PALMTECH
I.T. Solutions For Business

THE LEGAL TECH TIMES

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Inside this Issue:

1. Six Questions To Ask Before Moving To VoIP
2. Do Online Banking? READ THIS!
3. Shiny New Gadget - Custom Lightsaber
4. Increase Productivity With Web Monitoring
5. A Thanksgiving Story
6. Free HIPAA Training

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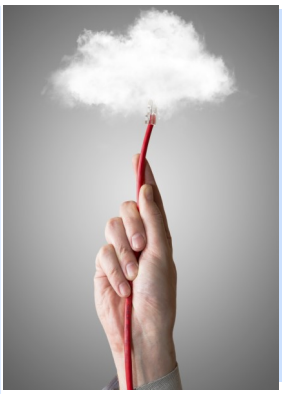
This monthly publication provided courtesy of Chuck Poole, President of PalmTech Computer Solutions.

Our Mission

To equip small and midsized businesses in the West Palm Beach area with a smooth running and seamless IT platform that enhances productivity, improves efficiency, and creates a competitive advantage.



6 Questions To Ask Before You Move To VoIP

Thanks to Voice over Internet Protocol (VoIP) and ever-improving cloud technologies, the phone-service options available to you as a small business are plentiful, with more features at a lower cost than were ever available before.

However, with all the options and vendors, separating the good from the bad and navigating the hype can be difficult. Not only are some VoIP systems a complete waste of money, but fees can be "hidden," so what appears to be a big cost-saving decision can end up costing you more in the long run once you've calculated in ALL costs over a three- to five-year period.

Here are six revealing questions you must ask to cut through the hype, half-truths and "little" white lies that could bury your company.

1) What will the call quality be like on my new system?
Companies that sell phone systems and do not install and support computer networks – which is what your VoIP system is running on – are often NOT qualified to recommend or install a VoIP phone system for your office. One of the biggest reasons for VoIP failure (poor sound quality, slowed Internet speeds, etc.) is that the person selling you the system does not understand how to properly assess your company's firewall, routers, network traffic, Internet connection speeds, as well as a host of other factors, to make sure their phone system will work as advertised in YOUR SPECIFIC ENVIRONMENT. That's because they're phone-system sales guys, not network engineers.

2) How many data centers do you have and are they geographically dispersed?
If the answer is only one, run away! What happens if their ONE data center goes down? Or, more commonly, what happens when the VoIP equipment *inside* the data center goes down? Your business is without a phone until they get their systems back online! Insist on at least two redundant data centers that are states away from each other to lower the risk of a natural disaster wiping out both data centers at once.

continued on page 2

3) What was your uptime last year? What's your guarantee for uptime?
If it's anything less than 99.999%, find a different provider. And don't just take them at their word; ask for documentation proving the reliability of their network in the previous year. If they can't even do that, don't buy their system! NOTE: Uptime is the system's ability to make and receive calls. If an individual office happens to be down due to an Internet outage, this does not affect the overall reliability of the system, because the system was ready and able.

"If they're THAT confident, have them guarantee it in writing…"

4) If my phone is unreachable, do you have automatic failover to another phone?
If your provider's system isn't constantly monitoring the status of your network, VoIP system and VoIP phones, you should consider going with another provider. If your Internet goes down, or even a single phone stops working, the system should know that within a few minutes and automatically forward the calls to a predetermined destination (like a cell phone or another office location).

5) Do you monitor my phones and system 24/7/365 for any potential issues?
If you have to tell your provider the phones aren't working, then find another provider. Any quality vendor should be monitoring and maintaining your system for you, using remote management tools. If you are missing calls, move on to a different system.

6) Do you offer a money-back guarantee?
If your provider is not willing to back up their claims with a WRITTEN, no-small-print, money-back guarantee, free of "weasel out" clauses, look for a vendor that does. Every phone-system sales guy is going to tell you how wonderful their system is and how you won't experience any problems. If they're THAT confident, have them guarantee it in writing so you're not stuck paying for a new system that doesn't work.

Free VoIP Assessment Cuts Through The Confusion, Myriad Of Options And Tech "Mumbo Jumbo" To Help You Make The Smartest, Safest Phone-System Choice For Your Company

If you're looking to upgrade your phone system to VoIP sometime in the near future, this free assessment will help you avoid making any mistakes and help you navigate the endless number of choices, techy "mumbo jumbo," conflicting advice and confusion. We'll answer all of your burning questions and determine which phone system is BEST FOR YOU based on your specific needs, budget, Internet connection and existing network. No charge and no obligation! Simply call us today at **(561) 969-1616** to get started!

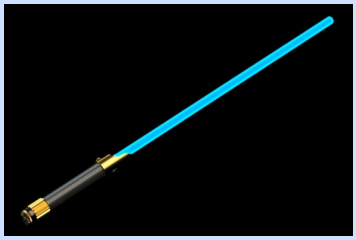
PalmTech's IT Security Tip: Do Online Banking? READ THIS!

"I liked the motivational ones better."

If you do online banking, NEVER access your online account with a PC or device that you use to log in to social media sites or free e-mail accounts (like Hotmail) or to surf the web. Since these are all highly hackable, keeping one PC dedicated to online banking reduces your chances of getting a bank-account-hacking virus. Of course, that PC should have antivirus installed, be behind a well-maintained and well-monitored firewall, have a strong password and be monitored for suspicious activity.

Email us at info@palmtech.net to sign up for our cybersecurity tips and alerts. If you have questions or concerns, do not hesitate to contact us at **(561)969-1616**.

Shiny New Gadget Of The Month:



Resist The Dark Side: Custom Lightsaber

The Sith Lord is about to strike – this is no time for an ordinary lightsaber. Time to pull out your own hand-made custom lightsaber…

You'd be hard-pressed to find an imaginary weapon as iconic as the Star Wars lightsaber. Haven't you (or someone you know) ever secretly yearned to wield one against an evil warlord? Well, in case you didn't know – you can. And, with your own custom-made lightsaber, you'll be well-armed.

These are no ordinary Hasbro plastic toys. In fact, the features and choices available at some of the top-rated lightsaber shops could well leave you "starstruck." From "flash-on-clash" to blade color to heavy, medium or light battle-readiness, to custom soundboards and circuitry, the choice is yours.

If you're a diehard do-it-yourselfer, complete kits are available. You can even get a double-bladed or cross-guard-type lightsaber. Prices range from about $400 on up. For more details, check out www.ultrasabers.com/.

Choose well, young Padawan.

Increase Productivity With Web Monitoring

With YouTube, Reddit, and Instagram just a few clicks away, it's a miracle you can get anything done during an eight-hour workday. As you're probably well aware by now, there is a huge possibility for employees to waste precious time on sites not related to your business. This problem arises when a company does nothing to monitor or regulate internet usage. To fix this, consider using internet monitoring software.

Time-saving measures

At times, the internet can be very addictive. Internet monitoring software saves employees from the temptation of online videos and games by restricting access to time-wasting sites that you deem unnecessary for business. But internet monitoring software doesn't even have to be as extreme as denying permission to harmless social media websites. Just letting your employees know that you'll be randomly monitoring their internet activity discourages them from taking prolonged visits to their Instagram page.

Avoiding harmful websites

The internet hosts plenty of unsavory links and websites. Employees who haphazardly click phishing links or access malware-ridden pornography sites can put your business at risk. Working with infected machines can slow down the entire system and, in some cases, completely halt operations. But by using internet monitoring tools you can restrict access to dangerous websites, and identify reckless employees to remove their internet privileges, if necessary.

Controlling bandwidth usage

Even while using the internet for the right purposes, bandwidth can be used up quickly. Internet monitoring gives you up-to-the-minute reports on your bandwidth usage. Once you have a clear understanding of your company's overall bandwidth usage, you can then control its expenditure. This feature allows you to prioritize bandwidth for critical business applications and reduce bandwidth for less necessary websites.

Increasing productivity on the internet

Internet monitoring software may be a powerful tool, but it should be used responsibly. As a business owner, you need to walk a fine line between over-surveillance and under-surveillance. What you should do is establish a clear internet policy. Then, explicitly define the disciplinary measures to be dispensed on anybody who goes against the requirements of the internet policy. And deal with time-wasting employees on a case-by-case basis. It's unreasonable to remove everyone's Facebook privileges because one or two abused theirs. Employee productivity can be difficult to achieve, especially with the proliferation of what we would like to call, "procrastination software." But with web monitoring software, you can truly get your business -- and your employees -- back on track. Looking for more ways to increase business productivity with technology? Give us a call. We'll be happy to make suggestions.

Source: Techadvisory.org

A Thanksgiving Story

A blind boy sat on the steps of a building with a hat by his feet. He held up a sign which said: "I am blind, please help."

There were only a few coins in the hat.

A man was walking by. He took a few coins from his pocket and dropped them into the hat. He then took the sign, turned it around, and wrote some words. He put the sign back so that everyone who walked by would see the new words.

Soon the hat began to fill up. A lot more people were giving money to the blind boy. That afternoon the man who had changed the sign came to see how things were.

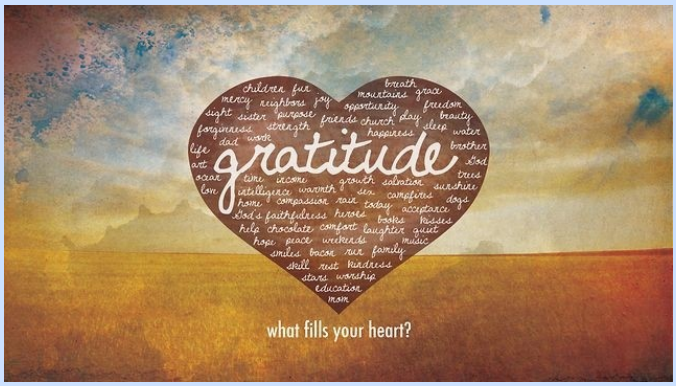
The boy recognized his footsteps and asked, "Were you the one who changed my sign this morning? What did you write?"

The man said, "I only wrote the truth. I said what you said but in a different way." I wrote: "Today is a beautiful day but I cannot see it."

Both signs told people that the boy was blind. But the first sign simply said the boy was blind. The second sign told people that they were so lucky that they were not blind. Should we be surprised that the second sign was more effective?

Moral of the Story: Be thankful for what you have. Be creative. Be innovative. Think differently and positively. When life gives you a 100 reasons to cry, show life that you have 1000 reasons to smile. Face your past without regret. Handle your present with confidence. Prepare for the future without fear. Keep the faith and drop the fear.

The most beautiful thing is to see a person smiling. And even more beautiful, is knowing that you are the reason behind it!



Happy Thanksgiving from PalmTech Computer Solutions!

FREE HIPAA TRAINING FOR YOUR STAFF

Take the next step toward HIPAA compliance with *FREE HIPAA Training for you and your staff courtesy of PalmTech! Any Medical Office, Law Firm, or Corporation that handles medical records MUST take steps to have all of their employees trained as part of a comprehensive HIPAA compliance strategy. PalmTech has reached an agreement with our HIPAA auditing partner to provide access to their computer-based video training material free for 30 days – plenty of time to get your whole team through the program. Your staff will also be tested and given a HIPAA Certificate upon successful completion of the training course. Call our sales team at (561)969-1616 or email sales@palmtech.net to get your training portal set up today.

**Offer limited to new clients with 15 or more computers whose business deals with or handles medical records.*