

January Newsletter 2012

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A New Member of the TechSolutions Team

It's always a pleasure to let you know when someone new has joined our team. So we are happy to inform you that Naomi Lumpkin has recently joined us here at TechSolutions, Inc. Most times she will be the voice you hear on the other end of the phone because she has taken on the role of Office Assistant. Her most recent employment includes working at Hartnett & Hartnett as an Office Assistant in 2011 and prior to that she worked as a Copy Clerk for Grant & Eisenhofer, P.A. Last September and October she performed volunteer work at the Leukemia & Lymphoma Society in downtown Wilmington.

Her birthplace is Banbury, Oxfordshire, England where her father met her mother when he was stationed in London while serving in the United States Air Force. She majored in Public Relations at the University of Florida and graduated in 2006.

When asked about her outside interests she replied, "I love cooking and trying out different restaurants and my favorite cuisine includes Indian and Asian varieties, in addition to quality home-cooking, whatever the style! My movie and musical tastes vary, but I am a fan of independent film, although I haven't been as actively watching as I'd like to. My favorite team is the University of Florida Gators, but I cheer on the Chicago Bulls basketball team, because there are several former Gators on the team. And



I've recently become a fan of the NY Giants." Giants!!!? It's a shame some of us Eagle fans couldn't have gotten to her before she went to the dark side. I guess it could have been worse and she could have become a Cowboys fan.

So when you call in, please welcome her as we have, and if you have a minute, ask her what she did over the weekend. You're likely to get an interesting answer like going to New York to visit her 102 year old grandmother or sightseeing in Washington, D.C. as opposed to something like I stood next to the Delaware River to watch the tide change.

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Tech tips way more valuable than knowing how to make a laptop cover out of grocery bags.

My name is Dan Ayars and as the part time tech, most time marketing guy here at TechSolutions, Inc. I decided to take the opportunity to do a non-tech article and update you on some initiatives that we have undertaken in order to provide you with some valuable information and, in addition, open up the line of communication between us and you.



Through our daily activities and because of our inherent thirst for tech knowledge, we at TechSolutions, Inc. often come across, or are aware of, information that may help make your life a little better. And we felt a newsletter would be a great way to get that information to you. So in the middle of last year, we started to publish a monthly newsletter called TechPoints. TechPoints contains articles authored by TechSolutions, Inc. staff as well as outside experts and covers topics like smartphone security tips (June), dealing with malware (July) or creating strong easy to remember passwords (October). And when appropriate, we'll also provide you updates on what is happening here at TechSolutions, Inc., like introducing you to new staff members.

All past articles can be accessed at Go.TechSolutionsInc.com and clicking on the archives link at the bottom of the page. If you have an idea for an article, or would like to author an article, please email me at DAyars@TechSolutionsInc.com.

In order to get information to you in a more timely fashion, as well as providing you with another way to communicate with us, we have also jumped on the social media bandwagon with the introduction of our:

- Facebook page (Facebook.TechSolutionsInc.com),
- Twitter page (Twitter.TechSolutionsInc.com),
- Blog (Blog.TechSolutionsInc.com),
- YouTube channel (YouTube.TechSolutionsInc.com) and
- LinkedIn profile (LinkedIn.TechSolutionsInc.com).

Here you will find quick and useful articles and ideas like “10 ideas on how to make money from your old electronics” (Twitter — January 9) and “Do Not Fall Prey to Internet Phishing Scams” (Blog — December 7). Occasionally, the articles are a bit unusual like “A device that turns a Netbook into a robot” (Twitter — December 28). One day in the recent past, we posted a quote that read, “I have not failed. I’ve just found 10,000 ways that won’t work.” If you so choose, please look for this quote on our social media pages. If you are the first person to send an email to DAyars@TechSolutionsInc.com containing the name of the person who said it, along with which one of our sites and the date the answer was posted, you will receive a \$ 50 gift card in the mail. In addition, the first 10 people that “Like” us on Facebook, will receive a coveted TechSolutions, Inc. coffee mug.

So I invite you to follow us, friend us, like us, tweet us or post a comment. Take a moment a few times a week and check our social media sites and every month read our newsletter. I’m confident you’ll find some useful and interesting information. And if you know someone who would like to subscribe to the newsletter they can sign up through the link at the bottom of our website at Go.TechSolutionsInc.com.

Oh, and for those of you that want to know how to make a laptop cover out of grocery bags, (Laptop cover? Before switching to reusable bags I had enough grocery bags to build an addition to my house!), you can find the details in our January 6 post on Facebook.

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What’s Apple working on now?

Since the 1970s, Apple has gotten really good at keeping everyone on their toes. Steve Jobs was the master at wowing audiences at the company’s regular keynote addresses, unveiling new gadgets and software applications that inspired (and continue to inspire) instant lust. (We can expect CEO Tim Cook to do the same, in his own fashion.)

And the company is notorious for keeping secrets under wraps, so there’s a large cottage industry (is ‘large cottage industry’ an oxymoron?) of rumor and speculation about what cool things Apple has cooking in their kitchen of wonders. One of the better websites in this niche, because it relies on patent information, which is in the public domain, is called Patently Apple. If you’re an Apple fan, this is a great website for you. It’ll slake your thirst for insider information coming from Cupertino, and it also provides a fascinating look into the evolution of Apple devices, from initial concept to final product. (Hint: It’s rarely a straight line.)

In a Dec. 9 post, Patently Apple called attention to an idea that Apple appears to be very excited about (the company has expedited the patent application process): the idea is to use mechanical wave mechanisms to vaporize grime on your touchscreen devices.



OK, so maybe that example isn't as exciting as, say, a new iPhone prototype, but it's pretty cool nonetheless. And it is yet another testament to the company's ingenuity and almost inhuman attention to detail.

Check out Patently Apple:

<http://www.patentlyapple.com/>

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How it Works: 3D Printing

Developed in the last decade, 3D printing has, all hyperbole aside, changed the face of manufacturing.

Consider that innovators now have the means to efficiently create new prototypes within a couple of hours, bypassing the long and painstaking process of creating new concepts by hand.

Not surprisingly, the pace of innovation—in architecture, aerospace design, dentistry, jewelry, footwear and even toy manufacturing—has risen dramatically due to this technology.



But how the heck do 3D printers work? We've been wondering for a while, so we decided to do a little research. Here's what we found...

Also known as "additive manufacturing," three-dimensional printers work by adding multiple layers of material, one on top of the other. This is in contrast to a subtractive method, where material is removed by techniques such as machining or milling.

There are several different technologies currently available when it comes to 3D printing. The first is SLS, or *selective laser sintering*, which employs concentrated lasers to melt material into the appropriate shape. You can choose from a wide variety and make your object from glass, metal, plastic or even ceramic. Once your printing is complete, the unneeded material can be reused for your next project.

A second form of 3D printing uses a heated nozzle to add successive layers of plastic to build your item. This is termed FDM, or fused deposition modeling, and it was the first type of 3D printing sold on the market. In fact, it has been available since the 1990s, and IBM was central in its development.

Multi-jet modeling is a third style of this innovative technology, and it employs a glue substance which adheres to layers of powder. This printer most resembles a traditional inkjet design, and it is one of the fastest units for sale today. Also, it offers the option of coloring your item, which is not supported by most other printers.

The fourth printer utilizes a digital light processing projector to shoot light into a special liquid polymer. As

the light touches its surface, this material hardens until the three dimensional model begins to take shape. The extra polymer remains in its liquid state, and simply drains off at the end of the process.

A fifth 3D printing method boasts an electron beam (cool, right?) which melts material into the desired form. The most common material used is metal powder, and titanium is a popular choice. Why do they use such an expensive metal? Companies which select this form of additive manufacturing typically specialize in making parts for airplanes or medical implants. Therefore, weight is a factor, and titanium is one of the lightest and most durable materials available today.

3D printing is a fascinating innovation, and its use will only continue to grow. With the advent of miniature printers, they can now be run by a simple computer, and uploaded with a CAD or other 3D program design. This makes this technology highly accessible, and many small businesses and even personal users are beginning to enter the market. With the ability to shape your own object in a matter of minutes, 3D printing is a powerful tool with nearly limitless potential!

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Google's Graveyard: A List Of Discontinued Apps, From Aardvark To Wave

For every hit application that Google launches, there are about five flops (give or take).

What does this say about Google? Does it say that they're restless risk takers who love to innovate? Or might it point to quality control issues and/or something of an attention deficit disorder?

- Aardvark
- Answers
- Audio Ads
- Base
- Blogger Web Comments (Firefox only)
- Browser Sync (Firefox)
- Buzz
- Catalogs
- City Tours
- Click-to-Call
- Code Search
- Dashboard Widgets for Mac (Mac OS X Dashboard Widgets)
- Deskbar
- Desktop (Mac OS X, Windows 2000 SP3+, XP, Vista, 7, Linux)
- Dictionary
- Directory



Dodgeball
Fast Flip
Free Search
Gadgets
Gears (Google Chrome, Firefox, Internet Explorer and Safari)
GOOG-411
Google Pack
Health
Hello
Image Labeler
Jaiku
Joga Bonito
Knol
Labs
Lively (Windows XP, Vista)
Local
Mashup Editor
MK-14
Music Trends
Notebook
NotebookPack (Windows XP, Vista, 7)
Page Creator
Personalized Search
Photos Screensaver
PowerMeter
Public Service Search
Real Estate
Rebang (Google China)
Related Links
Ride Finder
SearchMash
Send to Phone (Firefox)
Sets
Shared Stuff
Sidewiki
Spreadsheets
Squared
U.S. Government Search
University Search
Video Player (Mac OS X, Windows 2000, XP)
Voice Search
Wave
Web Accelerator (Windows 2000 SP3+, XP, Vista)
Writely
X

Google's Greatest Hits

It would be unfair to focus purely on Google's failures. So here's an abridged list of our favorite apps:

Web search: The only search engine that has become a verb. 'Nuff said.

Gmail: Best free email around. Cool features and virtually unlimited storage.

Analytics: Indispensable. No other app gives you as much marketing insight as Google Analytics.

Maps: Google Maps is so good, and so comprehensive, it's borderline creepy.

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3 Cloud Apps Your Business Should Consider

One of the best things about the cloud computing revolution is that it's now possible to have a big-company infrastructure even if you don't have a big-company operating budget. These three web-based apps, which combine powerful features with affordable prices, are case in point:



Freshbooks — Accounting and Invoicing

If you need a cost-effective solution for invoice and accounting, then Freshbooks is an excellent choice. You can send and manage invoices online, accept credit card or PayPal payments, use built-in payment reminders, and even brand your bills with your company logo. Proven to save you up to five hours per month and pocket 8 percent more income, this service will allow you to focus your efforts on more productive areas.

Tribe HR — Human Resource Management

This may sound like hyperbole, but it's not: Tribe HR can revolutionize your human resources department. It will store all employee records in one central location, allow employees to book their vacation or sick leave without assistance, and even help you in the hiring process. Post jobs and keep track of the best candidates, or simply use it to manage your existing personnel files.

Zen Desk — Customer Service

All businesses need top notch customer service, and Zen Desk can help you provide it. This cloud application will enable you to quickly and correctly respond to customer inquiries. It will also identify high priority tickets, and you can use it to create auto responses to often asked questions. Zen Desk is designed to track agent performance and analyze customer satisfaction as well.

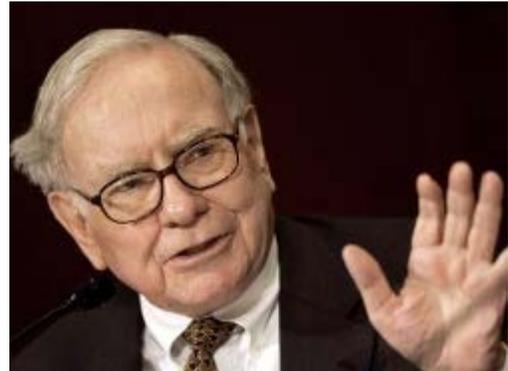
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Warren Buffet Finally Invests in a Tech Firm. Guess Which One

During his storied career as an investor, billionaire Warren Buffet has famously avoided buying technology stocks. Until recently.

The Oracle of Omaha not only invested in a tech company, he invested a huge chunk (\$10.7 billion, to be exact) of Berkshire Hathaway's sizable fund. In fact, only Coca-Cola has a larger piece of Buffet's fortune.

Care to guess which technology company was the beneficiary of his largesse?



Hint: It's one of the most recognizable brands in the technology landscape, and it has been for several decades. Once a dominant player in the personal computing market, this behemoth now specializes in providing technology solutions on a macro scale—supplying the computing power for large multinationals, research institutions, utilities, and even entire cities and states.

And the occasional Jeopardy contestant.

If you said IBM, give yourself a gold star. "It's a company that helps IT departments do their job better," Buffet told CNBC's Squawk Box last November, when the deal became public. "It is a big deal for a big company to change auditors, change law firms or IT providers."

(IBM also recently became the second most valuable tech company in the world, so there's that.)

Does the IBM purchase signal the beginning of a more tech-oriented investment strategy for Berkshire Hathaway? It doesn't look like it...

Since the IBM news broke, Buffet's team has made waves yet again with another unorthodox investment: in December 2011, the fund said it would be purchasing Buffet's hometown newspaper, the Omaha World Herald, for \$150 million.

Not one to make investments based on sentimentality, Buffet must believe that the struggling newspaper industry still has some life left.

[Read more at Gizmodo.com](#)

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