This Issue:

4 Tools that Provide Your Employees With Greater Flexibility

Flexibility is an important part of the modern work environment, especially as technology has made it much easier to work anytime, anywhere. Employees understand that this flexibility exists in many industries, and they want to reap the benefits of a flexible work…

Read the Rest Online!
http://bit.ly/2f8FfyQ

About Total Tech Care

We are a technology consulting firm specializing in technology implementation and management for businesses. We're known for providing big-business, Enterprise-Level IT services to small and medium-sized businesses.

Visit us **online** at:
totaltechcare.com

3 Myths of Data Backup That Need to Be Busted

Data backup is foundational to every business continuity plan. Despite this, many businesses don't realize that data backup and disaster recovery are two very different solutions. This oversight could leave a company high and dry in the face of a disaster causing data loss.

To help clear things up, let's dispel three myths that many have about data backup and disaster recovery.

Myth #1: Having Multiple Copies Guarantees Successful Backups
While it's true that it's a best practice to store multiple copies of your data throughout your IT infrastructure, this practice doesn't necessarily guarantee that your backups will work properly when you need them. Typically, organizations will store one backup in-house, while another copy is sent to a secure, off-site location, typically in the cloud. The idea here is to have at least one backup completely separate from your in-house network, should anything disastrous happen to it. However, in addition to taking multiple backups, you need to routinely check to see if these backups actually work, seeing as they could still be

Outsource Your IT and Stop Worrying About These 3 Responsibilities

The last time you reached out to IT support, how long did it take them to respond to your request? Did they have to drive all the way to your office, only to resolve the issue far too late? Being able to take prompt action is key to alleviating "IT issues, especially when mission-critical data is on the line. A remote monitoring and maintenance solution may be just the tool you need to keep your systems maintained and operating properly, and all without expensive on-site visits.

Remote monitoring and maintenance lets your business get the technology assistance it needs as swiftly as possible. It's usually more efficient to outsource this responsibility to a third party that can keep tabs on your business's systems through an online cloud-connected interface. This allows technicians to resolve most problems without an on-site visit, though this is far from the only benefit that remote monitoring and management solutions provide.

Resource Allocation
Your network components and applications are constantly being accessed throughout the workday, but delegating the proper amount of resources to ensure that the tools are

Outsource Your IT and Stop Worrying About These 3 Responsibilities

(Continued from page 1)
available can be tricky business. If you have an outsourced provider monitoring your network resources, they can adjust the workload to avoid bottlenecks and downtime, ensuring maximum functionality.

Threat Management
Similar to the above point, keeping an eye on the network and its resources can signify when a threat slips through your defenses. If a virus or malware program installs on a device, it may slow down the machine and spread to other parts of your infrastructure. Identifying where a threat is and eliminating it promptly is important to keep infections from spreading, and this same tactic can be used to detect telltale signs of hardware failures so your organization can prepare for the worst.

Patching and Security Updates
One of the best things about remote monitoring and maintenance is that the outsourced provider can remotely apply patches and updates, as well as resolve other problems that might come up. By doing this, you effectively free your business from the responsibility of performing this routine maintenance, which is an invaluable opportunity for an SMB to invest in more profitable endeavors.

Of course, the biggest benefit of remote monitoring is the fact that you'll cut down on expensive on-site visits from your IT support. Since most problems can be resolved remotely, it's logical that...

Read the Rest Online!
http://bit.ly/2f8xitK

How to Make Sure That Your Business is HIPAA Compliant

While the explosion of technological advancement has been great for business, it's become more challenging than ever before to keep sensitive information safe--even if all you use is an Internet connection. Even small healthcare offices are feeling the effects of this proliferation of threats and malware as they struggle to keep their organizations secure and compliant with government agencies.

Since their inception, traditional filing storage systems have been at constant threat of user error, document destruction, and theft. In recent years, the filing systems put into place by healthcare organizations have become more streamlined than the traditional file cabinet, and due to their nature of being connected digital systems, the increase in security concerns is problematic. Hackers are aware the type of data that healthcare organizations store, and are even more aware that they can make a ton of cash with it.

In particular, hospitals are major targets of hacking attacks. Ransomware is a huge threat to all organizations, but to a hospital it could be a death knell. Hospitals require data in order to care for their patients, and if that data isn't available, lives are put at risk. This makes hospitals most likely to pay for the safe return of their files, as they have little choice in the matter when their patients and their data are targeted. The same can be said for large enterprises, which might see paying for the safe return of their data as the more viable solution compared to their other choices.

Here are a few tips to help you keep your business HIPAA compliant.

- **Use data backup and disaster recovery:** You need to make sure that your organization has tools that can back up your data and restore it at a later date. This means that you need to have a recovery point objective and a recovery time objective. You should make sure that your data is stored both on-site and off-site, just in case you need a last-minute restore.
- **Implement enterprise-level security solutions:** Chances are that regardless of what industry your business falls into, you collect some sensitive information that needs to be protected at all costs. Firewalls, antivirus, spam blocking, and content filtering cannot be after-thoughts--they are practically crucial if you want to optimize your network's chances against threats. A Unified Threat Management (UTM) solution is a great way to take advantage of these preventative security solutions.
- **Use encryption:** There are times when organizations won't see the need to encrypt their data, simply because they may already have security measures put into place that seem to be perfectly fine. While HIPAA doesn't necessarily require that your organization use encryption, it's still highly recommended. Encryption makes it so that any stolen data is practically impossible to decipher.
- **Consult IT professionals:** Your organization focuses on a specific craft, one that may not have anything to do with IT security. Therefore, it makes perfect sense to outsource this responsibility to IT professionals whose sole responsibility is the security of your IT infrastructure. Any technician worth your time will be able to tell you a thing or two about HIPAA compliance.

If your business is finding HIPAA compliance difficult, Total Tech Care would be happy to assist you. We'll find ways that your organization can optimize your infrastructure for HIPAA compliance. To learn more, reach out to us at 866-348-2602.

Share this Article!
http://bit.ly/2f8BCJe

3 Myths of Data Backup That Need to Be Busted

(Continued from page 1)
susceptible to user error or data corruption. Therefore, make it a habit to test your backups, or have an outsourced provider do it for you.

Myth #2: Data that's Frequently Backed Up Can Be Restored From its Original

If your data is only partially wiped out, then it usually can't be restored from the original. Plus, rebuilding data from scratch is too time-consuming and expensive to be considered as a viable option. For example, think about how long it would take to reaccumulate all of the data stored on your company's IT infrastructure--an impossibility for most organizations. Instead, having complete backups on hand ensures that you'll overcome any disaster.

Myth #3: Data Backup and Disaster Recovery are One and the Same

At the core of this problem is the fact that many people don't understand the differences between data backup and disaster recovery. Rather, they're two equally critical parts of the same concept: business continuity; i.e., you can't have one without the other. To be clear:

Data backup is the process of taking the backup itself, while disaster recovery is when these backups are recovered.

To further explain these differences: data backup represents a figure called the recovery point objective (RPO), which is how much data needs to be recovered in order to keep operations moving forward. Whereas disaster recovery makes use of RTO, (recovery time objective), which factors in how long this process takes.

To be clear, your business continuity plan must include both RPO and RTO. The best way to go about this for your business is to implement a backup and disaster recovery (BDR) solution. A BDR from Total Tech Care can help your organization get the most out of data backup by providing you with an enterprise-level solution designed to optimize uptime and efficiency.

BDR takes backups of your data as often as every fifteen minutes, making it exceptional for keeping your data up-to-date and functional. These backups are taken automatically and are sent to both the cloud and a secure, compliant off-site data center for storage. This gives you the option to restore your data remotely, directly to the BDR device, in the event of a disaster. Plus, the BDR can take the place of your server while you work to resolve the disaster.

If you'd like more information concerning BDR and business continuity, our trusted experts would be happy to consult you. To learn more, reach out to us at 866-348-2602.

Share this Article!
http://bit.ly/2f8yQnA

How Unused Applications May Be Draining Your Budget Unnecessarily
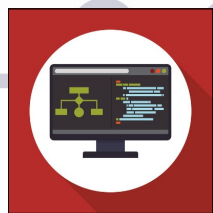
When an organization implements new software solutions, they are usually trying to either replace deprecated applications or find a solution to a particular problem. These solutions are often implemented without regards to the older software, and they'll just collect dust on the network until someone decides to remove them. These unnecessary apps could be wasting precious time and resources for your business. In fact, up to 38 percent of enterprise applications aren't being used on business networks.

In more specific terms, 30 percent of applications went unused, while only eight percent were used infrequently--less than once a month. A recent study by 1E claims that between the United States and United Kingdom, $34 billion is lost every year on unused or rarely used software solutions. Furthermore, the typical large enterprise could lose up to $7.4 million every year on unnecessary software solutions. While it must be mentioned that small companies won't waste nearly this much, it's still important to realize wasted resources when you see them. Software licenses aren't cheap, and if they're set to automatically renew, you could be wasting plenty of assets on software that you don't even use.

Granted, it's easier said than done to discover which applications your business uses, and those which it doesn't. Unless you have an internal IT department that manages your organization's technical assets, you could accidentally be renewing software solutions for apps which you barely use at all. Thus, it's your responsibility to put a stop to it, and soon.

Through a comprehensive network audit, you can find ways to improve your infrastructure, be it identifying bottlenecks or discovering resources allocated toward apps that you don't use or need. If your network is chock-full of unused and unnecessary applications, you can use a network audit to discover where they are and to jumpstart your network cleanup procedure.

Total Tech Care can perform a network audit that takes a comprehensive look at your IT infrastructure and identifies weaknesses that can be shored up. For example, it can identify bottlenecks or unnecessary resource allocation that can help you streamline operations. Furthermore, we can introduce you to new and improved solutions that can…

Read the Rest Online!
http://bit.ly/2f8DlbY

TotalTechCare
TOTAL TECHNOLOGY SUPPORT

3 Ways VoIP Phone Systems are Superior to Traditional
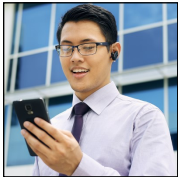
Compared to traditional telephone solutions, software-based phone systems have become a major opportunity for businesses to cut costs and improve efficiency. Even if traditional phone systems have their uses, VoIP still wins out by eliminating unnecessary costs and simplifying your business's physical infrastructure. You might find that VoIP has a place in your office, too.

VoIP takes advantage of your business's Internet connection to transfer your voice to the desired recipient, usually through a software client that's installed on a workstation, laptop, or smartphone. The main draw for VoIP is that it works anywhere as long as you have an Internet connection. Organizations have widely accepted VoIP as a viable alternative to the traditional telephony system for a number of reasons. We'll go over the three most beneficial reasons to use VoIP as your trusted communications solution.

VoIP is Versatile
One of the big pain points that businesses have with their office phone system is that they can't easily take it on the road with them when they leave the office. VoIP makes this easy by installing a softphone application on any applicable device, like a smartphone or a laptop. Just hook up a headset or microphone and you're all set--it'll be just like using your office phone.

VoIP is Flexible
Onboarding new employees is another major problem for growing businesses. A larger workforce means adding new telephones and new cables to your communications infrastructure. In a worst-case scenario, you may need to remodel your office to accommodate for the changes in the size of your workforce or communications infrastructure. VoIP eliminates this need. All you have to do is add a new user, including their extension, and configure the phone system. Although, depending on the size of your workforce, you may need to keep a close eye on your bandwidth, as it relies on your Internet connection to work properly.

VoIP is Cost-Effective
If you compare the costs of VoIP to those of a traditional phone system, you'll be in for a pleasant surprise. A great way to describe the cost savings is by comparing VoIP to that of cable cutters who no longer want cable television. Those who pay for cable television get access to countless channels that they can't possibly watch all of. Thanks to monthly services like Netflix and Hulu Plus, viewers pay a fraction of the price they would normally pay for entertainment, leading them to cancel their television plans in favor of more affordable monthly payments. Similarly, telephone providers often bundle together services that your business may not want or need, and you certainly don't want to pay for things you won't use. Since VoIP only uses your Internet connection, it uses a service you already pay for, making it convenient and budget-friendly. You can add all of those additional features later on if you want them.

If your business is considering a new approach to communications, try VoIP from Total Tech Care. We'll work with you to find a solution that's just right for your business. To learn more, reach out to us at 866-348-2602.

Read the Rest Online!
http://bit.ly/2fFftWj

We partner with many types of businesses in the area, and strive to eliminate IT issues before they cause expensive downtime, so you can continue to drive your business forward. Our dedicated staff loves seeing our clients succeed. Your success is our success, and as you grow, we grow.
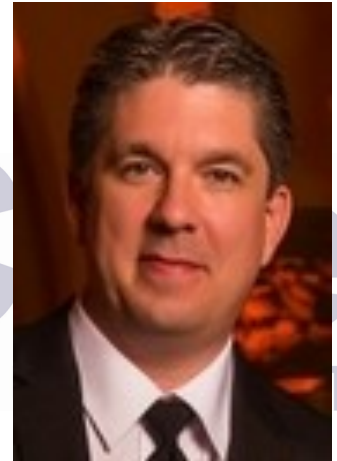
Robert St. Germain
CEO

Tech Fun Fact
During 1980s, an IBM computer was not considered to be 100% compatible if it could not run Microsoft Flight Simulator.

Total Tech Care

600 W Prospect RD
STE 2G
Oakland Park, Florida 33309
Voice: 866-348-2602

facebook.totaltechcare.com

twitter.com/totaltechcare

newsletter@totaltechcare.com

Visit us **online** at:
totaltechcare.com

PUT ON A HEADSET AND TELL OUR SANTA SUPPORT REP WHAT YOU WANT FOR CHRISTMAS!

MEET "SANTA"