

These infections are difficult to bounce back from – to effectively protect yourself and ensure you can continue functioning, you have to be sure of two things – do you have frequent, effective, full backups, and do you have up to date Antivirus software that scans frequently?

Even with those two things, you can still fall prey to this kind of attack. Typically, these infections come from sketchy emails – if your bank sends you a .zip file and you aren't sure about it, don't open it. If the headers on that email are suspicious, don't save and open the attachment. Being an educated tech consumer can save you a lot of headache in the long run.

Other things you can do to protect yourself include:

- Change your homepage in your web browser – don't use MSN, Bing, or landing pages for computer manufacturers like Dell or HP. Use a blank page or Google.com.
- Make sure you've got the latest Internet Explorer security updates.
- Arm yourself with knowledge – read up on phishing attempts (<https://tinyurl.com/3c2axs8>), and ransomware (<https://tinyurl.com/q3epe99>) – forewarned is forearmed!



"The key is to keep company only with people who uplift you, whose presence calls forth your best." - Epictetus

IS YOUR ANTIVIRUS SOFTWARE REALLY PROTECTING YOU?

True story... We recently installed our brand of antivirus on a client's computer where they thought they had updated antivirus already & **found hundreds of virus threats!** This goes to show you that without the proper management, even updated antivirus cannot protect your computers and network.



Top Reasons to Be Very Concerned About Your Type of Antivirus Solution

- **What is happening with the UNRESOLVED threats found on your computers?**
Antivirus software does its best to remove any threats that are found, but there are lots found that cannot be removed or even quarantined. This is when you need someone monitoring & alerting on these situations so that action can be taken to properly remove the threats that slip through.
- **Do you know what types of threats can affect your network?**
There are several types of threats floating around today, not just those identified as viruses. A few examples are adware, malware, phishing, Trojans, PUPs, worms, jokes, hoaxes and even certain types of cookies. Does your antivirus protect against all of these threats?
- **Retailers who accept credit cards must have updated antivirus software**
If you accept credit cards, you must comply with the Payment Card Industry (PCI) data security standard, which mandates antivirus protection. You need to also be concerned about your AV solution being updated regularly (in other words, managed and working properly at all times).

As you know, every minute counts in today's business industry. Stop wasting your valuable and scarce IT resource time and energy worrying whether your AV Solution is working correctly. We can help!

PRONETS **Managed AV Defender service** provides the skilled IT resources, domain expertise, centralized monitoring and management facilities, and proactive approach to ensuring the protection of your desktops, laptops & servers against the ever present threat of viruses and malware attacks.

With a partnership and affordable agreement with PRONETS, not only do you get antivirus software that is updated regularly & managed, you also get a team of IT experts who are alerted when specific types of threats are unresolved so that something can be done about it before it attacks the rest of your network.

Give us a call today at 276-236-8226 – Option 6.

PRONETS, Inc. Charitable Causes

Stamp Out Hunger Food Drive – US Post Office

PRONETS employees all pitched in and collected non-perishable food donations to give the post office during their yearly Stamp Out Hunger Food Drive in May.

Twin County Humane Society – Dog Food Donation

Dog food was donated to the TCHS to help out families who are having hard times and cannot afford to feed their pets but want to keep them in the home.



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