

New Year's Resolutions for Your Network

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It's that time of year again—time to make your New Year's Resolutions. We wanted to help you do that for your business so we've come up with 10 suggestions for how you can improve the security and performance of your computer network.

1. Get a better backup system – you need to ensure your critical business data is properly protected. If you're still using tape drives or not employing the latest professional-grade backup software, there's no bigger New Year's



resolution that you should have. You should have both an onsite and offsite backup of your data that allows you to restore files fast. Your backup should also be image-based, not just file-based. Data loss can happen from human error, hardware/software failure, fire, flood, theft or other disaster. Every hour that you're without your critical business information could cost you thousands of dollars.

2. Examine Cloud Computing – do you wonder if Cloud Computing is right for you? In many cases, parts of your IT infrastructure can easily be put in the cloud to save you money and give you better service. It is important to talk to someone who can honestly assess your situation and tell you the pros and cons of making the switch to the Cloud. It's not

for every business but it's worth exploring closely.

3. Get rid of those clunky old computers – we know that no one really likes spending money on new computers but think about how much unproductive time

your staff spend waiting for their slow machines to boot up, load programs or restart when they freeze. You can get an entry-level business desktop now for as little as \$600. How much is it costing you having your staff sitting around wait-

ing for their computer to load programs or dealing with computer problems?

4. Upgrade that slow, productivity-sapping server – new servers are light years ahead of the ones made three, four and five years ago. Your company is less productive and less profitable with a server that's slowing everyone down. Plus, you can now use new technology to reduce the number of servers in your business and therefore lower operating costs.

5. Change network passwords – most businesses regularly have employees leave, including those who were involved with supporting the computer network. Changing passwords regularly will improve security.

Continued on page 2

How Many of These 10 Important Areas Do You Need to Work On?

Continued from page 1

6. Do a full security review – we're seeing all sorts of increased threats from hackers these days and you need to make sure your security approach is up to date. There are many parts to your security that you should examine including password strength; anti-virus software; and getting a strong firewall that will prevent intrusions, attacks and other malicious activity.

7. Provide Help Desk support to all your staff – the last thing you want is your team wasting time on computer problems. Given them access to Help Desk support from techs that can remotely fix their issues and make them more productive.

8. Recycle old computers – you probably have a bunch of old computers and monitors sitting in a storage room in your office or under someone's desk. These are just taking up space and should be picked up to be recycled. There are companies we work with that specialize in recycling old computer equipment so it doesn't end up in a landfill somewhere. And it's free!

9. Reduce power usage – make your company greener and lower your power bill by taking a few power-friendly steps. There are many ways automation can help with power management. You should also upgrade older equipment

which has higher power usage such as those CRT computer monitors, which are both power hogs and very hard on your eyes. Consolidating servers can save tons of power too.

10. Perform regular maintenance on your computers and network – downtime and annoying IT problems can be prevented with regular maintenance on your computers and network. If you're not doing this now, it's time to start!

Interested in Implementing These for Your Business?

Start the year right with a full audit of your network to develop your IT plan for the year. Our Network Audits are a 27-point review of the security, performance and reliability of your network and include a full hardware and software inventory, plus checks on the health of your server.

Contact us at (416) 913-8998 or visit www.tdcnet.ca for more information!

TECH TIP OF THE MONTH

How to figure out when your domain name expires

Go to who.is and type in your domain name, such as tdcnet.ca. It will show you when the website is up for renewal.



Follow us on LinkedIn!
www.linkedin.com/company/tdcnet-inc.

Techie Dictionary

DMZ: Demilitarized Zone, a separate area of your network that is isolated from both the Internet and your protected internal network. A DMZ is usually created by your firewall to provide a location for devices such as Web servers that you want to be accessible from the public Internet.



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Recent post from www.tdcnet.ca/blog **An Open Letter to RIM from a Frustrated Customer**

Dear Research in Motion,

You disappoint and frustrate me. I used to be one of your biggest fans and now I'm considering taking my business elsewhere.

Let me explain. I've been a Blackberry user since your devices were the size of pagers and were in black and white. I used to work in politics so I would get a new Blackberry sometimes every 6-12 months.

I've always been a big Blackberry fan - the little device has been attached to my hip for close to a decade.

I've gotten used to how easy it is to "thumb" notes to clients, colleagues and friends. I appreciate how I can stay in touch with the office even if I'm nowhere near it and it gives me the flexibility to be with my family, not chained to my desk. The security features give me peace of mind that my business' critical information is protected.

For years I've been excited with the innovation every new Blackberry brings. I was among the first in line to get a Playbook on the date it came out. I even ignored the fact there was no line and I blogged about why I thought the Playbook was the best thing out there.

I recommended to our clients they buy Playbooks because I believed you when you promised it would constantly improve. I trusted you when you said the Playbook would be able to run Android apps by the summer. I looked forward to the native email app.

RIM, lately you've disappointed me repeatedly. I don't care if your employees get drunk on airplanes but I do care when your pace of innovation slows to a snail's pace.

You are getting left behind and it's killing me. I'm considering switching to an Android device or iPhone.

I want to support a great Canadian success story but you're making it harder and harder every day. I don't think you get it. The world has changed and you either haven't seen it coming or are unable to keep up.

It's about the apps and you just don't have enough good ones. The world is creating apps for your competi-

tors because you haven't created the environment to be successful here.

In our case, our line of business software vendors are creating iPhone and Android apps but not Blackberry ones. We're at danger of falling behind and we've brought those devices into our office as a result. I've started suggesting our clients look at non-Blackberry options because apps are no longer just for fun - there are a lot of strong business uses for them as well.

The social media apps are also much better on other devices and that's a concern because we are all using social media more to communicate with friends, family and customers. Other apps on the iPhone and Android do a much better job when it comes to entertainment and fun. It's unfortunate the Playbook has been such a flop but it's for the same reason. It is as good or better in functionality as the iPad, but I can truly customize the iPad into a device suited to



December 15, 2011
 Vanessa Lu
 It's been a bad year for Research In Motion. But with 2012 just around the corner, we asked a few experts how the BlackBerry maker can get its groove back.
The experts:
 Nick Bontis, professor of strategy at the DeGroote School of Business at McMaster University
 John Pliniusen, a marketing professor specializing in technology and business innovation at Queen's University
 Brendan Howe, managing director of TDCNet, a Toronto-based computer network support company, describes himself as a loyal BlackBerry user. But recently he's been telling his customers to look at other devices, "and it's killing me."
 If it follows their suggestions, RIM can resolve to:
Not use someone else's trademark
 Bontis makes a direct reference to the recent court battle by a small New Mexico company that had the BBX trademark, the planned name of the new phone system. But after Basis International won a court injunction, RIM announced the name will be BlackBerry ID.
Be 'the thing'
 RIM needs to focus on its branding and marketing, maybe even some ad campaign around keeping a BlackBerry.
 "Maybe you need a BlackBerry blazer guy or girl, spinning something fun and interesting, and engaging our emotions, positively," Pliniusen

Shortly after this blog was posted, Brendan was interviewed by The Toronto Star. See the full article at www.tdcnet.ca.

me.

I had an iPad for a weekend and was able to make it my own with the apps and information that matter to me. I've had the Playbook since it came out and haven't been able to do that.

I used the two devices side by side for a weekend and there's a huge difference. The Globe and Mail app on the iPad is most of the newspaper while the Playbook one is just a few articles. I can get Maclean's on the iPad; I can remote into my computer at work; I can download tons of apps that are fun and can improve my life or work.

And here's where you really lost me RIM... In one weekend of having an iPad, it helped me potty train my 2-year-old son because, well, there's an app for that too.

RIM, I really hope your Blackberry and operating system launches in the New Year turn things around.

I'm trying to keep supporting you but it's just getting too hard.

Sincerely,
 Brendan Howe

NEWS & NOTES FROM THE TDCNET TEAM

Robert Khatchadourian joins the TDCNet Team

We're beefing up our technical team with the addition of another experienced IT professional - Robert Khatchadourian.

Robert joins us from Garda, a security firm, where he worked as a Senior Technician for five years. And provided online and onsite technical support for offices across the country. He has extensive knowledge in desktop support, networking and server troubleshooting.

Robert has joined our Quick Response Team and is a new voice on the other end of the line when our clients call in for re-



Robert Khatchadourian

mote support.

He has a four-year diploma in Computer Engineering Technology from Seneca College.

Being a technology expert, he loves to look up new technology and add to his collection. He enjoys cross-country cycling and watching movies. He loves to travel, and has travelled to Cuba, Mexico, Dominican Republic, Jamaica, and Paris.

If you saw our 12 Days of Christmas Video, Robert was in the front row and we recorded it on his first day here. What an initiation!

Are you following us on Twitter or Facebook? If not, here's what you missed

TDCNet
Dear RIM, I'm thinking of ditching my Blackberry. Here's why. <http://budurl.com/vevc>
Like · Comment · December 14 at 5:53am via HootSuite ·

April Guamos likes this.

Michael Wilson Well said.
December 14 at 6:31am

TDCNet
Saving your holiday shopping to the last minute? Our holiday gift guide can help you out of a jam. <http://ow.ly/86mw9>
<http://ow.ly/86mw9>
Check out our December newsletter with our holiday gift guide.
Like · Comment · Share · Wednesday at 7:50am via HootSuite

TDCNet
This is your absolute and final chance to sign up for a free data security audit, a \$300 value. Don't wait, call us now at (416)913-8998.
Like · Comment · December 14 at 5:53am via HootSuite ·

TDCNet
QuickTip: On the View menu in Outlook, click AutoPreview to see the first three lines of each e-mail message.
Like · Comment · Share · Tuesday at 4:30pm via HootSuite ·

Trivia: Do You Know the Answer This Month?

Which of these famous people has a birthday of January 1st?

- a) Betsy Ross
- b) Paul Revere
- c) J. Edgar Hoover
- d) All of the above

Remember, first person to call in with the correct answer wins a Tim Horton's gift card! (416) 913-8998

Last Month's Winner

On December 3rd, 1967, what medical breakthrough took place?

The choices were:

- a) The first successful Siamese twin separation
- b) Artificial insulin was first produced
- c) The first successful heart transplant occurred.

The correct answer is c) The first successful heart transplant occurred!

Unfortunately, no one answered this question correctly. Better luck next time!



Managing your connections

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