

## This Issue:

What Services Can You Outsource to a Managed IT Provider?

4 Ways to Secure Your Business and Ensure Compliance with Best Practices

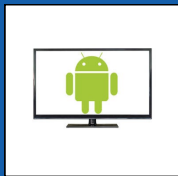
Mirror or Cast Your Android Device's Screen

Cloud Servers Are Great for Your Business to Save Time and Money

Business Intelligence Can Deliver Efficiency

Why Cloud Storage is Knocking Flash Storage Out of the Picture

### Mirror or Cast Your Android Device's Screen



Sometimes, the small screen of your mobile device is just too small. Instead of

buying a whole new device that's bigger and better, you can remedy this by simply mirroring your phone's screen to a larger screen. Here's how to do it from your Android device to your Windows PC...



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## About TWINTEL

TWINTEL assists organizations in selecting and implementing computers, networking, web sites, and specialized software solutions for membership, fundraising, accounting, and other business functions.

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## What Services Can You Outsource to a Managed IT Provider?



Time is one of the few resources in business that cannot be reclaimed. It should be the goal of every business executive to spend most of their time making money. Unfortunately, when you experience trouble with your technology or network, this becomes difficult at best to accomplish. Outsourced IT is a great method that any business can implement in order to create more free time to focus on business operations and money-making initiatives.

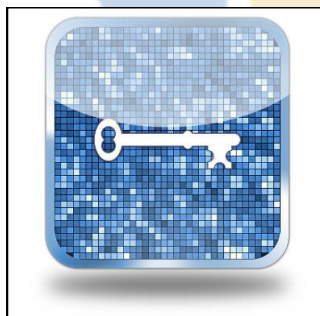
You might be surprised by how much time outsourcing your IT operations can save you. Of course, this all depends on how you are currently managing your company's technology. First, you'll want to individually assess each of your IT tasks to see how they are currently being handled. Once you have compiled a list of all IT-related tasks, you can then start considering outsourcing them to an IT company like TWINTEL Solutions.

Here is a list of some of the IT services that you can outsource to our professional technicians.

- Remote and on-site support
- Active Directory administration and maintenance
- File, folder, and share administration

*(Continued on page 3)*

## 4 Ways to Secure Your Business and Ensure Compliance with Best Practices



More businesses than ever before have been falling victim to the various threats found on the Internet, which has provided a valuable opportunity to learn more about how to protect your business and ensure its survivability in the face of data breaches. However, even your employees are a valuable method of securing your business, especially if you take the time to explain to them the important role they play in security.

There are two primary ways to secure a network. The first involves implementing security solutions to protect it on a technological level. The other is to ensure that the human element of your business--your workforce--is educated on best practices regarding network security.

### Hover Over Links to Check Their Authenticity

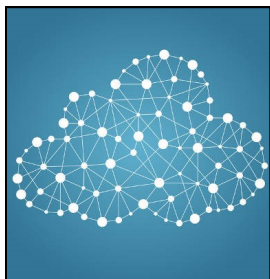
Even if you think you know the sender of an email, be sure to hover over the links to make sure that they go to where they claim to go. You can do the same with any attachments sent to your email address. In reality, you might never encounter a message specifically designed to target down your business, but staying vigilant is the best way to ensure that nobody makes a mistake. A couple of seconds here and there can be the deciding factor for the future of your business.

### Passwords Are Not Nearly Enough

Nightmare scenarios surrounding poor password security are all over the Internet and news

*(Continued on page 2)*

## Cloud Servers Are Great for Your Business to Save Time and Money



Generally, small businesses will only have, at the most, a couple of servers in the office that are dedicated to storing or sharing data across an in-house network. These machines are absolutely critical to the success of your organization, as without them, you wouldn't be able to access or store important information. If you want to optimize the way your server infrastructure is set up, however, virtual cloud-based servers can offer a significant benefit for your organization.

By migrating your data to a cloud-based server infrastructure, you can take advantage of a virtual environment that's specifically designed with your business's needs in mind. Even better is if you get a third party to outsource the management and maintenance of such an infrastructure. This lets you take advantage of many other great benefits:

### Reduced Costs

Just like any other machine in your office, physical server units rely on

utilities such as electricity. Unfortunately, these utilities are also rather expensive in large quantities, considering how much energy it costs to cool down systems that generate a considerable amount of heat. Migrating your physical servers to the cloud-based model means that your data is stored in the cloud on a virtual server, which eliminates these costs and alleviates any time spent on the upkeep of such technology.

*"By migrating your data to a cloud-based server infrastructure, you can take advantage of a virtual environment that's specifically designed with your business's needs in mind."*

### Improved Flexibility

Flexibility is one of the main selling points of cloud-based servers. When you store data and applications in the cloud, anyone with credentials and access to the Internet can gain access to them easily enough. Even better, it can all be accessed on a plethora of connected devices as long as they are approved by your IT department. This provides considerable flexibility to your busier workers, allowing them to do more

traveling to conferences or phoning into meetings.

### Consolidate Your Infrastructure

Does your business use legacy applications? If so, you'll appreciate this major perk of using virtual and cloud-based servers. You'll know that there can be complications with your legacy applications and server operating systems, which means that you would ordinarily have to run separate server units on different OSes for all of your legacy applications. However, you can partition your virtual servers to account for these various operating systems, meaning that you can run both your legacy apps and more recent operating systems on the same units. Since you don't need to run as many server units, this eliminates costs and simplifies your infrastructure.

Does your business struggle with managing server units? You can outsource this responsibility to make the process much easier and more efficient for your operations. To learn more, reach out to us at (888) 894-6411.



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## 4 Ways to Secure Your Business and Ensure Compliance with Best Practices

(Continued from page 1)

outlets, especially over the past few years. Passwords like 12345678 aren't uncommon in the business environment, specifically because they are easy to remember—even if they aren't secure. More businesses than ever before are implementing password requirements that involve complex password usage at every turn. With password managers becoming more common, there really isn't any excuse not to use them.

### Don't Send Personal Information through Email

Hackers are always trying to convince users to share sensitive information with them, even if they aren't aware of it. One increasingly common tactic used is

whaling, which involves hackers taking on the identity of an organization's CEO or President. Since most employees will simply do as they are told, hackers believe that they can convince employees to perform various functions, such as wire transferring funds or handing over credentials and personal information. This is why it's especially important to use your head and question illogical or unsound statements that you think might be suspicious. Look for typos or misspelled names in these messages, as whaling schemes will show various giveaway signals that mean you should think before you act. If you suspect anything at all, confirm with whoever sent the message in person or through a company-verified email or telephone number.

### Always Be Sure to Mention Security Openly

The push for better network security only dies when you stop talking about it. Therefore, you should always communicate the importance of network security when you get the chance. Consider for a moment just how crazy-common ransomware has become in just a few short months. Some employees still might not know the difference between ransomware and other types of threats, and that data backup doesn't guarantee that everything can be restored properly. Open communication lines between...



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## What Services Can You Outsource to a Managed IT Provider?

(Continued from page 1)

- Security administration
- Network policy enforcement and management
- Managed antivirus, as well as threat monitoring, maintenance, and removal
- Data backups as frequently as every 15 minutes
- Back up documents currently in use, without interruption
- Restore deleted or corrupted files
- Content filtering to protect from inappropriate workplace content

- Intrusion protection and detection to keep hackers away from internal servers/desktops
- Protocol control to reclaim network bandwidth from sneaky applications that dodge firewall rules

If you're responsible for even some of these basic IT tasks, you'll have a pretty tight schedule that makes you wonder if it's even possible to get all of it done. If you want to outsource these responsibilities to TWINTEL Solutions, you can take all of the time spent on these tasks and add it back to your workday, freeing

your schedule up to pursue other opportunities.

Ultimately, it's up to you to answer the question of whether or not managing an IT infrastructure is in your job description or not. With the time saved from not managing IT, you'll be sure to take your business to greater heights. To get started, reach out to TWINTEL Solutions at (888) 894-6411.



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## Business Intelligence Can Deliver Efficiency



Efficiency is the foundation for every successful business. In fact, many would argue that efficient business is the

only good business. Those sentiments haven't always been the prevailing opinion, but as costs continue to rise for the business owner, finding ways to mitigate revenue losses is paramount to sustaining any semblance of a successful business. Because so many people depend on the average business, it has become essential for businesses to work diligently to enter the information age. It can be perceived as a negative by the people you depend on. How can you make BI work for your business without alienating your staff?

First, there needs to be some background. Today, running a small business is harder than ever. With all the mandates that have to be met, all the time and money that has to be spent just to get a product or service off the ground, it is frankly impossible to expect the modern business to be able to implement new solutions without a hitch. Thankfully, a process called business intelligence can alleviate some of the issues of a new solution implementation by allowing your organization to accu-

rately measure productivity and efficiency.

Business intelligence can be referred to as the practices and technology used to analyze information in order to make educated decisions regarding your business. Business intelligence has always been around in some way, shape, or form, but it has grown more sophisticated over the years. Organizations would find new solutions and procedures that could be implemented to achieve greater and loftier goals, all without sacrificing efficiency or productivity. After all, there are many people who rely on your business to function properly, and the better it is able to do so, the more everyone stands to gain from it--be it an employee just trying to get their work done, or a client hoping to get the best service possible from your organization.

Modern business intelligence practices include analyzing large amounts of data that each business creates to identify the best decisions possible for the future of the organization. This works by examining data stored in various databases. The problem is that a singular database might not give you exactly what you need to accomplish your goals. In order to get the best results from business intelligence, you can use a process called **data warehousing** to link all information possible together in one location. Once you have this at your disposal, you can

use an enterprise-level business intelligence software to sift through the data and identify important information. This information is then organized into reports that you can easily read and learn from.

The great part about business intelligence software is that it can be used to create customized definitions to get exactly the type of information you want from your reports. This software can return detailed analyses specific to your industry--whether you run a general store, a manufacturing factory, or a high-volume restaurant. Armed with this information, you can make the best decisions for your business pushing forward. The metrics provided by business intelligence software can assist with improving operations, marketing, distribution, and any other part of running your business that relies on numbers.

SMBs continue to innovate with their use of enterprise-level technology solutions, with some using it to close the gap between themselves and their larger competitors. A business intelligence system is only one way that you can use to learn more about the company you run and the future you want to build for it.



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## Why Cloud Storage is Knocking Flash Storage Out of the Picture



You need to quickly move documents from one computer to

another. Do you reach for a USB Thumb drive? You may want to think twice and entrust the cloud to your data. Let's talk about why.

### A Brief History of Recent Data Storage Methods

Throughout the 1990s, NAND flash memory--which is what stores the data on a USB flash drive--was progressively becoming more and more affordable. The first company to sell a USB Flash Drive was a Singaporean company Trek 2000 International, who released their proprietary ThumbDrive at the beginning of 2000. Later that year, IBM became the first producer to sell USB flash drives in the United States with their product, DiskOnKey.

The cloud, believe it or not, was thought up in 1969 by J.C.R. Licklider. His idea was an online storage system that could be accessed from an Internet connection anywhere in the world--an idea that had to wait until the technology was there to support it. Once it was, many well-known companies (like Google and Amazon) were quick to leverage the cloud

to provide utilities, including data storage capabilities.

### Comparing the Two...

...however, there isn't much of a comparison. The biggest benefit that a USB flash drive has to offer is the fact that it doesn't rely on an Internet connection to access files. Otherwise, there isn't much to be said about them that's positive other than the convenience of portability. They're easily infected by malicious programs, easy to lose, and easily stolen. Plus, they don't offer near the collaborative abilities that the cloud does.

***"The biggest benefit that a USB flash drive has to offer is the fact that it doesn't rely on an Internet connection to access files. Otherwise, there isn't much to be said about them that's positive other than the convenience of portability."***

Cloud storage is, first and foremost, very secure against threats and malware, and backed up to protect your

data against any circumstances that might put it at risk. Security mostly includes AES-256 encryption and superior access control through multi-factor authentication. As far as collaboration goes, the cloud offers much more utility than passing around a USB drive ever could.

The cloud allows you to work on your documents and data from any device with an Internet connection (we recommend that you make sure your connection is secure), sharing access with any other user by sharing a simple link. Also unlike the USB device, which only allows a single person to work on a file at a time, multiple users can manipulate the data simultaneously, simplifying any responsibilities that require collaboration.

While the USB thumb drive had its moment in computing history to be the star of data storage and sharing, that title has moved on to the cloud. Has your business done the same?

TWINTEL Solutions can help you make the move to the cloud. Call us at (888) 894-6411 for more details.



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TWINTEL Solutions delivers the same level of complete technical support found at large companies, but at an affordable, flat monthly fee. We provide the highest quality service at an affordable price by using a combination of local onsite experts, network management tools and services performed over your available Internet connection.



### Tech Trivia

For 67 years the Nintendo company only created playing cards.

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