



A Monthly Strategy Brief with Proven Computer Techniques to Improve the Speed, Security and Performance of Your Company's Network



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If Disaster Strikes, How Fast Could Your Company Be Back Up and Running?

WHAT'S INSIDE...



Its our holiday issue! We've put together 19 holiday gift ideas to help make your shopping easier. We know how difficult holiday shopping can be, so here's some help for you!

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You hear it all the time from us—back up your data, keep your virus protection current, and install and maintain a firewall to protect yourself from hackers and other online threats.

However, while these precautions will certainly help you avoid problems, they CAN'T do anything if you don't have a good backup and disaster recovery plan in place.

Are You A Sitting Duck?

We all know that an ounce of prevention is worth a pound of cure; yet, disaster recovery planning often takes a distant second to the daily deadlines and pressures of running a business.

That means that most businesses, including your own, may end up offline and without your data after a simple lightening storm.

Don't think that could ever happen to you? Consider this: "data-erasing disasters" can also take the form of office fires and broken water pipes, not just earthquakes, floods and tornadoes. If a fire started in your building, the parts that weren't burned beyond recovery would probably be destroyed by the firemen's efforts. But even more common is software corruption, hardware failures and human error!

Disaster Recovery Questions You Need To Answer

A disaster recovery plan doesn't have to be complicated, time-consuming or expensive. Start by asking yourself the following questions...

1. Do you back up your company's data

daily to both an onsite *and* offsite location?

2. Are you absolutely certain that your backup copy is valid, complete and not corrupt? How do you know for sure?
3. If disaster strikes, HOW would you get your data back, and how long would it take? In many cases it takes days and often weeks; what would you do during that period of time?
4. Do you have copies of all the software licenses and discs in a safe location that could be accessed in the event of having to rebuild your server?

This is NOT a complete list, but it is a good start to get you thinking in the right direction.

Our FREE Disaster Recovery Plan Helps You Prepare

Since it's almost the New Year, we've decided to help our clients get their "IT house" in order by giving away a FREE Backup and Disaster Recovery Audit. At no charge or obligation, we'll come to your office, review your current plan (or lack of one!) and provide a simple action plan on what you need to do to make sure your business can always be up and running.

But take note! We can only make this available to our clients and friends during the month of December; after that, the fee for this consultation will be \$395. For more information, please contact our office at (416) 913-8998 and ask for Brendan or Stefan. You can also email us at Shikha@tdcnet.ca.



OUR SECOND ANNUAL The TDCNet Team Has Put Together *We know how difficult holiday shopping can be so we put Below is a selection of fabulous*



Shikha's Ideas:

Kindle Fire - Kindle

Fire is your gateway to over 18 million movies, TV shows, apps, games, songs, magazines, and books, on a beautiful 7" color touchscreen.



Lululemon Cuddle Jacket - Sometimes after a long, cold run we feel like a cuddle. Rob Pattinson wouldn't fit in our gym bag, so we can use this jacket as a sort of portable Pattinson. It has a high collar just in case he does show up and tries to sink his teeth in. It also has thumbholes to keep you nice and cozy in the cold.

Canh's Ideas:



Ironkey High Capacity Flash Drive - The world's most secure flash drive protects you from the risks of uncontrolled mobile storage. Get the peace of mind that

comes from knowing that you are protected by the world's first self-defending IronKey.



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Gift Card for a Beer Tour - Give someone an experience and have them visit one of the great breweries in or around Toronto such as Steam Whistle Brewery down at the Lakeshore.

David's Ideas:



iPhone 4s

- The best iPhone ever. It is two times more powerful and up to seven times faster than the previous ones. It is quick and responsive and has an outstanding battery life.



House DVD box set - He pops pills, watches soaps, and always, always says what's on his mind. He's Dr. Gregory House. If you have missed any of the episodes from last season, the box set is out on DVD. Grab 'em, while they are hot.

Stefan's Ideas:



Lenovo ThinkCentre M71z - Looking for a new computer for yourself or the kids? The

Lenovo M71z all-in-one desktop computer is a



clear choice. Having kids visible when they are online means that the computer needs to be where it can be seen, and the traditional tower/display configuration with all its wires can make a mess. The M71z has all the computer guts tucked inside the display—add a wireless keyboard and mouse and the only wire is the power cord! This computer looks good wherever it is placed and is covered by a 3-year warranty.

KoboVox - This color-touch screen WIFI e-reader is a clear choice for anyone that wants a small portable device for entertainment purposes. Use it for Social media, email, surfing the Web and playing Android games (Angry Birds, anyone?). Priced at \$199, this is a clear choice as a gift idea for children that want a tablet. Santa will be busy soldering this year!

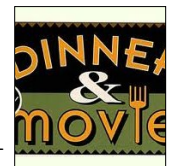


Carol's Ideas:



Dinner and a Movie Combo

- Looking to spend some quality time with your spouse or loved ones, then this is the best deal for you. It is valid at Milestones and Kelseys, and they offer a choice



of any movie that is playing at the moment and dinner for two with that movie. It is suited for many ages, and interests, depending on the movie you choose.

HOLIDAY GIFT GUIDE

Great Holiday Gift Ideas to Help You Out
our heads together to come up with a bunch of great ideas!
techie and non-techie presents!



Graeme's Ideas:



Gorillapod Camera Mount - This is the best camera mount for any camera, anywhere you would want to use it.

i-Tap Gloves - Everybody needs a good pair of gloves in the winter to keep your hands warm. The problem is that you can't use your smartphone or iPod without your

fingers freezing. Itapgloves.com sells gloves that let you free your fingertips for your touch screen devices.

John's Ideas:



Snow Goggles with built in camera - The Liquid Image Summit Series is the world's first snow goggle with an integrated digital camera. The goggle contains a wide angle lens to capture all the action while skiing, boarding, sledding or snowmobiling.



Beer of the month club - The Canadian Beer Club, CBC, offers twenty-four (24) or twelve (12) of the most exotic beers from Australia, India, Canada, United States, Belgium, England and more, delivered to your doorstep every month.

Daniel's Ideas:



Galaxy Tablet - The Galaxy Tablet combines entertainment on-the-go with Media Hub, Social Hub and web browsing. It has a "Discover, Tap and Watch" experience with Peel Smart Remote TV App. It has a portable 7" display at 12.1 oz.



light and .39" thin, with dual core processor. You can customize with TouchWiz and have access to over 250k Android Market apps.

Wii Just Dance - Not everyone is born with the ability to dance, so thankfully Just Dance doesn't require you to be the next Michael Jackson. All it asks for you to drop any inhibitions and shake your groove thing to some classic pop hits. The dance routines are well choreographed and a lot of fun.

Justin's Ideas:



Retro game emulator - The Pocket Retro Game Emulator looks a bit like the Game-Boy Micro but that's where the similarities end. Load on NES, SNES, GBA, Sega Genesis, or Neo Geo roms and play your old favorites in the palm of your hand. With 4GB of built-in storage and a mini SD slot for expansion

you can bring every single game from the best classic consoles with you. Of course in typical all encompassing gadget style you can also play movie files, audio files, use the built-in FM radio, view jpg images, Read E-books, do voice recording etc...



Electronic notepad - The CyberPad is the ultimate notepad for anyone and everyone that takes notes. It is the only solution that links handwritten notes and graphics to the PC, providing a digital reproduction for future reference. You can easily view, edit, organize and email your handwritten notes on your computer.

Brendan's Ideas:



Digital Over-the-Air Antenna - Canada switched over this year to digital signals so old rabbit ears will no longer work. A digital antenna however, can get you between 10-20 free HD channels that are sometimes higher quality than cable or satellite. They usually cost less than \$100 and the indoor ones are really easy to install. If you only watch the major Canadian networks, this could replace your cable service.

Ebooks— I've read some great e-books this year, most. These are some of my favourites:

- The E-Myth Revisited: Why Most Small Businesses Don't Work and What to Do About It by Michael Gerber
- Four Seasons: The Story of a Business Philosophy by Isadore Sharp
- Leadership by General Rick Hillier
- Driven by Robert Herjavec
- Idea Man by Paul Allen
- The Breakthrough Company by Keith McFarland

NEWS & NOTES FROM THE TDCNET TEAM

We're Closing Out the Year on a High Note!

As we approach the holidays there are many changes afoot at TDCNet which are all geared toward providing more value to our clients.

Over the past several months we've been researching and developing ways that we can do more with the resources we currently have available. We have been innovating how we do business to better service our clients.

I want to tell you about three of the changes that we're currently implementing to get us closer to our company goal of preventing all technology problems for our clients. The three changes are: utilizing automation to do more problem prevention; new maintenance procedures; and how we're deeply documenting our clients' sites.

1. Using Automation

There is an amazing opportunity within IT to use automation to deliver a higher level of service. Over the past four years we've invested in an industry-leading remote monitoring and management software which we've customized to suit the needs of our clients.

Here are some examples of what automation means to our clients:

- 24/7 Monitoring and alerting**—our system continually monitors our client environments to pick up potential problems before they happen. We then address those issues before they lead to downtime.

- Advanced auto-fix capability**—There are lots of things that can go wrong with servers and bring down a network. In addition to monitoring for hundreds of different possibilities, our system will automatically fix these server issues. So for example if an Exchange service went offline at 2am stopping your email from flowing, our system will restart that service and get things going again. Another example of this is when it comes to printers. Many printers can have the spooler stop working and it leads to someone having to call for support. Our system automatically restarts that and prevents the support call and frustration of not being able to print!

2. Maintenance Isn't Boring For Us

This isn't exactly a sexy topic but it's a critical one. We've just implemented a new maintenance program for all our clients. This program is based on months of research of issues we've seen across our client base and discussions with other companies like ours across North America.

The result is a weekly maintenance plan on both servers and workstations that we've been rolling out during scheduled maintenance windows (usually in the middle of the night, between 1:00-7:00am). We're in the first phase of implementing this maintenance plan and are excited that we have new elements of it coming online every week.

3. Documentation Helps

We've just finished a two-month long project of updating and vastly improving the documentation at all our clients' sites. What this means for our clients is that when they call for support, any member of our team can help them. Information on their network is at our fingertips, so support is faster and more effective.

I tested out much of this plan recently at an annual IT conference in Orlando. I had the chance to attend sessions with industry leaders and share best practices with over 1,800 IT companies from around the world.

I'm excited about this plan and how it's going to help our clients' businesses in the New Year.

On a personal note, I should also mention that I managed to get in a little fun while in Orlando (it wasn't just all work). My wife Jessica and two-year-old son Lucas joined me and we took some time to "go see Mickey's House" as Lucas puts it. They also joined me for a few holes during the IT Nation 2011 golf tournament. They must have been good luck because our foursome won the tournament!

I've posted some pictures on the TDCNet Facebook page if you're interested in seeing more.



Managing your
connections

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