

This Issue:

What the SMB Needs from a Backup Solution

If Integrated Properly, the Cloud can Benefit Your Business

3 Tricks to Get the Most Power Out of Your Android Device

How Does Your Business Identify Risky Mobile Apps?

Augment Your Business's Current Skill Sets with Outsourced IT

Which VoIP Solution is Best for Your Business, In-House or Hosted?

3 Tricks to Get the Most Power Out of Your Android Device



Smartphones are exceptionally useful tools capable of enhancing your

productivity, even while out of the office, but this comes at a steep cost. If your phone's battery isn't optimized to handle the workload, the multitude...



Read the rest Online!
<http://bit.ly/1IB2StU>

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

What the SMB Needs from a Backup Solution



A business owner knows how important data backup is, but they might not have the time or knowledge to seek out the best solution for their business. Unfortunately, disasters can happen when you least expect it, and this unpredictability holds the future of your company hostage. Before jumping into a particular backup solution, think about where your business currently stands, and what options you have available to you.

The Current State of Your Backup Solution

Have you ever taken the time to think about your current backup situation? Even if you've never really thought about it, your organization probably has at least some type of backup solution at its disposal. One method that's commonly used is tape, which stores data on tape cartridges for data restoration purposes. Others that are commonly used (more by the consumer rather than business) are external USB drives or hard disk drives; though, it should be mentioned that these devices don't particularly cover data backup best practices.

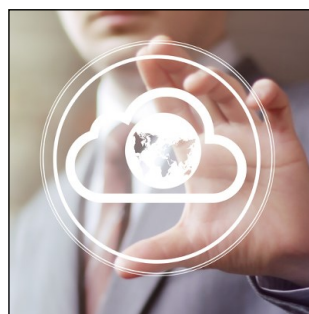
The biggest question that you want to ask yourself when analyzing your current backup situation is whether or not it's what you feel your business deserves. Naturally, you want only the best solution for your data backup needs, and tape has plenty of limitations that can hold your operations back. If your backups are stored on-site, a disaster could destroy them, along with the rest of your infrastructure. Furthermore, tape can take a long time to restore from.

Total Tech Care's BDR Solution

The best backup solution out there is one that brings about minimal downtime in the face

(Continued on page 3)

If Integrated Properly, the Cloud can Benefit Your Business



The cloud offers modern businesses ways to store and run applications that couldn't even have been imagined several years ago. While some companies have decided to go with the flow and take advantage of cloud computing, others might find that their cloud services aren't meeting the standards set upon them. What can they do about this?

When it's executed properly, cloud computing can be a fantastic addition to your business model. The cloud gives your team members the ability to access mission-critical information and applications from any approved device, and can allow for a more productive and flexible work environment. However, some businesses expect these results without thinking carefully before integrating their solution into their business model. David Linthicum of InfoWorld discusses some commonly seen problems associated with cloud computing.

Does Your Business Have the Right Cloud Solution?

Just like any other business out there, yours is much different from the others. You have your own unique niche in the industry, and you leverage that to your advantage. As such,

(Continued on page 2)

If Integrated Properly, the Cloud can Benefit Your Business

(Continued from page 1)

there are plenty of different cloud solutions out there, all designed to cater to the many different needs of various businesses like yours. Therefore, the logical place to start troubleshooting your cloud choice is to wonder whether or not you have the right solution that fits your business's needs.

As technology professionals, Total Tech Care knows how to diagnose and resolve problems with IT; including your cloud infrastructure. We can help you identify whether or not you need to change your cloud provider, and what steps you should take to fix any issues.

Does Your Cloud Comply with Security Protocol?

When it comes to the cloud, business

owners seem to be divided when it comes to security. They either expect it to be failsafe, or they expect it to be insecure. Naturally, these are both dangerous assumptions. If you don't use a cloud, you miss out on the rewards it brings; yet, if your security and protocol compliance is lackluster, you have so much more to lose.

"They either expect it to be failsafe, or they expect it to be insecure."

With the professionals at Total Tech Care on your side, you'll gain access to skilled and knowledgeable cloud specialists that can secure your cloud data. Furthermore, we have extensive knowledge in compliance regulations, which can make all of the difference when it comes to securing your network.

What About Your Staff?

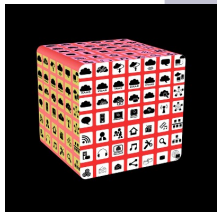
Your employees will be consistently using the cloud to access vital data, so it's natural that they know how to use it and what kind of regulations they must follow. If it's not made clear how to use this infrastructure, they'll waste valuable time trying to figure it out for themselves.

Thankfully, whatever your cloud woes may be, Total Tech Care can find the solution. We can help train your current staff members on how to properly use the cloud, and we can troubleshoot issues with ease. Just give us a call at 866-348-2602 to learn more.



Share this Article!
<http://bit.ly/1IB0EdM>

How Does Your Business Identify Risky Mobile Apps?



As you are no doubt aware, BYOD, or Bring Your Own Device, is taking the business world by storm. This forces

employers and IT departments alike to consider the security ramifications of letting employees use their personal devices in the workplace. What's the security situation of your BYOD policy look like?

While there is a lot of concern over the security of mobile devices and applications associated with BYOD, it certainly still has its merits. Letting employees use their own personal devices can improve morale and significantly improve productivity, since workers might find the ability to work after-hours encouraging. However, all good things have some stipulations, and BYOD is no different. Business owners that take advantage of BYOD must consider the security risks in order to achieve the most productivity with minimal chance of a data breach.

According to a recent study by Flexera and IDC, even businesses that have a BYOD policy aren't entirely certain how to protect their infrastructure from the various threats unique to BYOD, and how to manage the risk of these elements.

- 71 percent of enterprises will have a BYOD policy put into place within the next two years. Therefore, it's safe to say that it's a growing trend that will quickly overtake your industry, if it hasn't already.
- 69 percent of enterprises will put security measures into place to block risky application behavior within the next two years.
- 71 percent of enterprises claim that security is at the top of their priority list for BYOD.

While plenty of businesses have every intention of putting a BYOD policy security risk management protocol into place, this is very different from having one actually established.

- 55 percent of enterprises don't have a set-in-stone list of applications that they consider risky for their business.
- 61 percent of enterprises don't know what type of application behaviors they should deem risky.
- 16 percent of enterprises report that their current BYOD policies result in a lower level of application risk.

As previously mentioned, while most businesses have plans to integrate a BYOD risk management policy, they don't really know how to handle it. This is alarming news, especially considering how simple it is to let a security issue into your network from an employee device.

Handling BYOD is simple and easy to manage with Total Tech Care's mobile device management...



Read the rest Online!
<http://bit.ly/1IB1fw0>

What the SMB Needs from a Backup Solution

(Continued from page 1)

of a disaster, therefore mitigating data loss and lost revenue. This solution can back up your data to both the cloud and somewhere off-site, so that you can get back in action as soon as possible. A comprehensive solution like this might seem out of reach for a small or medium-sized business, but it doesn't have to be.

Total Tech Care is skilled at bringing enterprise-level solutions designed to optimize operations to the small business, at a scalable, affordable price. The most comprehensive response to these com-

mon issues is Total Tech Care's Backup and Disaster Recovery (BDR) solution, which brings the best of data backup and disaster recovery to bear in one complete package. Our BDR is capable of taking multiple backups throughout the day and sending them to the cloud, and a secure off-site data center. This lets you access the backups as soon as you need to, like in the event that a disaster prevents your business from functioning properly.

Our BDR is so efficient that it's even capable of acting as a server unit in the event your current infrastructure goes

down. This is useful if the hardware is somehow inoperable, like following a hacking attack or a hardware failure. This minimizes downtime and gives your business enough time to figure out a more permanent fix to the problem, without wasting precious time doing so.

Whatever your backup solution's situation, Total Tech Care is here to help. Give us a call at 866-348-2602 to learn more.



Share this Article!
<http://bit.ly/11B0285>

Augment Your Business's Current Skill Sets with Outsourced IT



Businesses that take advantage of outsourced IT are successfully able to cut costs on their IT budget, but did you know

that there are several other benefits that can be taken advantage of by integrating outsourced IT? For instance, outsourcing IT gives you access to several skilled individuals, all with different skillsets, that your IT budget might not normally support.

This in particular is one of the biggest and best reasons to bring an outsourced IT company on board. The entire staff of your chosen outsourced IT vendor brings more than just several talented individuals into your business's accessible skill-set; it also brings years of valuable experience and new perspectives which your business can benefit from. This, in turn, helps identify issues with your IT infrastructure.

You know the old adage, "The more eyes on a problem, the better." This is one way that Total Tech Care adds value to your business. Thankfully, we're not the eyes of any random strangers. We're trained IT professionals who have been

around the block a time or two, and can immediately help your business reap the benefits of our experience.

In terms of sheer convenience and affordability, outsourced IT beats out traditional in-house IT departments. When you hire a new employee, you're looking for the best talent out there, which can be a time-consuming venture. Furthermore, you're also adding a new

"We're trained IT professionals who have been around the block a time or two, and can immediately help your business reap the benefits of our experience."

salary that your budget must account for, and that's not even mentioning the time it takes to get a new team member up to speed with the proper training. Overall, you're still adding skill sets to your business, but at a steep cost that might break your budget and schedule.

When your company works with Total Tech Care, you get to skip the hassle of hiring a new employee, and all of the

strings that are attached to it, like training and salaries. We jump right into an IT assessment so we can get a feel for what your business needs to succeed, and so you can get an idea of how we work. So, in essence, outsourcing your IT is basically the exact opposite of hiring new staff for your in-house team. Rather than spending time and resources finding new talent, you're saving that time and capital for an investment in established talent that you know you can trust.

This particular aspect of outsourced IT makes it the complete opposite of the standard break-fix IT service. We make sure that the job gets done right the first time, so you can go about your day with minimal distractions and hold-ups. We're not like the average IT service providers; we want to make relationships. Your business can enjoy the skills of a wide variety of individuals who can help you make the most of your technology?

So, what are you waiting for? Give us a call at 866-348-2602.



Share this Article!
<http://bit.ly/11B2gUT>

Which VoIP Solution is Best for Your Business, In-House or Hosted?



Proper communication is an imperative part of doing business, and nothing improves this aspect of your company better than a telecommunication system of some sort. Some businesses rely on their legacy telephone system for interoffice communication, but this can be both difficult and expensive to maintain.

A VoIP solution, or Voice over Internet Protocol, is a great way to lose your old phone system and push your business toward a more modern office setting. It takes advantage of your Internet connection to transmit your voice to the recipient, rather than a landline telephone connection. This helps you avoid long distance telephone bills that might build up over time, blasting a hole in your budget.

VoIP might be convenient and easy to integrate, but you need to carefully consider the demands of such a network before committing to it. One thing to pay particular attention to is your bandwidth. Can it sustain the heavy use that VoIP demands? If it can't, you

might experience connectivity issues and poor call quality, both of which can hamper your ability to contact and communicate with others.

If you're serious about improving communication systems in your office, you should consider switching to VoIP. There are many different kinds of VoIP systems, but the most common choice you'll have to make is whether or not you want to host your own VoIP system in-house, or if you'd rather outsource the responsibility to a managed service provider like Total Tech Care.

The Difference is Real

By allowing an external party to host your VoIP solution, you'll receive plenty of benefits. Essentially, you're taking this responsibility and allowing someone else to do it. This means that the third party is monitoring and maintaining your VoIP server for you, which is one less burden you have to deal with. Total Tech Care can host your VoIP server off-site and out of your hair, which means you have less on your plate. This makes hosted VoIP well worth the investment.

Because of this shift in responsibility, you don't need to

worry about a thing. We handle the implementation and work with you every step of the way. However, it's important to note that any outsourcing endeavor requires a certain level of trust. Unless you're ready to let go of the reigns, hosted VoIP might not be your cup of tea.

What Should You Look For?

As with any outsourcing project, you want to make sure you find quality professionals who know what they're doing when looking for someone to host your VoIP. Reliability is an important trait to look for. Without a reliable host, your VoIP system will be down more often than it's up. You also need to make sure you've found someone with a history of excellence, particularly in the managed services industry.

This is where Total Tech Care truly excels at providing hosted VoIP services. Our services are flexible enough to provide you with just what you need, and we can meet the standards you require for maximum efficiency. Just give us a call at 866-348-2602 for more information.



Share this Article!
<http://bit.ly/1IB3vn1>

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.



CEO

Tech Fun Fact
A Nibble is half a byte.

Total Tech Care

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



-  facebook.totaltechcare.com
-  linkedin.totaltechcare.com
-  twitter.totaltechcare.com
-  blog.totaltechcare.com
-  newsletter@totaltechcare.com

Visit us online at:
newsletter.totaltechcare.com

