

# Connections

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## Welcome to RMM Solutions!

Dear Dinah,

### Summer is definitely here!

If you can, now is the time to relax a little bit and enjoy some much deserved time off. For the network administrator of an SMB or medium size organization, this can be a challenging task. And if you are the only person for your IT shop, it can be a little daunting for your users.



For management in many smaller and mid-sized businesses or SMB's dealing with the availability of their IT tools that enable them to run their business can be a headache. Many small business owners figure IT - problems are part of having information technology. They are not in their element so they operate in a "break-fix" mode which continually results in downtime and always costs more money. More importantly it draws attention away from concentrating on moving business goals, strategies and objectives forward. This need not be the case.

Partnering with RMM Solutions' ProActive Managed Services and local helpdesk support is a change in the way you think about information technology. RMM assumes responsibility for management of the IT infrastructure. Our company is built to proactively manage the network making certain that small problems are addressed before they cascade into larger ones. Our personnel, including a local helpdesk, observe and operate under the IT industries' best practices. We have achieved and maintain industry and manufacturer's certifications. In other words - we are put together to act as the IT staff for multiple organizations ensuring the high availability of their IT resources.

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### Hermening Financial Group mitigates risk and meets regulatory compliance.



Wendy Hermening , left, Kimberly Payne, right

[Read more.](#)

*"RMM Solutions' helpdesk was our end user support desk during my vacation. They did a great job providing support and ensuring our end users were well taken care of during my absence. It's great to just 'unplug', relax and have no worries when I'm on vacation." ~ T.J. Podmolik, Information Technology Coordinator, Price County*

### Vacation Checklist: Prepare Your PC

Whether you're leaving the office for the holidays, going on

If a vacation is in your plans (and I hope it is), but you need some backup IT help - day-to-day helpdesk or just an emergency vacation backup source, we've got suggestions for how you can keep your IT efforts met while you're catching some rays.

*Meet your Local Help Desk Team! A resource when you're on vacation -*

#### Local Help Desk Team



**Brad**



**Barry**



**Ken**



**Justin**



**Matt**

#### *Suggestions -*

- Train your users to contact your local helpdesk team during your (much needed and deserved) vacation.
- Provide a contact list with phone numbers, hours serviced; including helpdesk and on-site support.

vacation, or taking a business trip, there are a number of things you can do to prepare your computer for your time away.



[Read more!](#)



Make sure all your information technology equipment (servers, etc.) are labeled.

- When you setup your email responder include contact information within the response.
- Tweak the schedule so that a full backup happens right before you leave and incremental backups happen daily for 10 days instead of 7. Of course, make sure the overall level of protection is not affected!
- Test the backup before you hand it off to your local helpdesk - making sure everything copied as needed.
- Document all vendors and their contact information including air conditioning and electricians.
- There should be enough documentation of everything, clients, servers, external hardware (printers, storage etc) locations of all, any unusual wiring/hardware/software, a layout of authentication... everything.

Next Steps - if you're going on a vacation and need some IT backup - contact your account executive today!

*PS This is a great vacation list but why make this a vacation only approach - these suggestions can give you peace of mind knowing you have everything under control. Once correctly entered into, a properly aligned partnership with RMM Managed Services is a new and better way of thinking about IT for SMBs and the results are pleasing to your bottom line!*

## Help Keep Company Data Safe on Employees' Personal Devices

*Used with permission from Cisco Small Business*

***Securing smartphones and tablets used for work protects both the employee and the business.***



More of your employees are using personal consumer devices for work than you may realize. The majority of them probably carry an Internet-enabled smartphone, like an iPhone, a BlackBerry, or an Android phone, and some may even be using an iPad for work, too. And employees are using these devices to access and work with the company data they need to do their jobs. Like the computers at your office, employees' personal devices should be secured to protect both the business assets on your network and any sensitive data on employees' personal devices.

[Read more!](#)

## Tips from the Help Desk

### Be Better Than James Bond

*used with permission from SAN.org*



In Casino Royale, Bond chooses a password to protect a multi-million pound money transfer. What does he choose? His girlfriend's name - doh! Why bother torturing him when you could just guess his cunning plans?

[Read more!](#)

[Forward email](#)



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RMM Solutions | PO Box 989 | Wausau | WI | 54403

