



▶ DOES YOUR BUSINESS HAVE THESE 3 CRITICAL ELEMENTS TO HELP RECOVER FROM A DISASTER?



▶ WHAT IS A vCIO AND DO I NEED ONE?



▶ OFFICE FOR iPad IS HERE

APRIL 2014

XperText

“Insider Tips To Make Your Business Run Faster, Easier, And More Profitably”

XPERIENCE THE DIFFERENCE. WE'LL MAKE ALL OF YOUR COMPUTER PROBLEMS GO AWAY WITHOUT THE COST OF A FULL TIME IT STAFF

R.I.P. Windows XP October 25, 2001—April 8, 2014

Dearly beloved, we are gathered here to say farewell to a dear old friend, Windows XP. Born October 25, 2001, this operating system was a reliable computing friend through the dawn of the Internet revolution. She introduced us to “the blue screen of death,” but overall lived a happy and productive life. XP outlived her troublesome brothers, Windows ME and Windows Vista, and is survived by Windows 7 and 8.



An Urgent Security Warning For Any Business Still Running Windows XP

If your organization is currently running Windows XP on one or more computers in your office (29% of all PC operating systems were Windows XP as of the beginning of this year), you need to be aware that you are exposing your computer network to a dangerous security threat that must be addressed immediately.

With the retirement of Windows XP as of April 8, no further security updates, patches or system updates will be released to protect you from viruses, malware, spyware, crashes or theft of personal information. That means your computer network could very soon be completely exposed to serious hacker attacks aimed at taking control of your network, stealing data, crashing your system and inflicting a host of other business-crippling problems you do NOT want to deal with. **If you have even one XP computer on your network, then you are at risk!**

If you still have any Windows XP PCs in your office, we need to replace these computers immediately!

Please call our office at (410) 884-0225 to schedule a priority appointment with one of our team members.

April 8, 2014, officially signifies the end of life for Windows XP. Launched in 2001, predating 9/11, Windows XP instantly became a huge hit, unable to be toppled later by Windows Vista (by most) and even Windows 7 and 8 (by many). The operating system was still being installed on some new computers as recently as 2010.

Free Report Download

10 Disaster Planning Essentials For Any Small Business



This report will outline in plain, non-technical English common mistakes that many small business owners make with their computer network that cost them thousands in lost sales, productivity, and computer repair bills, as well as providing an easy, proven way to reduce or completely eliminate the financial expense and frustration of these oversights.

If you're not certain your computer network is secure and protected, call us for a **FREE Network Assessment** and find out for sure if you're protected or not!

Download your free copy today at: www.XPERTECHS.com/10essential or call our office at (410) 884-0225

There Are 3 Critical Elements You Must Have In Place To Guarantee A Fast, Pain-Free Recovery Of Your Critical IT Systems In The Event Of A Data-Erasing Disaster, Yet Most Businesses Don't Have Even *One*

When it comes to backing up and protecting your company's critical data, you need to know for certain – **without any lingering doubts** – that you could recover your files and be back up and running again fast after a natural disaster, server crash, hacker attack or other data-erasing event. Here are 3 critical elements you must have to guarantee a painless recovery when things go wrong.

Critical Element #1: Secure, Encrypted Off-site Backup

While we recommend that you have on-site backup, it's absolutely **critical** to keep an encrypted copy of your data off-site as well. If a fire burns your office to the ground – or a thief breaks in and steals your server and equipment – or a natural disaster floods your office or makes it impossible to access your PCs and server – the on-site backup will be useless to you. And copying your data to an unsecure device and carrying it home every night isn't the safest or smartest system either. Data needs to be encrypted to prevent it from falling into the wrong hands.

Critical Element #2: A Data Recovery And Disaster Recovery Plan

A HUGE mistake many business owners make is thinking that data backup is the same as disaster recovery – it's not. Many business owners are shocked to find out just how long and arduous the process is to get all their data back after a disaster – and that's IF they have a good, clean copy of ALL their data (most are surprised to find out they don't). Just having a copy of your data isn't enough; you need to have a plan in place to get everything restored quickly, which is something that many solutions don't offer.

Critical Element #3: Test Restores

After you have a good backup system in place, you need to test it regularly to make sure it works. Point is, there's something wrong if you aren't doing this simple check at least once a month. If your current IT person is not doing this, you can't have any confidence in your current backup system.

XPERTECHS Ranks In Top 250 MSP's Worldwide

XPERTECHS has achieved two honors already in 2014. First, we were ranked in the Top 250 Managed Services Providers (MSP's) in MSPmentor's Global list. We were also listed in the Top 200 MSP's in North America.

The results rank MSP's based on annual recurring revenues, dollar growth, percentage growth, devices managed and plenty more. The list is part of a larger MSPmentor 501 Global Edition ranking of the world's Top 501 Managed Services Providers based on financial and business metrics.

Thank you to all our clients and vendors for helping us achieve this very special honor!



Get More Free Tips, Tools, and Services at our Website: WWW.XPERTECHS.COM

Shiny New Gadget Of The Month:



DigiMemo – Digital Notepad And Pen

While many people have converted to electronic methods of note-taking by using tablets and laptops, there are still a few holdouts who prefer to use good old-fashioned pen and paper. Transferring, sharing and saving electronically is the one setback to this classic way of doing things. Well, not anymore. Now you can go from paper to e-mail or Word in seconds.

The DigiMemo with 32MB memory and memory card slot is an amazing stand-alone digital notepad that digitally captures and stores everything you write or draw with ink on ordinary paper, without using a computer or special paper.

When connected to a PC via USB, the DigiMemo easily organizes your notes with its powerful, included DigiMemo Manager Software in Windows or Mac. Want to e-mail your notes and drawings straight out of the DigiMemo? Simply launch Mail software, press the send function and off it goes!

For the 8-1/2" x 11" digital notepad, an online writing function can instantly synchronize your writing on the paper with the page in its software in Windows.

Get yours today at:
www.SkyMall.com



What Is A vCIO And Do I Need One?

In most large companies, the CEO works with executive-level individuals, to meet the company's goals. Examples include the CFO and COO.

One of these individuals is the CIO (Chief Information Officer). Their responsibility is to provide a strategic direction in information technology for the entire company. The CIO develops an understanding of both the business' goals and its technology requirements. They are familiar with new IT solutions that are available in the market. Promising solutions are examined further to determine if they would improve company productivity.

Even for a small business, a computer network is becoming a necessity these days. Networks come in an array of shapes and sizes. Taking the guesswork out of these choices is a CIO's role, but most small and medium-sized businesses cannot afford to hire one. That is why the option of a Virtual CIO (vCIO) is more appealing for small businesses. With a vCIO, you get all of the benefits of a full-time CIO, without the cost.



Why Do I Need A Virtual CIO?

Technology can become a burden for a business owner or CEO. By implementing a virtual CIO, that burden is taken away from the business owner and put in the hands of the vCIO. The business owner no longer has to worry about keeping track of multiple IT vendors, or license renewals. He or she can now focus on the day-to-day operations of the business, and meet with the vCIO periodically (usually quarterly) to discuss the present state of the business' technology, and where it is headed in the future. It is also more cost-efficient to hire a vCIO than a permanent, salaried CIO.

Where Do I Find a vCIO?

XPORTECHS offers a full vCIO service that will take the frustration of technology away from you, and your organization. Our virtual CIOs individually have over 25 years of experience in advising companies how to best manage their network infrastructures and technology costs.

To learn more about XPORTECHS' vCIO services, call Michael at (410) 884-0225, or visit www.XPORTECHS.com/virtual-cio

Client SPOTLIGHT

Tim's Automotive & Towing

Tim's Automotive recently remodeled their two automotive centers and upgraded their IT infrastructure in the process. All this is geared toward greatly improving the customer experience while enjoying their superior automotive repair services. As part of the XPORTECHS' IT upgrades, Tim's improved their computerized office which handles billing, electronic service reminders and recommendations. A service history is kept online for all vehicles ensuring a complete and thorough job.

If you find yourself in need of a "Trusted Mechanic" then look no further and call Tim's @ (410) 665-9098 and tell them XPORTECHS recommended them.

The Lighter Side

Spring Is In The Air



- ◆ If you stand at the equator on the first day of spring, you will see the sun pass directly overhead. This only happens two times a year: the first day of spring and the first day of autumn.
- ◆ Baby birds are born with the ability to sing, but they must learn the specific songs of their species. They are thought to acquire these songs between 10 to 60 days of age and begin to sing them the next spring, when they have matured at about 300 days old.
- ◆ Spring fever is real! It commonly occurs when a sudden warm spell follows a long cold period. When the temperature rises, there's a dilation or expansion of the blood vessels so that blood can be carried to the body surface where heat can be lost quickly. This makes some people experience an energetic feeling.
- ◆ Spring cleaning often accompanies spring fever. And with the warmer weather, windows and doors can be open, which allows ventilation for dusting and the fumes of cleaning products. It has been suggested that spring cleaning dates back to the Persian New Year, when they practice "Khoneh Tekouni," which means "Shaking the house." Another possible origin can be traced to the ancient Jewish custom of cleansing the home in anticipation of Passover.
- ◆ Children tend to grow a bit faster in the spring than during any other time of year.

The Internet of Things

In January, Google purchased home automation company Nest Labs, the maker of the Nest Thermostat, for \$3.2 billion. This purchase was a huge sign that big companies (like Google) very strongly believe that we will soon live in a world where everything is connected online.

This new world has been coined "The Internet Of Things" and will soon be the reality of the world that we live in. Consider that high-quality sources estimate that by the year 2020, between 26 and 30 billion devices will be connected to the Internet and more than half of these devices will be everyday appliances such as thermostats, refrigerators, parking meters, trash cans and such.

SAP describes the "Internet Of Things" as everything from smartphone apps that control your home's lights and temperature from afar to real-time analytics that help ease traffic congestion and city parking woes.

Imagine a world where:

- ◆ You can find a parking spot and reserve it with your mobile wallet before you arrive.
- ◆ Traffic stoplights adjust to real-time conditions automatically to improve the flow of traffic.
- ◆ Municipalities detect trash levels in containers to optimize trash collection routes.
- ◆ Car insurance companies can track your actual miles driven and allow you to pay insurance only for the miles that you drive.



This is just the tip of the iceberg, and if Google's projections are true, you are going to see a huge adoption of these devices coming fast.

Announcing the Office You LOVE, Now on the iPad

We know you have been wanting it, and now it's here! With Office for iPad, you will be able to view, create, and edit Office documents on your iPad with touch-friendly Word, Excel and PowerPoint apps.

Microsoft reimagined Office for the iPad, while retaining what people love most about Office. With an Office 365 subscription, you can create and edit documents using your iPad. When you edit a document, you can be sure that content and formatting will be maintained across Office on your PC, Mac, tablet and phone.

Microsoft has future plans to bring Office apps to the Windows Store and other popular platforms. The apps will have the robust capabilities and familiar look and feel that is unmistakably Office, while offering a fantastic touch experience built from the ground up for the iPad.

In addition to Office for iPads, Microsoft has gone a step further in their mobile first and cloud first approach, and like Windows Phone, they've made Office Mobile for iPhone and Android phones available for FREE.

For additional information, visit the Microsoft Office blog:

<http://blogs.office.com/2014/03/27/>

