



“As a business owner, I know you don’t have time to waste on technical and operational issues. That’s where we *shine!* Call us and put an end to your IT problems finally and forever!”

- Michael Mellott, President



Volume II, Issue 9
September, 2009

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“I know a lot of highly-confidential company secrets, so my boss made me get a firewall installed.”



“Insider Tips To Make Your Business Run Faster, Easier, And More Profitably”

You Don’t Have to Call Us, We’ll Call You

Boost performance, tighten security, and extend the life of your network’s availability with continuous monitoring benefits

A Proactive Approach to IT Support. Your business can’t afford to wait for a disaster to happen and then react to it. You need to know that everything possible is being done to make sure you don’t go down in the first place. Our XperCARE program does just that – everything possible to avoid downtime. We start by getting to know you and your business. We meet with you regularly “for free” to discuss how your environment is doing and how technology can help your business become more profitable and easier to manage.

And we don’t send out an entry-level technician or salesman. Our most experienced engineers attend every meeting personally. As a Virtual Chief Information Officer (VCIO) for your business, we give you answers in layman’s terms – and relate technology to your business objectives.

But we don’t stop there. Our 24/7/365 remote network, systems, and application monitoring tools watch over your network, letting us know about problems before they affect you. Wouldn’t you rather hear about your potential email issues from us (after we’ve fixed it) than from your customers when it’s down?

Add to that -- exclusive access to our help desk, scheduled preventive maintenance, monthly analysis and capacity reporting, and you’ve got “wall-to-wall” coverage. Won’t it be nice to know that someone’s there for you before data is at risk?

Isn’t it time to let us maximize your network’s availability and reduce your network support costs up to 30% ?

In fact, having the XperCARE Proactive IT Services is the #1 way to protect your network. Here are some other benefits:

- Fixed Monthly Cost
- Single Point of Contact for all Network Issues
- Maintain Network Performance and Security
- Peace of Mind
- 100% Satisfaction Guarantee

We are committed to helping businesses reduce the cost, hassle and risk of IT by keeping their corporate data, voice, and network systems running efficiently around the clock. **Call me today for your FREE Problem Prevention Audit.**

Get More Free Tips, Tools, and Services At My Web Site: www.xpercure.com

Life Before the Computer...

- An application was for employment
- A program was a TV show
- A cursor used profanity
- A keyboard was a piano
- Memory was something that you lost with age
- A CD was a bank account
- Compress was something you did to garbage...Not something you did to a file
- If you unzipped anything in public you would be in jail for awhile!
- Log on was adding wood to a fire
- Hard drive was a long trip on the road
- A mouse pad was where a mouse lived
- A backup happened to your commode!
- Cut - you did with a pocket knife
- Paste - you did with glue
- A web was a spider's home
- A virus was the flu!



An Early PowerPoint Presentation

Why Spending More On Computer Support Can Actually Save You Money

BusinessDictionary.com defines a hidden cost as “Expense not normally included in the purchase price of an equipment or machine, such as for maintenance, supplies, training, and upgrades” and typical computer service is wracked with them. Lots of these types of expenses can pop-up in the form of unexpected computer problems that lead to major downtime. And, as many businesses know, time is money. If your systems are down, that means you are paying your whole staff for an entire day with little productivity.



That is why many small businesses are switching to a fixed-price model of I.T. services (often called “Managed Services”) where the focus is on preventing issues from happening, rather than reacting to the problems as they come up. While paying by the hour may seem cheaper on the surface, the cost of being down far out-weighs the potentially higher investment of preventing issues.

XPERTECHS is committed to helping businesses reduce the cost, hassle, and risk of IT by keeping their corporate data, voice, and network systems running efficiently around the clock. The XperCARE Proactive Managed IT Service solution is designed to assist clients in maintaining and supporting their network infrastructure.

To find out if your company is at risk for downtime, **call for our FREE report: “What Every Small Business Owner Must Know About Protecting Their Company’s Critical Data And Computer Systems”** or **download it now at www.XperCARE.com**

“Who Wants To Win A \$20 Starbucks Gift Card?”

Take my monthly Trivia Challenge and you could win too!

The Grand Prize Winner of last month’s Trivia Challenge Quiz is...drumroll please: Jamie Easter was the first person to correctly answer my quiz question...

What is the highest (Fahrenheit) temperature recorded in Death Valley?

A.) 115 degrees B.) 123 degrees C.) 134 degrees D.) 141 degrees

The answer is “C)” – 134 degrees. And you thought it was hot here!

Congratulations Jaime, you’ve won a \$20 Starbucks Gift Card. Now...let’s move to this month’s question for another \$20 Starbucks Gift Card

In which city did Paul Allen and Bill Gates found a small partnership named Micro-soft in 1975?

a) Albuquerque b) Seattle c) Dallas d) Boston

Go to our website and register your answer: www.xpercare.com/Trivia

Get More Free Tips, Tools, and Services At My Web Site: www.xpercare.com



With Kids Back In School I Thought You'd Enjoy Some Profound Middle School Wisdom...

- Never trust a dog to watch your food. - Patrick, age 10
- When your dad is mad and asks you, "Do I look stupid?" don't answer him. - Michael, 14
- Never tell your mom her diet's not working. - Mark, 14
- Never pee on an electric fence. - Robert, 13
- Don't pull dad's finger when he tells you to. - Emily, 10
- When your mom is mad at your dad, don't let her brush your hair. - Taylia, 11
- Don't sneeze in front of mom when you're eating crackers. - Mitchell, 12
- Puppies still have bad breath even after eating a tic tac.- Andrew, 9
- Never hold a dust buster and a cat at the same time. - Kyoyo, 9
- You can't hide a piece of broccoli in a glass of milk.- Armir, 9
- Don't wear polka-dot underwear under white shorts. - Kellie, 11
- If you want a kitten, start out by asking for a horse. - Naomi, 13
- Felt markers are not good to use as lipstick. - Lauren, 9
- Don't pick on your sister when she's holding a baseball bat. - Joel, 10

From Michael's Desk:

Back to Focusing on Business

It is hard to believe that summer vacations have ended and once again we are re-focusing on our business goals and objectives for the final stretch of 2009. If you are like me, the summer ended much too quickly and I haven't accomplished all I set out to this summer. But time waits for no one and I need to begin to focus my energy on the things I can accomplish these next four months.

As I look at the end of the year that is fast approaching, I have realized that XPERTECHS has accomplished a number of our goals by adding new toolsets and increasing our staff. Yet, there is much more to achieve during these last 4 months. My most important objective is to keep my clients informed as to how they can eliminate the operational hassle of technology while improving their efficiency and performance. It is my goal to educate every one of my clients on why Proactive Managed IT Services is beneficial to their organization.

I also want you to know that September is a GREAT time to focus on your technology needs and start planning to upgrade your computer network. Here are 4 reasons to start **NOW**:

1. **You get to take the investment off your taxes THIS YEAR!** Thanks to a tax deduction titles a "Section 179 Election," you can buy up to \$100,000 in new office and computer equipment and expenses, and write off that entire amount on this year's tax return.
2. **We can get the work done FAST this time of year.** Most people are so wrapped up in getting back from vacation that they put all projects on hold until later in the fall. However, NOW is the best time to get started because our schedule is lighter than usual and we can get your project scheduled and completed faster than at other times during the year!
3. **You get the BEST discounts and savings ever.** Because most manufacturers are trying to make quarterly numbers, they are willing to give even bigger discounts on products and services.
4. **We're giving away huge discounts on our Premium Plus XperCARE Proactive IT Services plan!** All computer networks need regular ongoing maintenance – and if you hire us to do any network upgrade or project this month, we'll throw in 2 FREE months of on-going support.

Also, check out my contribution to the article on "When Disaster Strikes" in the September issue of SmartCEO on page 26. Seems like data backup and disaster recovery solutions are one issue that many CEOs will be addressing in the next several months.

Once again thanks to the many people who are reading this newsletter and providing us feedback and suggestions.

Please Welcome My Newest XperCARE Client!

I'm thrilled to welcome my newest XperCARE client into our company! IBC will be implementing a Backup & Disaster Recovery solution and XperCARE Proactive IT Managed Services. I want to extend a sincere "thanks" for the trust and confidence these clients have shown in us:

Jodi and Melissa of Intuitive Business Concepts

IBC is a leading provider of technology solutions in the areas of Software, Consulting, and Web-Development to associations, unions, non-profit, and for-profit organizations.

We look forward to providing you the best IT support in Maryland!

Get More Free Tips, Tools, and Services At My Web Site: www.xpercure.com

September Search Tips

Words of wisdom from a "search engine"...

Have you ever searched Google, Dogpile, or Bing with no luck? If you know part of the website name or remember a snippet of the headline, does it help?

You would think so. However, a standard "search engine" only locates pages that match the text you specify. You may be left sifting through hundreds, thousands or even millions of results.

Try these easy tips to modify your search and find exactly what you need.

1. (*) wildcard searches

If a query word ends with a (*) all words on a page which start the same way as that query word will match. For example: Try "gift*" for gift ideas, gift baskets or gift wrapping.

2. (+) or (-) qualifiers

If you place a (+) before a search word, the engine will consider that word as a requirement for the results. If you place a (-) in front of the word in a search, the results will exclude that word. For example: "red+phone" will return only sites with word phone and then search for the word red as well.

3. A Boolean search.

You can use the Boolean operators: AND, OR, NOT. Remember, they must be in all capital letters to work. For example: Use "college AND friends" to find sites with both words or try "radioflyer NOT wagon" to eliminate a specific result from your search.

You are now armed with a few new tricks up your sleeve to make your Internet searches more effective.

How To Avoid The Top 5 Budget Busting, Stress-Inducing Mistakes When Moving Your Office

Moving is always a pain in the rump, but it doesn't have to be a horrific, expensive experience. The number one lament from someone who's experienced a "bad" move is, "I didn't know I needed to..." followed closely by "I completely forgot that..." In other words, *it's what you don't do that makes the move a disaster*.

Mistake #1 – Not Using A Checklist

This may seem like a no-brainer to those who manage projects on a regular basis. Even those who use a list typically fail to make the list detailed enough.

Mistake #2 – Trying To Save Money By Using Your Employees To Move Your Computer Network

Don't ask your staff to disconnect, move and reconnect computers, phones and other devices just to save a few bucks. You'll frustrate them and end up with phones ringing at the wrong extension, lost cables, and workstations that get dropped rendering them useless. *Be smart - hire an IT pro to move your network.*

Mistake #3 – Not Hiring The RIGHT IT Firm To Move Your Network

A few things to look for would include references from other clients, proof of insurance (get them to fax you a copy), a service level guarantee limiting the amount of time you are down, and a professional, organized approach to quoting the move.

Mistake #4 – Not Giving Your Phone, Internet And Cable Vendors Enough Advance Warning

Eighty percent (80%) of unexpected communications blackouts and cost overruns on network moves are caused by failure to properly plan voice, data and electrical installation *in advance*.

Mistake #5 – Poor Communication With Clients, Vendors And Employees Prior To, And During The Move

Remember, your computers and phones will be unavailable for a period of time before, during and immediately after the move. A little planning can minimize the impact on your business.



Hire XPERTECHS for your next Office Move and Get A \$500 Office Move Toolkit...FREE!

If you (or someone you know) is planning on moving, contact us for a FREE Office Move Toolkit. You'll receive:

- FREE Report, "Office Moves Made Easier," which is a step-by-step guide for relocating your office and updating your office systems.
- FREE Office Move Checklist to make sure you don't overlook important action items.
- FREE Site Survey and Network Move Plan. At no charge we'll map out your move to minimize costs and downtime.

Call us NOW!!! (410) 884-0225

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