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This Newsletter is Published by



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The Tech Insider

Relief is *In Sight* for Small Businesses in spite of Economy

April 2009—This month, Holzager Technology Services, LLC (HTS) launched **Hassle-Free IT powered by HTS Insight**. These services are designed to give you critical technical services you need to maximize your network's speed, performance, and stability.

Unlike other computer consultants who profit from the failures in your IT environment, our purpose is to PREVENT computer problems from escalating into unexpected downtime, data loss, interruptions in business, and financial loss.

In fact, our HTS Insight Hassle-Free IT Managed Services program prevents our profiting from any technology troubles you may experience.

The Benefits are Obvious

- **You'll avoid expensive repair and recovery costs.** Our networking monitoring and maintenance is de-

signed to save you money by preventing most expensive network disasters from ever happening in the first place.

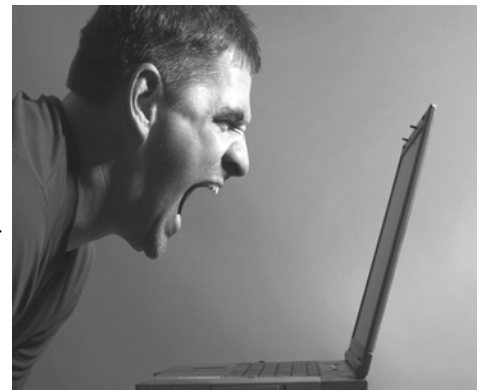
- **You'll experience faster performance, fewer "glitches", and practically zero downtime.** Normally, some parts of your system will degrade in performance over time, causing them to slow down, hang up, and crash. Our preventative maintenance and network monitoring will detect these problems early and prevent them from

escalating into more expensive repairs and downtime.

- **You'll feel as though you have an in-house IT department without the costs.** As an HTS Insight client, you'll have access to

a knowledgeable support staff that can be reached quickly should you have any kind of problem or question.

- **You'll receive substantial**



Has your office's computer network been getting you frustrated or angry? Are you ready to do something to fix the situation? Give us a call to learn more.

discounts on IT services that you are already buying. Most IT firms will nickel and dime you over every little thing they do. Under our programs, you'll have

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Our Newsletter is Back and It's Here For You!

For years, it has been our mission to be your Trusted Advisor. We keep you updated on the latest technological breakthroughs available to the Small- and Medium-sized Business, as well as give you tips to use your systems in a more efficient

and effective manner.

Many clients have been asking us questions that all could benefit from, so we have taken it to task to publish and share the information. You may find it insightful, you may find it entertaining. Either way, we hope to

bring a new highlight into your day on a regular basis.

We shall bring you **Shortcuts and Productivity Tips** that you may use in your day-to-day computer work. We will strive to address your

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Quotations

"You can avoid reality, but you cannot avoid the consequences of avoiding reality."

- **Ayn Rand** (1905-1982)

"I do not feel obliged to believe that the same God who has endowed us with sense, reason, and intellect has intended us to forgo their use."

- **Galileo Galilei** (1564-1642)

"In theory, there is no difference between theory and practice. But in practice, there is."

- **Yogi Berra**

"Whether you think that you can, or that you can't, you are usually right."

- **Henry Ford** (1863-1947)

"Years ago, I used to write a newsletter. My clients enjoyed it tremendously and got very involved with it. I want to revive that level of excitement by bringing it back. It makes my clients feel like more of a community and it delivers value besides good will"

—**Fred W. Holzsager**



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Hassle-Free IT

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the option to pay one flat, affordable rate and get all the technical services you need. No hidden charges, caveats, or disclaimers.

- You'll eliminate travel time and receive faster support response because our remote monitoring will enable us to access and repair most network problems right from our office. You'll be able to budget for network support just like rent or insurance and avoid unexpected emergency costs.

- You'll sleep easier knowing the "gremlins at the gate" are being watched and kept out of your network.

- You'll safeguard your data. The data on the hard disk is always more important than the hardware that houses it. If you rely on computer systems for daily operations, it's

time to get serious about protecting your critical, irreplaceable electronic information.

- You'll stop annoying spam, pop-ups, and spyware from taking over your computer and your network.

- You'll gain incredible peace of mind. As a business owner, you already have enough to worry about. We'll make sure everything pertaining to your network security and reliability is handled so you don't have to worry about it yourself.

Compare the savings!

When you compare the features of **Hassle-Free IT** against the cost of having your own dedicated IP person on staff (with salary plus 35% more for insurance, benefits, training, workers' comp etc.), it is easy to see how HTS Insight saves your money and delivers results!

If you consider the cost of a single server outage on your network—repair, recovery, lost productivity, delays and idle time, it becomes even more evident how **Hassle-Free IT** can remedy your system headaches. By monitoring your systems 24x7, our program identifies the warning signs and signals back to our technicians when the indications of a pending failure occur. This allows us to take pre-emptive measures to hold off any problems BEFORE they strike.

For more information about our **Hassle-Free IT** managed services programs, feel free to contact our office — (201) 797-5050 or e-mail us at support@tech4now.com.



Newsletter

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Direct Questions; in fact, if you submit a question that we research and use in our publication, we will recognize you for your contribution and we'll send you something to thank you for making our newsletter better by being more interactive.

We'd love to hear from you to learn about your thoughts, issues and concerns. Heard a good clean

joke lately, share it with us and we can all smile.

In the upcoming months, we will inspire you with words of wisdom from the great thinkers (and others), as well as lighten your day with amusing anecdotes. We may even convince you to get your office to go "green".

Look for this and future publications on our website under the **Articles** tab (www.tech4now.com). We will be revamping our web-

site for ease of use in a new format in the near months, so be sure to visit it regularly to keep yourself current on the latest trends in the industry and for other features to enhance your productivity.

If you found this newsletter enjoyable, but are not on our mailing list and would like to be, please feel free to *opt-in* to our mailing list by visiting our website: <http://www.tech4now.com>.

Did You Know...

- A typical computer chip without a heat sink gets as hot as 370 degrees. Keep those vents clean and the fans running!
- If you opened the case of the original Macintosh, you would find 47 signatures, one for each of Apple's Macintosh division as of 1982.
- The first computer company to register for a domain name was Digital Equipment Corporation.
- The technology contained in a single Game Boy unit in 2000 exceeds all of the computing power that was used to put the first man on the moon in 1969.
- The QWERTY keyboard layout used today is more than 129 years old.
- One Terabyte (1,000 gigabytes) is equivalent to storing a stack of documents that is more than 16 times the height of New York's Empire State Building.
- According to University of California researchers, 1,693,000 terabytes of information are produced and stored magnetically each year.

... and you thought that YOU had a lot of data storage to worry about!

Four Hidden Dangers Electricity Poses To Your Computer Network...And One Simple, Inexpensive Solution That Will Prevent Them All From Doing Damage.

Is your computer plugged in? Do you use a power strip with a surge protector? If so, you are a heartbeat away from disaster and don't even realize it. The same electricity you depend on to run your computer and network is also trying to destroy your data.

Believe it or not, electricity is one of the biggest threats to your computer network and data it contains. Here are four computer power problems you must know about and how to prevent them.

Transients – Commonly known as surges and spikes, these are caused by lightning storms, wind, squirrels shorting out power lines, auto accidents, etc. Several times each week these spikes can travel up the power cord into your computer damaging everything from power supplies to motherboards. Conventional wisdom says use a power strip with a surge protector and you are safe. As usual, conventional wisdom is dead wrong. After several months, these surge protectors become useless having been zapped by the surges they were designed to protect against.

Blackouts – Whether momentary or prolonged, the sudden loss of power can corrupt

your PC to the point of not being able to start up again when the lights come back on.

Sags – This is when the power drops below normal. Have you ever seen the fluorescent lights flicker for a moment? Then you have witnessed sag. Sags are more common than surges and are caused when equipment like air conditioners, blow dryers, water heaters, laser printers, copy machines and other electrical equipment are turned on or come out of sleep mode. A typical small office will experience 30 or more sags each day. Sags cause many of the weird and unexplained problems computer users complain about every day.

Noise – Have you ever been watching TV and seen fuzzy pictures and/or white lines or dots when you turn on a blender or vacuum cleaner? This is a result of electrical noise. While a fuzzy TV picture is an annoyance, this electrical noise causes many computer problems including loss of data.

So how do you protect yourself from electrical problems? The most simple and inexpensive solution to all four of these hazards is a battery backup. The battery backup (also known

as a UPS or Uninterruptible Power Supply) senses when there are problems with power and automatically switches to battery protecting you from computer damage and data loss. Furthermore, most UPS come with a software application that you can install on your computer to enable it to perform an automatic unattended shutdown in the event the computer is on or logged in and the power in the battery is readily running out due to a blackout.

Choosing the correct battery backup for your computer or server can be tricky. Having one with a battery too small is the same as having none at all. For most desktop computers, a battery backup with a 500VA or higher rating should be sufficient to keep you going through momentary power problems. Protecting your server requires detailed knowledge of the server functions and power consumption in order to pick the right battery backup solution. It is also important to note that after 3 to 5 years, the batteries in the UPS may become weaker if your system has had multiple instances of the above mentioned symptoms.

If you want help in determining the right protection for your specific network, give us a call at 201-797-5050.



One Terabyte: Imagine stacks of paper piled sixteen times as high as the Empire State Building being used as a standard of measurement...Now that's a good argument for going "green"!

“Choosing the correct battery backup for your computer or server can be tricky. Having one with a battery too small is the same as having none at all.”



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Feedback & Suggestions...

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Send me an e-mail or call our direct line.

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Services We Offer:

- ✓ **Hassle-Free IT** powered by **HTS Insight** Managed Services
- ✓ General Network Repair and Troubleshooting
- ✓ Onsite and Offsite Backup
- ✓ Disaster Recovery
- ✓ Virus Protection & Removal
- ✓ Network Security
- ✓ Mobile Computing
- ✓ E-mail & Internet Solutions
- ✓ Wireless Networking
- ✓ Spam Filtering
- ✓ Storage Solutions

“We make all of your computer problems go away without the cost of a full-time I.T. staff”

Ask us about our fixed price service agreements—Computer support at a flat monthly fee you can budget for just like rent!

“It is good to know that you’re there for us, and that you are ready to go beyond the norm for your clients. This is what makes you exceptional, and so trusted.”
—Michael Isaacs, President, NYIPLA

The Lighter Side...

On Free Advice...

A doctor and a lawyer were talking at a party. Their conversation was constantly interrupted by people describing their ailments and asking the doctor for free medical advice.

The exasperated doctor asked the lawyer, “What do you do to stop people from asking you for legal advice when you’re out of the office?”

“I give it to them,” replied the lawyer, “and then I send them a bill.”

The doctor was shocked, but agreed to try it. The next day, still feeling slightly guilty, the doctor prepared the bills.

When he went to place them in his mailbox, he found a bill from the lawyer.

Old Goats

A tourist bus stopped at an English cheese farm. The guide explained the process and showed the tourists a beautiful hillside where goats were grazing.

She explained that these were older goats put out to pasture when they no longer produce. Then she asked the tourists what Americans did with their older goats. A spry old gentleman answered, “They send us on bus tours!”

Of course, I remember...

Over breakfast one morning, a woman said to her husband, “I bet you don’t know what day this is.”

“Of course I do,” he indignantly answered, going out the door on his way the office.

At 10 AM, the doorbell rang, and when the woman opens the door, she was handed a box containing a dozen long-stemmed red roses. At 1 PM, a foil-wrapped, two pound box of her favorite chocolates arrive. Later, a boutique delivered a designer dress. The woman shouldn’t wait for her husband to come home. “First the flowers, then the candy, and then the dress!” she exclaimed. “I’ve never spent a more wonderful Groundhog Day in my whole life!”