



Connections

Quick Review

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Upcoming Events



Green IT Virtualization Seminar.
 Join VMware, Focus on Energy and RMM Solutions' industry experts as we explore server and desktop virtualization and how it can help your organization along with special cash incentives. [Click here to Register today for the breakfast seminar on Thursday, December 3.](#)

Dear Dinah,

→ DeskTop Virtualization - A Cure for City Government to Meet Ailing Budget Challenges

The cost of managing desktop PC's was spiraling for the City of Wisconsin Rapids. They were spending too much time and money on maintenance, software upgrades, calls to the help desk, and electrical power.



Learn how the City of Wisconsin Rapids solved their problem by replacing their PC's with desktop virtualization - gaining flexibility, efficiencies and reducing costs.

Register today. It's quick, easy and complimentary to attend! Join us on Thursday, December 3, at the Jefferson Street Inn in Wausau. [Click here to attend.](#)

In addition, learn how you can receive CASH INCENTIVES to help you pay for this Green IT technology through Focus on Energy.

Special Guest Speakers -

Jason DeMarco, Systems Administrator, City of Wisconsin Rapids

Geoff Overland, Program Manager for Green IT Projects, Focus on Energy



New Server Technology Could Give Your



Business a Competitive Boost

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If you're in charge of IT at a small business, you know that it can be challenging to get funding to replace your outdated hardware. In this article, we will help make it easier to justify your investment. You can show the management team how a new or updated server can pay back the investment quickly, and how soon the company will be reaping savings in increased productivity, enhanced security, and improved flexibility.

Just ask Lucas Mistelske, the IT manager at Epicurean Cutting Surfaces, a Michigan-based manufacturer of kitchen cutting boards. Epicurean had been running Windows Small Business Server 2003, augmented by a variety of third-party programs for backup and for virus and spam protection. Mistelske approached Dave Benson, the Founder and Chief Financial Officer of Epicurean, and suggested they move to Windows Small Business Server 2008.

With Windows Small Business Server 2008 Standard Edition, Epicurean could eliminate some third-party software programs by taking advantage of improvements in security, reliability, and productivity. Their critical documents and files would be protected from accidental loss through enhanced backup and restore features. Employees who are away from the office would still have access to all their important documents and files via remote access, and Epicurean would get the latest versions of business-critical technologies.

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➔ RMM Solutions Continues to Expand Help Desk Support Infrastructure for Managed Services Offering

RMM Solutions is pleased to announce the addition of Christine Johnson to its growing staff of IT Help Desk Professionals.



Johnson joins RMM with over 7 years of help desk experience in the information technology industry. Her most recent experience includes providing in-depth help desk technical support for multiple software applications for a large Wisconsin-based company.

In her new role, Johnson will be responsible for providing remote help desk support to RMM's ProActive IT customers. Her focus will be rapid resolution of network and PC issues and ensuring our customers' systems stay working, optimized and secure.

"The experience and knowledge that Johnson brings will supplement RMM's help desk support staff. RMM is committed to delivering the highest level of support to help our customers achieve business success," said Rimon Moses, CEO for RMM Solutions.



Tips from Nick

10 Tips for Using Instant Messaging in Your Business

Blame it on instant messaging. Here's the scene: A couple dozen professionals at a New York advertising agency quietly type away at computer screens

congregated near each other, in an open room devoid of office walls and tall partitions.

Quietly is the key word here. An occasional laugh or chuckle punctuates the silence. **But no one is talking.**

Why?

They are communicating with one another almost exclusively through instant messaging (IM).

A technology designed initially for conducting one-on-one personal chats has permeated the workplace. Many business people are choosing text-based IM over phone calls and e-mail - preferring its immediacy and streamlined efficiency in getting real-time information from partners, suppliers and colleagues working remotely.

Instant messaging is essentially the text version of a phone call. At businesses large and small, more and more people are using it as a communications tool. For many, it serves as a backstop for e-mail problems.

Whether you're a business owner or an avid IM user, or both, here are 10 instant messaging do's and dont's.

[Click here to view the entire article.](#)

If you have any topics you would like more information on - [click here](#) to submit. Thank you.

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