



Reboot

Taking Technology a Step Forward

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Reboot is our way of keeping you in touch with technology.

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Keeping Up with Technology

It amazes me how quickly technology moves today. As business owners or IT managers there are so many more things that we need to be concerned with as our companies become more reliant on business technology. The changes are fast, and we continually research what is the best way to keep our clients running.

This issue of *Reboot* focuses on a couple of items that have really been in the forefront of our clients' minds:

- 1) How do you make sure my needs aren't forgotten?
- 2) How can you assure me that I can keep my business running if something catastrophic should happen?

Even I ask myself these questions, and the answers continue to gain complexity. I am so thankful for the staff we have to keep me up to date on where we are and where we are going.

We've included a special offer in this issue. There is a limited number,

so make sure you act fast. Let's just say our offer will provide answers to at least one of the questions I outlined above. Enjoy the quick read, and remember if all else fails...Reboot!



Best,

Bill

Bill Lehmann
President, JTnet, Inc.





SERVICE SPOTLIGHT

You Don't Want to Get Lost in the Shuffle...Do You?

Our ticketing system keeps our priorities straight.

ONE OF THE COMMON THINGS we hear from our clients is the frustration that they had with **previous IT companies that would forget about items they had requested to be done**. I will admit, we struggled with this early on as well, with clients coming on quickly and having to learn how to effectively manage priority items. That is why we developed our **internal ticketing system to make sure none of your IT projects get lost in the shuffle**.

We all have priority items, those that need to be taken care of immediately to continue the process of making money or delivering on promised services. It is simple to remember these things, because they often impact our ability to work. The smaller items, which can be everyday nuisances, but not enough to stop us cold, are the ones that we say we'll get to but never really do. JTnet is dedicated to attacking

all of your IT problems big and small in a manner that matches your priorities.

Our internal ticketing system can be accessed by our technicians at your location via any Internet connection, mobile device, and at our office desktops. This ensures we capture those items that get mentioned in passing as we work on bigger IT priorities.

The system allows us to place items in one of four categories (critical, high, medium, and low), based on your level of concern.

High-priority items are dealt with expeditiously, while non-priority items are added to each client's project list to make sure nothing gets missed. In addition, the prioritization allows us to match the appropriate staff member to each item.

One of the real benefits that we have seen with our ticketing system is the **ability to manage multiple items when we are visiting our clients**, because we can quickly



review a complete list of "open" tickets. Additionally, these non-priority items, when applicable, can be handled remotely by our technicians back at the office, making sure we complete all of your projects without getting in your way.

JTnet's objective is to make sure you don't get lost in the shuffle. Our ticketing system ensures that won't happen and helps prioritize the IT projects that you need completed to be more efficient and effective.

By Brian McNamara, *Technology Director*

REFERRAL REWARDS

WE'LL GIVE YOU A \$25 VISA GIFT CARD

for each business colleague* you refer to JTnet! Let them know we'll be calling, so they can get 2 FREE hours of guaranteed, no-strings-attached JTnet tech support to use any way they want!

* The owner or person in charge of IT for a company with 10 or more desktops and at least one server.



JTnet, Inc.
788 North Sunnyside Road
Decatur, IL 62522

Your Name: _____

Your Company: _____

Your Title: _____

My Referral

Name & Title: _____

Company: _____

Phone _____

E-mail: _____



UP AND RUNNING

How fast could your business be back up and running after a server crash, virus attack, or other data-erasing catastrophe?

OUR ARTICLE LAST MONTH, “9 Tips that Help Prevent a Server Crash,” sparked a lot of interest from our readers. Many of you started talking about the worries you have should something significant happen and your entire network crashes. How will I manage my inventory? Will I be able to do invoicing? How will I get my payroll sent? What will I be able to do to keep my customers happy, while I scramble to re-establish my systems?

While only a few of you asked us these questions directly, I know many of you are thinking about it and probably simply HOPING nothing goes wrong. As they

often say, the first step to recovery is admitting you have a problem. Well at least in this case, you are admitting that you will in the future experience a problem and what you want to know is how it can best be solved.

There are many elements to getting you back up and running should a catastrophic crash happen. The most important is auditing your systems and creating a plan.

1) How quickly would I need to be back up and running to keep my business moving? (Identifying what is mission critical to keep things moving will help in prioritizing not only your backups, but your recovery strategy.)

2) What and where are all of my data and programs? (You have added staff, programs, and definitely data since you last looked at things. Do you really know what you have going on?)

3) Do I have effective systems in place now and are they working? (I can't tell you how many times we have walked into a client consultation to hear that they have a solid backup in place, only to find that much of the data that they think is being saved isn't.)

4) Are my backups storing locally and offsite? (God forbid a natural disaster should happen, but if it did, saving all of your backups locally may cost you.)

5) What is the cost to me in customer retention, sales, overhead, if I don't have a plan to get me back up and running quickly? (The biggest cost to your business is what goes on after a crash does happen.)

Take time to go through this process and utilize a specialist to assist you. Our objective is to make sure our clients can stay connected to their systems and their customers. Keeping you up and running and getting you back up and running when necessary is what we do.



Claim your **FREE** Disaster Recovery Security and Backup Audit today!

ONLY **5** FREE AUDITS AVAILABLE!

Be the first to call **217-853-8073** for details!

After the 5 free audits are claimed, we'll charge a small fee for this service. Free audits are first come, first served.



**FUN FACT
TIME**

Did you know that **THE FIRST COMPUTER** measured **8 feet by 3 feet by 100 feet**? It took up over 1,800 feet of total space and weighed around **27 tons**. Imagine that sitting on top of your desk!



TECH TIPS



SCARY BUT TRUE FACTS ABOUT DATA LOSS

The average failure rate of disk and tape drives is 100%: **all drives will eventually fail.**

Only 34% of companies test their tape backups and, of those that do, **77% have found failures.**

Sixty percent of companies that lose their data will **go out of business within six months** of the disaster.

Over 1/2 of critical corporate data resides on unprotected PC desktops and laptops.

Only 25% of users frequently back up their files, yet 85% of those same users say they are very concerned about losing important digital data.

Thirty percent of companies report that they still do not have a disaster recovery program in place, and two out of three feel their data backup and disaster recovery plans have significant vulnerabilities.

One in 25 notebooks are **stolen, broken, or destroyed** each year.

Today's hard drives store 500 times the data stored on the drives of a decade ago. **This increased capacity amplifies the impact of data loss**, making mechanical precision more critical.

You have a 30% chance of having a corrupted file within a one-year time frame.

The server's full.



The web site's old.



The network's down.

INTERACTIVE • NETWORKS • DISTRIBUTION

Move beyond band-aids, quick fixes, and just-do-its. The future is now, and technology should work hard today and be ready for tomorrow's needs. Find out how **JTnet** can make it work for you, your business, and your customer.

