This Issue:

Keep Your Employees By Keeping them Engaged

As far as you're concerned, managing a business is a highly engaging job. However, your staff might feel differently about their jobs. According to a recent study by Deloitte Global Human Capital Trends, only 13 percent of...

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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

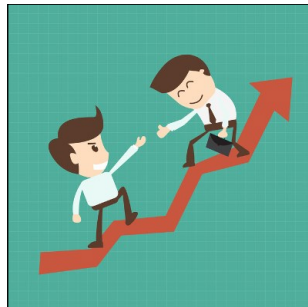## These All-in-One Tech Solutions Can Help Your Business Flourish

Coming up with new solutions constantly can put a strain on your business. This can take up a significant amount of time, and before you know it, implementing revolutionary ideas meant to improve efficiency can get in the way of your day-to-day operations. Wouldn't it be nice to integrate a complete solution in a quick, all-inclusive package?

The good news is that you can take advantage of Total Tech Care's turnkey business solutions that are meant to immediately improve your workplace's performance with minimal preparation. These kinds of solutions are similar to "off the shelf" products, but they've been tested thoroughly to ensure they work as soon as they're implemented. Turnkey solutions can be a valuable investment for your business model.

At Total Tech Care, we're all about providing our clients with quality turnkey solutions that immediately improve your business's operations. This provides a valuable return on investment; you know with confidence that a solution works, and you'll be able to concentrate on moving your business forward with little distraction. Here are three of our most useful turnkey business solutions.

- **Backup and Disaster Recovery (BDR):** Total Tech Care's BDR device allows your SMB take advantage of a comprehensive backup and recovery solution that's on par with those used by larger enterprises. When your data is on the line, we know you can't take chances. With our BDR, multiple snapshots of your data are taken throughout the workday, and are sent to a secure, off-site data center for quick and efficient recovery later on. Our BDR can even take the place of your server if it were to be destroyed or

4 Reasons SMBs are Flocking to Remote IT Support
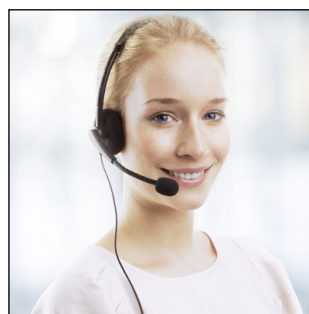
Technology helps business owners around the world achieve greatness on a regular basis, and it's become so attached to the office that the two are inseparable. The only issue with this is that you become completely reliant on it, making technology issues feel catastrophic. Instead of paying for an on-site visit from a technology support provider, wouldn't it be more convenient to just pick up the phone and have someone fix the issue immediately?

This is called remote IT service, and any quality managed service provider offers it as one of their core services. What many businesses miss is that remote IT is vastly more cost-effective in just about any circumstance, especially factoring in the travel costs that might be associated with an on-site visit.

In particular, the small and medium-sized business community finds remote IT service to be exceptionally useful. This is one of the many reasons why Total Tech Care provides quality remote managed IT services for our clients. Here are four reasons why remote IT is absolutely imperative to the continued health of your company's technology.

4 Reasons SMBs are Flocking to Remote IT Support

Most Problems Don't Require On-Site Assistance

Honestly, it's way easier to perform maintenance on your business's workstations remotely. That's not to say we don't want to visit your office once in a while and put names to faces; rather, it's simply more convenient for both parties to be able to immediately service your technology without traveling for an on-site appointment. Our remote monitoring and maintenance tool makes it easy to remotely diagnose and resolve issues that might come up. Granted, hardware-related issues probably require an on-site visit, but the point stands that the average IT-related difficulty can be fixed remotely.

Immediate IT Service

While most problems you experience with technology might be minor, they can quickly become larger problems if they aren't addressed immediately. In this case, time is of the essence, and nothing beats remote IT support for immediate assistance with your faulty technology. This means your staff isn't sitting around wasting time and money by not getting anything done. We can get right on the issue so that you don't waste more time than you need to.

Cost-Effective Tech Support

A remote diagnosis can help us determine whether or not the problem needs an on-site visit. This save you money by not having to commit to an on-site visit unless necessary. Many average tech support businesses charge by the hour for an on-site visit, but we don't want to do that to you if we can fix a problem remotely.

Less In-House Distractions

When you have someone in your office who isn't often seen there, it can be exciting for your employees who might feel the days blend together. Unfortunately, this can often be a distraction. We don't want to take away from your office's productivity by distracting your workers while we resolve your issues, so remote system maintenance is the ideal alternative to this common problem.

The chief reason we offer remote maintenance is because we want your business to reach its greatest potential. With our remote services, your business will get more done while avoiding the expensive costs of on-site assistance. Give us a call at 866-348-2602 to learn more.

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Set Your Applications Free with Virtualization Services
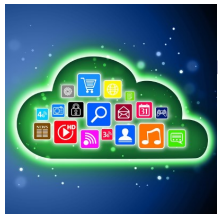
In order to keep up with the latest industry trends, businesses are turning to technology management solutions that help them better leverage their assets to garner leads and optimize operations. One such technology is virtualization, which improves access to desktop infrastructures and data stored on virtual servers. In fact, you can even use virtualization to make your applications much more accessible and flexible.

If you're not entirely familiar with the virtualization process, Gartner's IT glossary provides a good definition:

"Virtualization is the abstraction of IT resources that masks the physical nature and boundaries of those resources from resource users. An IT resource can be a server, a client, storage, networks, applications or OSs. Essentially, any IT build-ing block can potentially be abstracted from resource users."

In more basic terms, virtualization splits a resource from the hardware or software it's applied to. For example, you can use multiple operating systems on a virtual server, which transcends the limitations of the hardware components most ordinary businesses would use. One other example is using virtual desktops, which entails calling a desktop image through a virtual environment rather than using one installed on the workstation.

By virtualizing your applications, you can take advantage of these three key benefits:

- **Application Isolation:** As previously mentioned, virtualization allows multiple different applications to exist on the same server within their own controlled environments. This helps older applications and legacy software that might require a specific operating system to run alongside more modern applications in the same environment.

- **Application Availability and Independence:** When applications are virtualized, their lifespans are significantly increased. By allowing these programs to run on more recent operating systems, you're giving yourself more time to integrate better, more recent solutions that are more reliable. This prevents your business from experiencing the troubles associated with losing access to a necessary application.

- **Reduced Expenses:** The greatest benefit of application virtualization is that you're saving a ton of cash. Many businesses run several dedicated servers specifically because they run applications which…

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These All-in-One Tech Solutions Can Help Your Business Flourish

(Continued from page 1)

rendered inert from hardware failure or a major disaster, allowing you to keep your business functioning, even while recovering.

- **Unified Threat Management (UTM):** A UTM is a great way to protect your business's network. When it comes to network security, you'll find no solution that's as comprehensive as the UTM. It sports a powerful firewall, antivirus, spam blocking, and content filtering solution that's designed to limit your networks' exposure to threats both inside and outside your infrastructure, and neutralize those it does find before they can do any noticea-

ble damage. It's often used in conjunction with our remote monitoring and maintenance solution, which lets us monitor your mission-critical assets for any suspicious activity, and apply patches to keep your systems up to date.

- **Cloud Storage and Management Solutions:** When we think of cloud storage, we think of solutions that keep the end user in mind. Cloud storage solutions can be customized to meet the requirements of any business of any size. Your employees will have easy access to data storage and applications necessary for everyday functionality. This allows them to work anytime, any-

where, using company-approved devices. Cloud solutions can be easily implemented into any existing infrastructure.

Essentially, you only want solutions that you know will work. Turnkey solutions like those which Total Tech Care provides can give you the ease of mind you need to keep pushing forward with your business. Give us a call at 866-348-2602 for more information.

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Microsoft Takes a Business-Centric Approach With Its Mobile Strategy, Part I

Just like the personal computer before it, smartphones have become essential pieces of technology that are practically required in order to complete mission-critical tasks. However, the primary advantage that these devices have over the popular PC is that they're vastly more mobile and designed for use on the go. Are users able to increase productivity by using Windows tablets?

Unlike Apple, who produces hardware with exclusive software installed on it, Microsoft rarely produces actual Windows-based hardware. As a matter of fact, one of Microsoft's best marketing strategies was to concentrate almost exclusively on producing software solutions, like operating systems and productivity applications. These pieces of software are then partnered with hardware manufacturers like Dell, Lenovo, and HP, who are deemed original equipment manufacturers (OEMs) for the purpose of profiting off of the software distribution. Thanks to this ingenuity, over 95 percent of all desktop

and laptop PCs use the Windows operating system.

Other software manufacturers, like Google and Apple, have found success in the mobile market, with Android and iOS respectively. This prompted Microsoft's 2012 entry into the mobile race with their Surface line of tablets. Using the metro user interface similar to the one found in Windows 8, the original idea was to enhance mobile work capabilities. But, as everyone in the business world knows, nothing goes as smoothly as we might expect it to. Windows 8 RT was incapable of supporting legacy software, and there was a significant lack of mobile applications that could be run on the original Surface tablet. The two combined were basically a death blow to the fledgeling tablet series, which made mobile users consider devices other than the new Windows-based tablets.

This all changed when Microsoft released their first tablet with a full version of the Windows 8 operating system: the Surface Pro. Because it ran a complete version of Windows 8, any piece of software that would run on a Windows PC could, in theory, be used on the tablet,

so long as the software meets the specifications of the device. Since that fateful day, Microsoft and its partners have continued to release tablets that have these capabilities. Despite the lack of applications, this got users interested in the new line of Windows Surface tablets, and provided Microsoft a niche in the competitive mobile computing market.

It took yet another update to make the Surface tablets viable for business. The first service pack, titled Windows 8.1, enhanced the integrity of Windows 8 on tablets with increased security and networking capabilities. The update added BYOD enhancements, improvements to device mobility (VPN, mobile hotspot integration), and security improvements (remote management, enhanced encryption). All of these options are practically essential in today's business environment, so this update made business owners finally take notice in the mobile Windows 8.1 platform.

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TotalTechCare
TOTAL TECHNOLOGY SUPPORT

How Well Does Your Business Understand Data Backup and Disaster Recovery?

We've all had days where our office is bustling with activity and everyone is producing a desirable amount of work. These kinds of days are what make being a business owner so fulfilling. This fulfillment, however, can be replaced with panic and discord in a heartbeat. All it takes is a disaster or hardware failure to bring down your entire operational infrastructure. Thankfully, all it takes to make a disaster a minor inconvenience is to be proactive about disaster recovery.

We're surprised by the amount of businesses that go about their daily duties without any semblance of a quality business continuity plan. Despite this oversight, external backup is crucial to the success and survival of any modern business. Backup solutions often entail taking snapshots of data and sending it to an external data center for storage and recovery.

One of the more common methods of data backup is tape. Yet, despite tape backup being better than no backup,

tape's physical form can be destroyed by an external factor, like a fire, flood, or tornado. If you keep the backups on-site, and the disaster destroys your office, you're completely out of luck. Furthermore, tape backups are so time-consuming that they have to be performed after-hours. Because they're run manually, this makes it easy to forget to back up data, which makes tape backup more prone to user error than an automated solution.

This is why it's especially important that you take careful consideration with your backup and disaster recovery solution. While there's technically nothing wrong with using tape, it's not the most convenient or effective solution available. It's outdated compared to more modern backup systems. Instead of using a manual backup process, it would be easier to use an automated solution.

Compared to data backup, disaster recovery is something else altogether. Data recovery is the act of restoring lost data using your backups following a major disaster that destroyed your IT infrastructure or caused data loss. The worth of a disaster recovery solution is basically commen-

surate with how quickly it can be implemented. The faster the solution, the faster you can get back in business to avoid costly downtime.

Data backup and disaster recovery are both essential parts of any business continuity plan, and as such, we offer them in our own comprehensive Backup and Disaster Recovery (BDR) solution. Our BDR takes multiple snapshots of your data every day, and pushes these backups of your data to our secure, off-site data center, and in the cloud for easy access. These backups can then quickly be restored within moments, allowing for minimal downtime.

When time is of the essence, the last thing you want to deal with is a long recovery process. In fact, our BDR can even act as your server in the event of downtime. This lets your business get back in action as soon as possible.

For more information about how you can get back in the game following a major disaster, give Total Tech Care a call at 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.
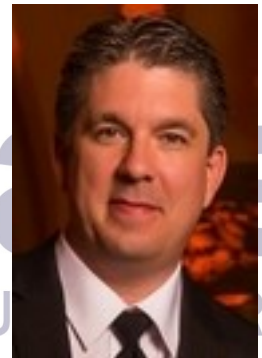
CEO

Tech Fun Fact
In 1977 The Los Alamos National Laboratory purchased the first Cray-1 computer.

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