



Bridge Erection Company Is Now Grounded on a Secure IT Foundation

When you drive over a steel bridge in the Boston area, it was very likely erected by Saugus Construction Corporation of Georgetown, MA, owned by Usha and Gawain Wood.

Saugus Construction frequently receives large, complex drawings – including changes - issued by the bridge designers in both hard copy and electronic format via email. Before working with MLANS, Saugus had only a dial-up line, so the transmission of drawings was “ridiculously slow,” says Usha, resulting in inefficiency and a high degree of employee frustration as they waited to use the shared Internet computer.

With five employees each losing three hours per week to the bottleneck, the inefficiency cost was high. The company’s owners were unwilling to grant wider Internet access because they were concerned about data backup and the possibility of virus infections. Some systems were incompatible and the server was slow. They had infrequent support from an IT consultant who checked the systems two or three times a year.

Company Can Now Use Internet With Confidence

“We can’t afford to have downtime on our network that we use for accounting and for project management purposes. It’s important that we don’t have a system failure,” says Usha. The company stores its lengthy, detailed job quotes on the computer in addition to copies of the drawings.

“We wanted reliability of stored data, nightly backups, and an effective antivirus solution. We wanted constant support and supervision of our network, the ability to get our questions answered more readily, and the knowledge that if there is a problem, someone would be there to help us resolve it. We signed up with Peace of Mind to get remote support when we need it. If there is a problem that can’t be solved remotely, we know that Mark will come to our office quickly to fix the problem.”

In starting work with MLANS, Usha arranged to install a high-speed Verizon FIOS (fiber optic) line. Before plugging into the new line, Mark Aronson installed an antivirus suite on all computers and improved system and network performance, checking system integrity and upgrading to the current service packs.

Other improvements include new high speed switches and the continuously monitored, fully automated Peace of Mind Backup solution that requires no hands-on support from the Saugus staff.

“I Would Absolutely Recommend Peace of Mind”

Now that Saugus is working with MLANS, Usha says, “People are a lot more efficient and they don’t feel frustrated anymore. We have secure online access to the Internet from every computer at the office. People can check information right from their desks instead of having to go to a single, shared terminal. We don’t have to walk around the office and wait for someone to get off the single computer.”

“We can respond quickly to emails and download large drawings and large files, versus having to wait a few days for the drawings. We even added a new drawing copier on the network that can print the drawings that we download. Mark was great about getting it running and accessible from multiple computers.”

“I’m glad we can access the Internet and have security and not worry constantly that our accounting software is going to be impacted negatively because we want to be able to get on the Web. We have a sense of security now because we don’t worry about losing data. We have recognized antivirus software on all systems. Backups happen on a regular basis.”

“I would absolutely recommend Peace of Mind because you have the integrity of your backup and virus protection. You can be reassured that you’re being constantly monitored. It’s great to have Mark who has the knowledge and be able to just come in and take care of things. I’m very pleased with the response time.”





Mark Aronson

How Can We Successfully Make Changes in Our Lives?

I've known for a long time that I should be eating better and exercising with a program in addition to walking the dogs. I tried different diets and they'd work for awhile. I've done different exercise programs and have joined various gyms, and I always fall off the program. Which gives me the result you see every day.

In the book Change or Die by Alan Deutschman, the author explains that just doing something different without reinforcement is doomed to failure. An example of success that impressed me is an individual like myself who finally found a trainer he could relate to. With the positive reinforcement, he maintained his weight loss and workout program for several years. I've always accepted the trainer the gym assigned to me, and that's probably not the best thing. Support groups also help. When you can talk about your problems and bounce them off other people, even if you meet infrequently, it helps you get on track and stay on track.

The author says when you think that you've already successful, it tends to increase your momentum and make you successful. For example, when I walk in to your office, I know I can solve your computer problems, and because I know I can, I will.

My rant for this newsletter: As sales come and go, I see a lot of people buying bargain computer products that don't fit into their network or even their business, without a lot of work. I always hear people say, "I saved SO much money on this!" After I get through fixing it and making it work, the savings evaporate. If they planned and spent a little more cash up front, they'd have something that works without any effort at all.



Ilna got a thumbs-up on admission to the architecture program at Northeastern University in Boston. She's very excited and bought a college sweatshirt. She'll receive the financial aid packet soon and we're keeping our fingers crossed that it's enough.

Ilna, Laura, and I took an eight-day break in San Francisco. Some highlights were a full-day tasting tour of Napa wineries by limo, taking sushi off floating wooden boats in Japan Town, a 2-hour lunch at Chez Panisse, and running into Londonderry friends at a dim sum restaurant. Small world! I loved the Exploratorium which is packed with hands-on science demonstrations. A friend took us to Muir Woods to see the giant redwoods and to Bolinas, an ocean-side town in Marin County. Our legs got a workout climbing the hill to our apartment on Telegraph Hill. Yes, the wild parrots flock in the trees there!

Mark Aronson

Bits and Bytes

- **Scanners Jump on the Stimulus Bandwagon**—Scammers have already launched multiple campaigns tempting users into revealing personal information under the guise of the federal economic stimulus package, according to a researcher with Symantec. For example, the scammer poses as the IRS and claims the recipient qualifies for a so-called "Stimulus Payment" and should provide their personal information to get it. *Computerworld*
- **Bill Gates Releases Bugs into the Wild**—Irony was in full swing when Bill Gates released a jar full of mosquitoes during a talk on February 5. His intention was to emphasize the serious threat of malaria, which his foundation aims to eradicate. *PCWorld*
- **Amazon Rekindles its Kindle e-Reader**—Amazon unveiled its second-generation e-book reader. It offers text-to-speech ability, has a crisper display, is thinner and offers longer battery life. *CNet*
- **Salesforce.com Lost 3 Top Execs in Shake-Up**—Including the president and chief strategy officer. It finds its online software model being put to the test as companies cut technology spending. *New York Times*

April Showers Deal: \$99 Super Value Service Call

To show how much we love our clients this Valentine's Day, we're giving away our Super Value Service Call for only \$99! This on-site visit includes a 27-point Problem Prevention Audit designed to:

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This offer expires March 31st!

Frommer's Top Destinations 2009

The editorial team at travel expert Frommers has published its top 10 destinations for 2009.

- **Cartagena, Columbia**—Emerging from years of violence, picturesque Cartagena is just 2.5 hours from Miami and sits on the Caribbean coast.
- **Cape Town, South Africa**—Gearing up for soccer's 2010 World Cup, Cape Town is one of the most beautiful cities on earth.
- **Saqqara, Egypt**—30 miles south of Cairo, you'll find a step pyramid, tombs, wall paintings, and carvings.
- **Washington DC**—Change has brought an influx of new blood and governing energy. Visit weekends for great deals and use the Metro system, a transportation bargain.
- **Waterton Lakes National Park, Alberta, Canada**—The least-traveled and possibly most spectacular of Alberta's Rocky Mountain Parks.
- **Civil Rights Trail from Selma to Montgomery, Alabama**—See many small museums on this well-marked trail.
- **Lassen Volcanic National Park, California**—One of the least-visited national parks, it has hot springs, heat vents, sulfur ponds, and dormant volcanoes.
- **Berlin, Germany**—A haven for artists and musicians, Berlin features parks and restaurants.
- **Belfast, Northern Ireland**—Now a hot city break destination.
- **Istanbul, Turkey**—European City of Culture 2010 loaded with art and history.
- **Cambodia**—Boat trips on the Mekong River and vibrant Phnom Penh.
- **Weiheke Island, New Zealand**—A ferry ride from Auckland, visit its beaches and wine and olive industries.

See www.frommers.com.

Pop Quiz: You Just Discovered One Of Your Employees Had Their Laptop Stolen...

Quick, What Do You Do?

Over the last couple of months, I've come across some alarming statistics that you should know. There are 12,000 or so laptops found in US airports each week and 62,000 lost electronic devices recovered from New York's metropolitan buses, taxis, trains, and stations each year! The bottom line is no matter how careful you are with your laptop, mistakes occur and losing a laptop (or having one stolen) is likely to happen to you or your employees at some point in time.

In the hands of a relatively unsophisticated hacker, all of your laptop information can be siphoned off, allowing an open back door into your network. This is akin to giving a thief the key to your office and the code to deactivate the alarm. Imagine the embarrassment of having to contact all of your customers to let them know THEIR confidential information may be compromised because one of YOUR unsecured laptops is in the hands of a criminal!

Asking employees to be more careful about where they keep their laptop IS a good step in the right direction, but accidents happen and thieves are always on the prowl. That's why it's so important to take measures to lock down and secure any mobile devices you and your staff use to access your company's network. Here are just a few things:

- **Encrypt All Information** – Drive encryption software such as BitLocker (which is included in some versions of Microsoft Windows Vista) can secure all the data on your hard drive. Also, check your computer to see if it has a Trusted Platform Module (TPM) chip which is generally more secure than those without TPM.
- **Multi-Level Access Security** – Don't rely only on passwords to keep your laptop safe. Hackers can usually break most passwords in a few hours. We recommend adding a second way for people to prove that they are who they say they are BEFORE they are able to log in. Some people use smart cards to do this, but fingerprint pads are gaining in popularity.
- **Log / Back-Up Information** – It's critical to log and back-up all information on business laptops to ensure smooth operations in the event of loss or destruction. We can automate the backups so they are done ON SCHEDULE and in a way that won't interfere with the use of the laptop.
- **The Right Response** - What happens when an employee loses a laptop? Do you have a next step action plan in place? If not, we suggest calling us immediately to report the loss. (Note: Clients on our MLANS Peace of Mind managed services plan will get after hours support for situations like this). The sooner we know, the sooner we can take preventative actions to lock that laptop out of the network. A blame culture where people are afraid to report losses is actually much worse for security.

Take the time NOW to secure your laptop and limit the damage to your business if it happens. We specialize in securing business data like yours, and making sure it is available whenever you need it, so give me a call at 603-432-1603 to discuss encryption options and how to make your business network more secure.

TechAdvisor



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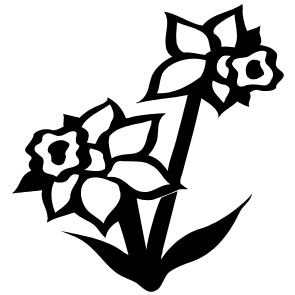
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Services We Offer:

- Computer and network security, firewalls
- Computerized telephony (VOIP)
- Data recovery
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- General network repair and troubleshooting
- MLANS Peace of Mind managed services
- Network security, design and implementation
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- Wireless networking

Revealed Inside

- 1 **Bridge Erection Company Is Now Grounded on a Secure IT Foundation**
- 2 How Can We Successfully Make Changes in our Lives?
- 3 Frommer's Top Destinations for 2009
- 3 **What Should You Do When a Laptop is Stolen?**



Technology Strategies to Help You Get More Done and Protect Your Business

Traveling Sales People Take Notice: New Micro Projectors Make PowerPoint Presentations A Breeze, Fit Into The Palm Of Your Hand, And Don't Require An Outlet To Work!

If you're like me, you don't need to do PowerPoint presentations on the road very often; but when you do, it's a royal pain! Until now, your choices were to lug a big projector around, pay for a rental, or hope that the client had one available. But thanks to a new generation of micro-projectors, you can take the show on the road very easily.

I've been hearing about various prototypes for a couple of years, but nothing was available commercially. Now two companies, 3M (3Mproprojector.com) and Optoma (Optoma.com) have released micro-projector models that claim to have 6-10 hours of battery capacity, projection LEDs that are guaranteed to last 10,000 hours before replacement, and very high resolution images. As a bonus, the 3M MPro110 works with SD memory cards or tethered to an electronic device via USB.

These mini projectors fit into the palm of your hand and work with batteries so you don't need to find an outlet; a feature that would certainly come in handy. Most project an image from 5" to 50" and are compatible with lots of electronic devices such as cell phones, cameras, PDAs, iPods, and of course, laptop computers.

Reviews for the products have been mixed; most of the disappointing reviews are from people who are used to the performance of a full size projector. However, those who only need a quick and easy way to project a computer screen or PowerPoint are very pleased.

The street price for these projectors range from \$350 to \$400 but should (like all other electronic devices) drop over time. Call Frank Yates at PC Connection to get product information and a quote. His number is (800) 800-0014 x. 33065. Frank is our sales representative there and takes good care of us.

"Perfect Hearing..." An elderly gentleman had a serious hearing problem for a long time. He finally saw a doctor who fitted him with a device that gave him normal hearing. When the man returned in a month, the doctor said, "Your hearing is perfect. Your family must be pleased."

"Oh, I haven't told them yet," the gentleman replied, "I just sit around and listen to their conversations."

The doctor replied, "Doesn't that get boring?" "Absolutely not" the man chuckled, "I've already changed my will three times!"