



▶ XPERTECHS CELEBRATES 25 YEARS IN BUSINESS



▶ SPOTLIGHT ON: MICROSOFT RELEASES WINDOWS 8



▶ TECHNOLOGY-SPECIFIC NEW YEAR'S RESOLUTIONS

XperText

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

XPERIENCE THE DIFFERENCE WITH SOLUTIONS TO MANAGE AND PROTECT YOUR DAY TO DAY OPERATIONS.

“As a business owner, I know you don’t have time to waste on technical and operational issues. That’s where we *shine!* Call us today and put an end to your IT problems finally and forever!” Michael Mellott, President, XPERTECHS

Three Technology-Specific New Year’s Resolutions You Need To Make

Ahhhh! A brand new year, full of promise, hope and a fresh start. If you’re like most people, you’re making the usual resolutions to exercise more, lose weight, pay off debt, etc., etc., etc. Essentially, it’s a time of year when we momentarily take stock in our lives and think about all the things we “should” be doing more of, but don’t. So while you’re in the goal-setting mode, we thought we would tack on 5 things that probably aren’t on your list, but should be. Especially since these all fall into the “important, but not urgent” category.

1. **Offsite backups.** Can we beat this horse to death anymore? I know MOST of the clients reading this newsletter are smart enough to

have this already done, but many still don’t and are relying on undependable (and outdated, I might add) tape drives, Carbonite or other volatile backup solutions. If that’s you, don’t let this be another year where you gamble with everything you’ve worked so hard to achieve. Get a better backup!!!!

2. **Write A Disaster Recovery Plan.** Pop quiz: If you woke up tomorrow and discovered that you couldn’t access your office building due to a fire or flood, what would you do? Or what would happen if a key executive—one who holds the “keys” to critical processes or applications—



Get To Know Windows 8

Microsoft has officially launched their brand new operating system, Windows 8. You may be wondering what is new and what is so great about this big launch? Microsoft has totally redone their ‘Start Menu’ in the newest edition of Windows. Now, instead of having a little pop-up

Microsoft: Windows 8

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menu at the bottom left corner of your desktop, your Start Menu has become a full screen with blocks that correspond with people, apps, photos, file folder, web-sites, and more.

Windows 8 is also compatible with your standard PC, as well as with touch screen devices.

Even more exciting with the new release, Microsoft has now launched its own App Store that comes with Windows 8.

Open the Store right from your Start screen to browse and download apps for cooking, photos, sports, news, and a lot more—many of them are even free!



XPORTECHS Welcomes Our New XperCARE Client



SI Restoration

Is a full service restoration contractor in the Baltimore- Washington, Philadelphia, Southern New Jersey and Delaware areas. SI Restoration services both the commercial and public sector providing restoration from fire, water, wind, mold remediation, duct cleaning, vandalism, trauma scene cleanup and hoarding restoration to any type of property.

Thank you for the confidence and trust shown in our services.

The 4 Best Gadgets To Help You Lose Weight And Get Fit This Year

Getting fit is going high-tech these days, with new gadgets that are actually cool to wear instead of looking like the beeping hunks of junk your grandma wears when mall walking. Plus, they're going very social with online workouts and apps that track your progress and allow you to compete against your friends. Here are four new high-tech gadgets that may help you get in beach-body shape by spring:

- 1. Nike+ FuelBand.** This new wristband tracks your activity throughout the day and converts it to a metric of activity. Using their mobile or online app, you can set a goal for each day and then work to beat it. At \$149, it's cheaper than a personal trainer. We think this is Nike's answer to the Fitbit, which comes next on our list. www.nikestore.com
- 2. Fitbit Ultra.** The Fitbit is an altimeter, which can track how many hills or stairs you've climbed, and a motion sensor to track calories and activity levels throughout the day. If you love charts and graphs, you'll love the Fitbit. www.fitbit.com
- 3. GymBoss.** This tiny clip-on interval trainer is the lowest-tech item in this list, but may be the best at getting you to lose those last stubborn pounds by doing short, high-intensity intervals. If you want a free workout to follow that uses the GymBoss, check out www.bodyrock.tv. Warning! These workouts are not for the faint of heart! www.gymboss.com
- 4. Endomondo Sports Tracker.** This is a great option for those of you who are all tapped out from holiday shopping. Endomondo is an app that you can download for free to your phone to track miles running, cycling or in other sports using your phone's GPS. You can make any workout a race against your friends or against your own personal best. www.endomondo.com

Existing Clients

Law Offices of Peter Angelos

Completed the email migration from Novell GroupWise to Exchange 2010. Upgraded network infrastructure with new core switch and firewall.

Mabey Inc.

Completed the rollout of new MPLS WAN connectivity for depots around the US.

Glenelg Country School

Migrated over 1200 email accounts from on-premise Exchange to Office 365.

Intuitive Business Concepts

Moved several critical servers to XPORTECHS Data Center to improve reliability and remote access.



25th Anniversary Special... Free XperCARE!!!

Become an XperCARE Managed Services Customer before **March 30th**, and receive your first month of service absolutely FREE!

For more details, call Michael or Chris at 410-884-0225.

25 Years of Excellence

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In March of 2013, XPERTECHS will be celebrating our 25th year in business.

As I look back over the past 25 years, I am amazed at the number of people that I have been privileged to meet and work with during these years.

Our company has truly been blessed with great clients, supportive vendors, and outstanding employees. In the technology field, change occurs almost on a daily basis and trying to stay abreast of the meaningful advances is a tremendous task. Our staff has been up to the challenge in finding new products and solutions that will provide the best competitive advantages and ROI to our clients.

From our humble beginning in software development; to a premier network integration firm; to a Managed Services Provider; to our recent Cloud Integrator, we have always strived to remove the operational hassles of technology for our clients.

As we look to the future, we plan on making this our top priority by implementing our new Cloud Xperience offering combined with XperCARE Managed Services as our main focus. XperCARE will provide us with a way to continuously monitor the health, performance, and security of our clients' network infrastructures 24/7/365 no matter where they are located. This capability along with our Helpdesk service is geared to provide our clients with a 30 percent lower total cost of ownership, improve efficiency, and reduce network downtime over the standard in-house network solution.

As we look forward to the next 25 years, I want to share with you our plans for achieving our Strategic Advantage.

XPERTECHS will achieve our strategic advantage over our competition by implementing comprehensive state-of-the-art network monitoring and remediation tools backed by certified technology consultants who will provide remote/onsite service to our clients. We will strengthen this advantage by continuing to earn top level certifications from major technology manufacturers such as: Microsoft, Cisco, HP, Citrix, Dell, etc.

Our strategy will be to continue to deliver outstanding technology support and value to our client base. We look to increase our perception as a business partner and "Trusted Advisor" by offering solutions that are cost effective, increase productivity, and reduce the frustration of new technologies.

Finally, XPERTECHS will be a shining example of how a business should be run through, our people, processes, planning, leadership, community service and exceeding the expectations of our clients.

I want to personally thank each of you for making the first 25 years an incredible experience. If there is ever anything I can do to assist your business, please do not hesitate to call me directly.

Michael Mellott
President, XPERTECHS

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fell sick or (God forbid) died? Or what would happen if a disgruntled employee or hacker gained access to your web server, line of business application or file server and deleted everything—particularly if the data was hosted on the 3rd party cloud provider's web site? These are all very real scenarios, and without a plan in place, you could be facing serious downtime and financial losses.

3. Develop A Stronger Cyber Security System That Goes Beyond A Firewall And Anti-Virus. With more and more information about us being stored electronically, and with State and Federal laws becoming more strict, you **MUST** take cyber security seriously. Simply having a good firewall and anti-virus isn't enough these days to keep the highly motivated and technically sophisticated criminals out of your network. The HUMAN element is the biggest

threat—employees who accidentally click on links in e-mails or download files that introduce viruses to your network. Employees are also using social media sites more frequently, and they can intentionally or accidentally post something that could harm your company's reputation or leak confidential information. Therefore, your security plan must also include employee training and policies so they know what is and isn't acceptable when handling data and using company resources (Internet, computers, etc.).

If you don't know where to start in creating any of the above, we're here to help! Call us at (410) 884-0225 to discuss how we can do all of this for you and take the work and worry out of these New Year's resolutions!



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What's HOT This Month at XPERTECHS

Visit our Cloud website @ www.CloudITPros.com to see why thousands of companies are abandoning their current in-house computer network for this new, more flexible alternative!

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'Xperience the Difference!'

Manage your business, not your network.

Ask the Xpert

Home PC Tips for better performance

While our team of certified professionals is monitoring and supporting your business PC and laptop we do occasionally get questions about home PC issues and how to avoid them. To help keep your home PC running at its best here is a feature we recommend be setup:

Windows OS updates: Microsoft periodically releases updates to your operating system to fix security issues and other bugs. To ensure you have all of the latest updates you should set your Windows updates settings to 'Auto Update and Download'. This will ensure you get the latest updates installed as soon as they are released.

For Xpert tips and more Xpert advice visit our website:

WWW.XPERTECHS.COM/XPERT



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