Encore Business Solutions Technology Bulletin

February 2011

In This Issue

Cost of Spam

Workforce Mobility

Business Resumption Plan

Useful Podcasts

Two podcasts are This Week in Tech (TWiT) with veteran netcaster Leo Laporte (formerly of Tech TV) andSecurity Now with security expert Steve Gibson (Gibson Research Corporation). Laporte prefers to call his shows "netcasts," saying, "I've never liked the word podcast. It causes confusion ... people have told me that they can't listen to my shows because they 'don't own an iPod'."

To the Cloud

Encore Business Solutions has attained the Cloud Essentials competency. Leverage Microsoft technology in the cloud. Ask our IT department about Microsoft Cloud solutions and gain access to the Microsoft technologies you know and trust - without requiring capital expenditures or additional human resources.

Tech Tip

Windows 7 has many useful new features. For instance, Windows Key + P will allow you to change your display when connecting to a projector. See videos here about new features that make Windows 7 the fastest selling operating system in history.

IE 9 RC Now Available

Microsoft has launched the release candidate of Internet Explorer 9. It is "feature complete". We do not recommend running a pre-release in a production environment; however, this build is useful for internal testing purposes. It will only operate on Windows Vista or Windows 7. IE 9 will not work on Windows XP operating system. Here is more information on the Internet Explorer 9 Test Drive initiative.

Dear Natalie,

Welcome to the first full edition of Encore Business Solutions' IT Technical Bulletin. It is our desire to offer you pertinent information to expand your technology knowledge. Throughout the year, we will provide news and useful links which you may not be aware of. We also welcome your feedback about the articles or any other information you would like to see in an upcoming bulletin.

Cost of $pam

Spam is no longer the irritating unsolicited commercial email (UCE) message. It has evolved into social engineering and phishing frauds or other worms and viruses that try to acquire data from you. When calculating the cost of UCE, people tend to look at lost productivity. In 2003, spam accounted for $20 billion in lost productivity in North America. In 2007, that number has ballooned to over $50 billion. In a 30-person business who receives an average of four UCE messages per day the result is about $2,900 of lost productivity annually. Another cost of spam is "false positives" when legitimate messages are marked as fraudulent and missed. Introducing Microsoft Forefront Threat Management Gateway 2010, based on detection techniques that Hotmail has been refining for the past 14 years.

Microsoft Forefront is a suite of products that protect your network with an application firewall, as well as file and e-mail scanning to ensure that no viruses or spam messages penetrate your network. As your infrastructure becomes more complex, so does its protection. Forefront has a set of application specific protection programs (such as SharePoint Protection) to ensure your data remains safe and available.

Encore Business Solutions has been using this technology since September 2009. The products have many intricate areas for configuration and log setup to identify issues of false positives. To get the best use from the software, we encourage customers to make use of our experienced consultants when implementing it. Some of our heavier spammed users would receive 200+ messages a day in their Junk Mail folder they needed to monitor. After Forefront was installed, that number dropped to two per day (most times even 0). Forefront rejects some of the more obvious UCE messages before your e-mail system even needs to process them. This further decreases your overall cost for storage and computing power.

Learn More

To learn more about the topics covered in this bulletin or to discuss IT concerns you may have contact:

Pierre Manaigre

888.898.4330 ext. 310

To learn more about the IT Solutions Encore offers, click here.

Join Our Mailing List!

Follow us on twitter

Microsoft Partner
Gold Enterprise Resource Planning
Silver Independent Software Vendor (ISV)

Ask us how you can leverage this technology in your organization today.

Workforce Mobility

For some time now, North America has been witness to the rise of high-speed mobile data networks. Carriers are now offering HSPA+ and other technologies. These have a theoretical speed of 21Mbps and 42Mbps under ideal conditions. Do not be fooled by the hype. This new technology is not 4G. The ITU creates those standards and the speed for 4G is 100Mbps, this is more like 3.9G. However, this does not mean the news is less exciting. With the availability of the faster USB "rocket" internet sticks, you have the ability to link to your office, on the road, with a connection that is much faster than most home speeds today. You can even create a "mobile hotspot" (carriers permitting) where you can serve up to five devices on your USB connection. This is great for trade shows and other business settings where Internet is necessary.

A practical example is a mobile salesperson that is on the road. By plugging in the USB "rocket" stick into their laptop, they have access to the internet, no matter where they are, as long as they have service to a cellular network. They could respond to e-mail, update appointments or even process sales orders, all from the comfort of their vehicle. This will dramatically improve your processes and bottom line.

Do You Have a Business Resumption Plan?

More than just recovering from a disaster, a Business Resumption Plan (BRP) brings together all the information and resources needed for disaster recovery, business recovery, business resumption and contingency planning. This keeps your business going during times of site level disaster, pandemic or other emergency. If a vendor has a site level disaster, what will you do to ensure your products continue to flow to your customers? Business Resumption Planning is more than just about your business; it is also about all those things that allow your business to thrive.

If you would like to learn more about BRP or if you would like Encore to help you develop your plan, please contact us.

Encore
Business Solutions