



▶ **MULTI-FACTOR AUTHENTICATION: ENHANCING SECURITY WITH MICROSOFT 365**



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▶ **HOW TO KEEP YOUR LAPTOP SECURE WHEN USING PUBLIC WI-FI**

# 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

## Desktop Virtualization: A Pros And Cons List

This will be the year of the virtual desktop. Desktop virtualization has come a long way in the last year or two, and is maturing into a robust solution for many businesses.

Virtualization, or DaaS (Desktop as a Service) or VDI (Virtual Desktop Infrastructure), allows you to run one (or several, depending on needs) central instance of your desktop environment on a server while end users (your employees) remote in and use virtual, on-demand instances of that environment.

So is DaaS right for you? Here are our top pros and cons of using DaaS in your organization:

- **Pro:** Access Anywhere. A well set up DaaS system lets your employees access their work desktop from pretty much anywhere. This saves on costs (not having to purchase multiple licenses for employees with, say, a desktop and a laptop), as well as keeping employees outside the office more productive.
- **Con:** Usually requires network access. Employees who can't get online can't work, so Internet/network connectivity issues can wipe out productivity across entire departments.

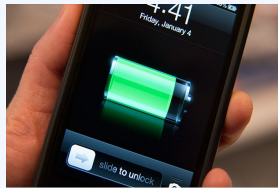


- **Pro:** Security and Reliability. A DaaS setup lets you keep an eye on security and reduce maintenance costs by only having one central point that needs patching, upgrading, and maintenance.
- **Con:** Single Failure Point. Unlike the distributed desktop model where the loss or failure of one PC is contained, if your DaaS server or provider goes down or becomes compromised, EVERYONE in your organization can be down or compromised.
- **Pro:** Uniformity and Control. Since the desktop image is shared by all (or most), you have a lot of control with what is available, what can be installed, and what can be put where.

- **Con:** Multiple Use Cases Require Multiple Images. Having users who need different environments and different default settings can require having multiple images stored on your central server, and that can quickly overrun your space availability and get expensive.
- **Pro:** Ability to Switch Environments on the Fly. If you have employees who might need to use multiple environments, Linux and Windows for example, or two different versions of Windows, a DaaS set-up allows you to offer both and let employees use them interchangeably.
- **Con:** Long-term ROI. Most experts and consultants agree that the ROI benefits of DaaS systems are long-term prospects. You won't be seeing an immediate return like with server virtualization or other outsourcing methods.

Contact XPERTECHS today with any questions, or for help with your DaaS needs.

## How To Increase Your Smartphone's Battery Life



Every year smartphone batteries increase in capacity. Yet, it seems new phone models last less and less time before they need to be plugged in. You may be wondering why can't the latest iPhone or Android device stay on longer than a few hours, despite claims of a much larger battery?

The answer is that newer phones can do more things, beyond streaming cat videos, taking photos, and browsing the web. They also have bigger screens, louder speakers, faster data speeds, more sensors, and so on. These improvements not only take more battery power, but lead to increased usage of smartphones.

So what can you do to increase battery life? While the specifics depend on the exact phone you're using, here are some things that will help right away:

### **Turn On Automatic Screen Brightness**

Most phones have an option to automate the screen's brightness based on ambient light levels. This will help keep screen brightness down when it isn't necessary, and save battery life.

### **Turn Off GPS, Wi-Fi, Bluetooth, and Other Networks and Sensors**

Just having these on is considerably draining to the battery life. Turn them off when not in use to make your phone last longer.

### **Browse Only on Wi-Fi**

When possible, turn off 4G connectivity and use Wi-Fi networks to browse the web. Wi-Fi antennas use less power than 4G, and will extend the life of your phone.

## Multi-Factor Authentication: The Secret of Enhancing Security in Microsoft Office 365

Microsoft Office 365 is a cloud-powered version of Microsoft Office. In addition to the standard features, this new version of Office now offers online conferencing, file sharing, business-level email, shared calendars, and website creation. Unfortunately, since Office 365 is cloud-based, there are new security concerns that should be considered when using it.

Placing data in the cloud introduces risks such as data breaches, data loss, account hijacking, and more. Microsoft acknowledges these issues, and has started to put measures in place to help you protect your data. Multi-factor authentication (MFA) is one such measure.

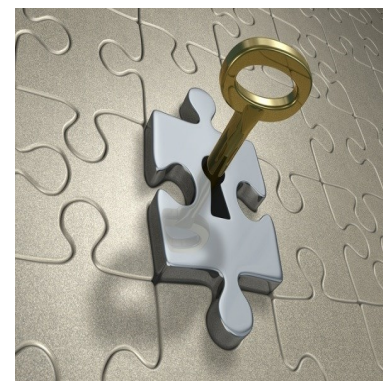
### **Multi-factor Authentication**

Under normal circumstances, authentication relies on a username and password. If a hacker were to steal that password, they could easily access your account. Multi-factor authentication, on the other hand, requires two pieces of information: something you know and something you have. An example of MFA in everyday life would be ATM access. In order to access your bank account through an ATM, you need something you know (your PIN) and something you have (your card). Similarly, accessing an MFA-enabled account on Office 365 requires interaction with a mobile app, phone call, or text message, in addition to entering a password.

### **How to Set Up Multi-Factor Authentication**

To set up MFA in Office 365, follow these steps:

1. Sign in to the Office 365 portal, and go to the "Office 365 admin center."
2. Select "Users and groups." On the right, you will see a list of options. Click on "Set up" next to the "Set multi-factor authentication requirements" line.
3. Find the user that you want to set up with MFA, and check the box next to their name. You will then see two options on the right: "Enable" and "Manage user settings." Click on "Enable."



If you enabled MFA for another user, be sure to contact them and explain how it will affect the way they use apps like Outlook and Lync.

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## XPORTECHS Welcomes New Team Members

We are proud of the strategic growth that our service team continues to experience. Dan Dausch joins our team as a Certified Network Operations Center Specialist. He has over 6 years of experience and training in remote monitoring, backups and client endpoint administration.

Daniel Tobon is a graduate of Stevenson University with a degree in Business Information Systems. Daniel has over 4 years of experience in the IT field, and is a new Engineer on our Service Desk Team.

Both are well qualified and ready to deliver exceptional proactive service to our XperCARE clients in 2015.

**Welcome Aboard!**

## Top Tech Gadget Of The Month



### HP ElitePad 1000

Tablets are just about everywhere, and many busy professionals can no longer live without them. HP developed the ElitePad 1000, a high-end Windows tablet that is easily customizable for its intended user. By using a series of “smart jackets,” the ElitePad can be tailored to meet several specialized needs such as productivity, expansion, long battery life, retail and security.

The base model includes a 10.1 inch screen with Gorilla Glass, 4 GB of RAM, 64 or 128 GB of storage, dual-band Wi-Fi, Bluetooth 4.0, 2- and 8- megapixel front and rear cameras and an aluminum case.

Source: [www.crn.com](http://www.crn.com)

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## How To Grow Star Performers

A study of computer programmers at Bell Laboratories showed that the star performers outperformed moderate performers by a margin of 8 to 1. If that holds true in your organization, the conversion of five of your moderate performers into star performers would be the equivalent of adding 35 moderate performers to your workforce. Where are you going to find the five additional star performers? You don't find them. You develop them.

The Bell Labs study identified nine work strategies that characterize star performers. All of them are qualities that can be inculcated through a good corporate education system. According to researchers Robert Kelly and Janet Caplan, these qualities are:

- 1) **Taking initiative:** accepting responsibility above and beyond your stated job.
- 2) **Networking:** getting direct and immediate access to coworkers with technical expertise and sharing your own knowledge with those who need it.
- 3) **Self-management:** regulating your own work commitments, time, performance level and career growth.
- 4) **Teamwork effectiveness:** assuming joint responsibility for work activities, coordinating efforts and accomplishing shared goals with workers.
- 5) **Leadership:** formulating, stating and building consensus on common goals and working to accomplish them.
- 6) **Follower-ship:** helping the leader to accomplish the organization's goals and thinking for yourself rather than relying solely on managerial direction.
- 7) **Perspective:** seeing your job in its larger context and taking on other viewpoints.
- 8) **Show-and-tell:** presenting your ideas persuasively in written or oral form.
- 9) **Organizational savvy:** navigating the competing interests in an organization, be they individual or group, to promote cooperation, address conflicts and get things done.

Star performers consider initiative, technical competence and other cognitive abilities to be core competencies. Show-and-tell and organizational savvy were on the outer edge of their circle of importance. Middle performers placed show-and-tell and organizational savvy at the center. While star performers were focused on performance, middle performers were focused on impressing management.

The study concluded that “Individual productivity depends on the ability to channel one's expertise, creativity and insight into working with other professionals.”

Star performers emerge from educational systems tailored to the individual company and the individual job. They don't want to become clones. Too many companies today are content with training programs that provide people with knowledge and expertise, but skimp on educational processes that teach them to apply what they learn. You can't train them to seek excellence. You change that attitude through consistent input that appeals to an individual's self-interest and organizational spirit.

Dr. Nido Qubein is president of High Point University. He has authored two dozen books and audio programs distributed worldwide.

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## How To Keep Your Laptop Secure When Using Public Wi-Fi Hotspots

They are everywhere these days. Wi-Fi hotspots for checking e-mail and hopping on the Internet can be found in airports, coffee shops and even most fast-food joints. But have you ever wondered, just how safe is it to connect? With the proliferation of hackers, viruses and identity theft at an all-time high, you are smart to be concerned. Unfortunately, it is easy for a hacker to set up a Wi-Fi spot to access your laptop, called an "evil twin." An evil twin is a wireless hotspot that is used to lure people from a nearby, legitimate hotspot. For example, when logging in at your favorite coffee shop, you may have inadvertently logged in to an evil twin Internet connection set up by the person working on a laptop at the next table.

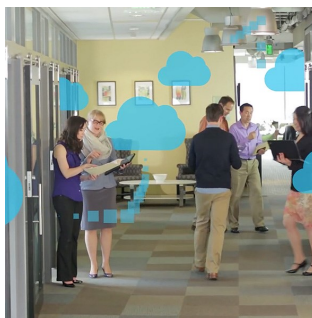
Just like legitimate sites, evil twins allow you access to the Internet, but in the background they record everything you are typing. Log on to your e-mail, investment web site or bank account, or buy something online, and they are recording your key-strokes.



**Tip:** Do you want an easy way to securely access your network and the Internet from anywhere? Call us today at (410) 884-0225 about setting up a VPN for your office!

You may be asking, "How do I protect myself at Wi-Fi hotspots?" First you need to make sure the hotspot is legitimate. You can do this by asking someone who works at the Wi-Fi location; in fact, some businesses will give you printed instructions that include the hotspot name. Even here you need to be careful. Many times, in an attempt to make you feel comfortable, the hacker will use an evil twin name that mimics the legitimate hotspot and, on some occasions, the fake site may even show up at the top of your network list by having a stronger signal than the legitimate site.

**The best protection you can have is connecting via your company's VPN (virtual private network).**



### Windows Server 2003 End of Support: Now Is The Time To Migrate!

End of support for Windows Server 2003/R2 can have a dramatic impact on your business. It will mean no more updates or patches from Microsoft, which can result in a less stable and less secure infrastructure for your organization.

There are many risks associated with the failure to upgrade your system. You can read more about these risks on our website by visiting:  
<http://www.xpertechs.com/server-2003-end-of-service/>

#### Start Your Migration Plan Now

Call XPERTECHS today (410-884-0225), and one of our migration experts will contact you to schedule your Server 2003 migration consultation ASAP!