

### This Issue:

Ready or Not, Windows Server 2003 is Scheduled to Fade July 2015

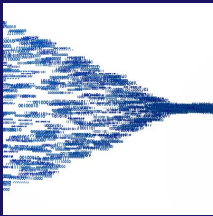
Take a Fresh Look at Your IT Security Budget

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#### Bottlenecks: Good for Drinks, Not for Networks



Let's say that you get new equipment and software for your

company's network, expecting to see a boost in performance. When everything is tested, you see no change in performance, which understandably bums you out. In a situation like this, your network is likely bottlenecking.



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### 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:  
[newsletter.totaltechcare.com](http://newsletter.totaltechcare.com)

### Ready or Not, Windows Server 2003 is Scheduled to Fade July 2015



Small business owners, beware. On July 14th 2015, Microsoft will stop supporting the aging server operating system, Windows Server 2003. If your business is still operating servers using this outdated OS, you need to upgrade away from it before the end-of-support date. If you don't, you run the risk of hacks and security discrepancies.

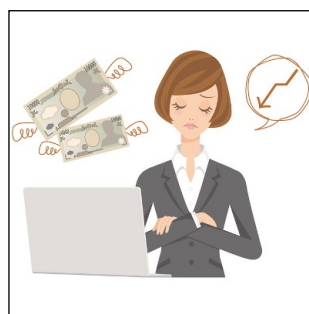
This end-of-support date might bring up "fond" memories of last year's Windows XP end-of-life event. Plenty of consumers and businesses alike waited until the last minute to upgrade from the super-old operating system, and some even ran unsupported well into the year. Others paid an incredulous amounts of cash to get custom support. Either way, refusing to upgrade until the last minute was a risky and expensive endeavor, and certainly not worth it. Some businesses think that using outdated operating systems can save them money by not paying for the latest technology, but when you take into account hardware/software performance and the risk of data breaches, it's not worth it.

However, unlike the way that Windows XP kicked the bucket, most businesses who utilize Windows Server 2003 have already taken steps toward upgrading. According to a survey by Avandade, about 80 percent of business owners are formulating plans to replace the server operating system. This shows that consumers and business owners generally have different approaches to renewing their expired technology.

With Windows Server 2003 reaching its end-of-support date in July, the question you need to address is whether or not your IT infrastructure is ready for it. Microsoft is offering support up until the expiration date, but after that, your systems will be running unsupported.

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### Take a Fresh Look at Your IT Security Budget



As technology grows ever more complex, the average garden-variety threats grow exponentially. As such, security measures grow more comprehensive to battle the myriad of new threats that appear every day. If you're not protecting yourself by maximizing your network security, you could be weak and vulnerable.

Due to the overwhelming amount of threats that are constantly trying to access your network, both larger enterprises and the small business have an equal need for quality network security. In fact, Gartner estimates that the average business dedicates about five percent of its annual budget toward strengthening security. Granted, each business has its own individual needs, and some might not spend nearly as much on their security. Still, the importance of your IT infrastructure's security can't be understated, especially today.

One of the biggest reasons why a business might not carefully consider their network security solution is due to the uncertainty that they'll get hacked. This can make it difficult to justify integrating a security solution into your business plan, especially when you're on a tight

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## Take a Fresh Look at Your IT Security Budget

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budget. If you think of it in terms of taking preventative measures, you'll understand the value of network security. By being cautious now, you can avoid expensive data breaches and compliance fines later on.

Total Tech Care has the power to help you decide how much you need to spend on your business's IT. It all starts with a simple security assessment, and we have other services geared toward both network security and business continuity that can help your organization survive difficult times.

### Get a Network Security Audit

It's not necessarily easy putting together a solid security plan. It takes knowledge and expertise that might not be readily available to the small business owner. If you're not entirely sure how much of your resources you should allocate toward improving security, a network security audit from Total Tech Care is the best place to start. We can identify weak points in your network and recommend

the best way to shore them up. Our trained IT professionals pride themselves in their ability to help others, and our consultation will let you make valuable, informed decisions about the future of your company's technology.

### Try a Unified Threat Management (UTM) Solution

One advantage that the large enterprise generally has over smaller businesses is a bigger budget. This leads some small and medium-sized business owners to think that an enterprise-level solution is simply too resource-intensive for their budget. One of our goals as a business is to make security measures as affordable as possible for the small business. We call this our Unified Threat Management solution. It takes an enterprise-level firewall, antivirus, spam-blocking, and content filtering solution, and crams it into one affordable price.

### Integrate a Backup and Disaster Recovery (BDR) Solution

Of course, a security solution is only as valuable as your data, so what happens

if all of a sudden, you have no data to protect? Even a comprehensive solution like our UTM isn't a perfect solution. Nothing is. There's always the possibility that a threat can somehow slip through undetected and cause mayhem. That's why the Backup and Disaster Recovery solution from Total Tech Care is such a valuable investment. Our BDR takes multiple snapshots of your business's data throughout the day, and just in case the worst happens, you can restore your system from the last clean backup. This prevents expensive downtime from crippling your business.

When dealing with business technology and the risks associated with it, it's always best to stay proactive and deal with issues before they become disasters. Total Tech Care can help you save money on your IT by accomplishing this. Give us a call at 866-348-2602 to learn more.



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## 3 Telltale Signs That Your Hard Drive is Failing



Technology is vital to the success of any business, but even the most common issue can prevent users from accomplishing their day-to-day goals. Even technology that's known to be reliable can fail at any given time. This is especially true for the notorious hard disk drive, which is required for the average workstation to function properly. In order to get the most out of your technology, and to avoid data loss, look for signs of hardware failure before the deed is done.

What's more, technology is expensive and costly to replace. This is the primary reason that issues in your technology need to be addressed before they be-

come an even bigger, more expensive problem. Here are three of the more common issues that your hard disk drive might face right before it croaks.

### Your PC Is Slower than Usual

There are a number of reasons that your computer could be slowing down, but one of the primary reasons is that there's something wrong inside of it. Your workstations shouldn't be lagging. If they are, it's important to resolve any issues before they put a damper on workplace productivity. If the system keeps freezing up, you know that there's something wrong with the hardware that absolutely must be addressed.

### The Blue Screen of Death

Obviously, continuous computer crashes aren't a good sign. You might know this

as the "blue screen of death," which usually signals that a computer has finally met its maker, or at the very least, will do so soon (probably at the most inopportune time). One way to determine if the cause is the hard drive malfunctioning is by attempting to access files on the hard drive. If they're inaccessible, you've probably found your issue. Be sure to call Total Tech Care to figure out a solution to your predicament before attempting too complicated a procedure on your own, or else risk making the problem worse.

### The PC Makes Strange Sounds

When we say strange sounds, we don't mean older workstations sounding like airplanes taking off. We're talking about sounds that are out of the ordinary, like clicking or grinding noises. Like any met-

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This means that they will be vulnerable to emerging threats, and by de facto, so will your business's data.

Large enterprises that have an expansive IT department might find upgrading to be simple enough; but for the small and medium-sized business, it poses a much greater challenge. While the large business has the time and expenses to afford a major IT overhaul, the smaller business doesn't have this luxury, and tend to lack both the time and resources necessary to fulfill such a dedicated project. Ian Stephan, HP's vice president and general manager for servers in EMEA, described this risk to V3.co.uk:

"For most small companies, it's a relatively simple transition. They are probably buying one or two servers every three or four years and the next server they buy will have an up-to-date operating system version. The customer that worries me is the one that has 30 or more servers, probably of mixed ages, and they may have heard something about the end of life deadline, but they may not be doing anything about it."

Companies that are growing will likely experience the most trouble when they are trying to upgrade from Windows Server 2003. A mid-sized company may have an in-house IT staff, but they might not be flexible enough to drop everything and immediately start a new project. Stephan explains that these smaller, growing companies tend to run several different servers that operate multiple applications and operating systems, making transitioning to a new server OS fairly difficult, and time-consuming at best.

The SMB may not have the time or expenses to dedicate to regular hardware maintenance, nor the freedom to upgrade their hardware every couple of years. As a small business ourselves, we at Total Tech Care know how time-consuming it can be to keep up with every technological trend. We help small businesses like you by providing managed IT services. We keep you operating at maximum efficiency so your in-house IT team can concentrate on bigger, more important tasks.

Even if you're ready to upgrade away from Windows Server 2003, it's not always as simple as installing the OS. After all, we're dealing with a server OS that's over a decade old. Any hardware still running Windows Server 2003 is probably on its last leg, and will need an upgrade shortly. Stephan explains: "It probably means a box change for a lot of customers, not simply a reinstall, because the hardware is now so old it is no longer sufficient." When such a major, expensive, and complicated task must be completed, it's best to outsource it so that your team's hands aren't completely full for an extended period of time.

In this case, Total Tech Care can get the job done with minimal hassle. We'll help you make the Windows Server 2003 upgrade as painless as possible, whether you've thought about it or not. Just give us a call at 866-348-2602 to get started.



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## A Reliable Computer Network Lends Itself Towards Competency



In business, you need to be competitive to experience growth. Otherwise, your competitors might catch up and surpass you when you least expect it.

When your computer network is reliable, you can know with certainty that your employees are operating at optimal efficiency. For a small or medium-sized business, this can mean all the difference.

Granted, the SMB might feel overwhelmed by the incredible advantage that major corporations have in the industry. They might be backed by buying power, but as a SMB, you have one advantage that they can't hope to match.

You can make decisions on the fly, while the enterprise is forced to muddle through chains of command to accomplish the same goal.

**"When your computer network is reliable, you can know with certainty that your employees are operating at optimal efficiency."**

With so many departments, branches, and higher-ups standing in the way of integrating new corporate policies, it's a safe bet that any big changes that will probably take a significant amount of time to get anything moving. One example of this is a major fast food chain res-

taurant. They might spend years upon years developing a new menu before it's released, while the owner of a small local restaurant might only need to spend a day or two putting together exciting daily specials.

If you're not jumping on this important, mission-critical advantage, it's important that you do so immediately. Otherwise, you would be letting a prime opportunity go to waste due to indecision. One of the best ways you can use this choice-making authority is by improving the status of your network. Information Week explains:

"One advantage of being an SMB is the ability to react more quickly than larger competitors. But if your company net-

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al piece of machinery, this probably isn't a good sign. Be aware of any strange sounds coming from your PC, and if you hear something fishy, contact the trusted IT technicians at Total Tech Care to see what the problem is.

#### The Ideal IT Solution

Sure, you can spend time monitoring your technology's every move. Nobody's going

to stop you; but is that the best use of your time? Absolutely not. You, as the business owner, have plenty of responsibilities as is, and you definitely don't have time to keep track of your business's technology. With our proactive managed services, we can prevent IT issues that could be crippling later on.

Worrying about your old technology breaking down when

you least expect it can negatively affect productivity, especially when you're trying to stay competitive. Let Total Tech Care assist you with remote maintenance and technology management services. You can get started today by calling 866-348-2602.



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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.

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work is frequently down, sluggish, or unsecured, that competitive advantage is eroded."

Nobody wants to spend time troubleshooting their network, especially when they have so many new ideas to push their company to the forefront of the competition. When a computer network is experiencing poor maintenance, you can tell. It starts underperforming, and grows more susceptible to hacking attacks. InformationWeek describes how a network should be operating if it hopes to stay competitive:

"A secure, reliable, self-defending network based on

intelligent routers and switches provides your business with maximum agility by providing reliable, secure access to business intelligence. What's more, a secure, reliable network infrastructure provides the necessary foundation for a number of efficiency-enhancing technologies and solutions, such as IP communications."

Managed IT services from Total Tech Care can help your business achieve the highest level of competency in your designated industry. With our outsourced IT management and maintenance, your company's network can go from being a problem to an afterthought. We deal with tech-

nology issues of all kinds, and we know how to bring the best value to our customers. By concentrating less on your technology and more on your business, you can get back to what really matters: Providing the best product out there for your customers.

Contact Total Tech Care today to schedule an IT consultation. We'll check out your network and help you work it into something that knocks the socks off of the competition.



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CEO

**Tech Fun Fact**  
The most popular cell phone of all time was the Nokia 1110. Released in 2005 this little phone sold 250 million units!

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