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### 1 Million Websites Not Using the Latest Security Protocol Soon to Be at Risk



It's natural to replace older technologies with better, more recent models.

However, the future isn't...

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## About Total Networks

Locally owned and operated since 1986, Total Networks is the only firm in Arizona to receive CompTIA's Security Trustmark validating the firm's adherence to best practices for information security. Services include IT support, security & compliance assessments, document management, backup & disaster recovery and IT planning/CIO services.

Visit us **online** at:  
[totalnetworks.com](http://totalnetworks.com)



On behalf of everyone at Total Networks, we'd like to thank you for making this such a wonderful year, and we look forward to many more opportunities in the years to come. We truly appreciate you and your business. Sending the warmest of holiday wishes from our family to yours.

## Meet Kassey!



Kassey Smukowski joined the Total Networks team in October as Account Coordinator, assisting VP of Customer Service Bill Fox. Kassey works with our clients with business technology review planning. She assists with product research and recommendations, and coordinates important details for our client's accounts to make sure their technology is kept up-to-date.

Bill and Kassey together make up the Total Networks' Customer Service department, and coordinate very closely with the technical teams to ensure our clients receive outstanding support.

Kassey moved to Arizona about five years ago from Wisconsin, and is currently pursuing her psychology degree at Grand Canyon University. She is adventurous and loves exploring new things and taking on fresh challenges. She enjoys anything outdoors, especially if it involves physical activity. She enjoys reading and keeping her mind developing.

Please join us in welcoming Kassey to the Total Networks family!

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## Total Networks attends IT Nation



In November, members of our team made the trip to Orlando, Florida for the IT Nation 2015. Regarded as one of the most important events of the channel, this year's IT Nation was held at the Hyatt Regency on November 11th-13th. Once a year, managed IT companies and value added resellers from all over the world gather to learn about new solutions, hottest technology, and improve their leadership and business management skills.

The 3-day event is comprised of a series of keynote speakers, breakout and educational workshops, networking opportunities, and vendor pavilions. The highlight of

the event was famed entrepreneur and host... **Read the Rest Online:** <http://bit.ly/1MxMEMD>

### 3 Vendor Scenarios You Can Do Without



Vendors can be a hassle. You need their product or service to keep the gears of business

turning, but sometimes, having to deal with vendors can be way too time-consuming. This is where our vendor management service comes in.

With Total Networks on your side, we can handle all technology vendors for you so that you don't have to. This is what it looks like to have a "single point of contact" for any and all of your technology-related needs. Image not having to deal with these three common technology vendor annoyances.

#### Vendor Acquisitions

The speed of business moves rapidly. Sometimes a vendor will go completely out of business, requiring you to find a new supplier. Other times, a vendor might get acquired by another company and your account will get mishandled in the transition. At the end of the day, you don't much care who bought out who and which company folded up; all you care about is keeping your business

supplied with working hardware and supported software.

Instead of having to be bothered by business moves that are outside of your control, let us coordinate your accounts to find you new, trustworthy vendors that best suit your needs.

#### Drama with Your Vendor Account Manager

Have you ever dealt with a vendor point of contact that just happens to rub you the wrong way? Maybe they have a poor attitude, or maybe you've had a major disagreement with them in the past over -billing. Then there are some companies which seem to have a revolving door when it comes to their point of contact, which means that you've got to explain the particulars of your business to a new account manager way too often than you should have to.

Total Networks can relieve this vendor drama by working with technology vendors on your behalf. One way that we do this is by taking the time to learn the intricacies of your business and what your needs are, which effectively makes us a liaison for your company's technology needs.

#### When You Experience Problems with Mission-Critical Technology Services

When you experience a problem with a

mission-critical technology service like your Internet connection or cloud hosting service, it's on you to drop everything and call the vendor to get the situation resolved.

#### TechRepublic Offers This Scenario Which You May Have Experienced:

You consign a major system to a cloud-based vendor because the vendor has a reputation for being reliable and best in class—then the vendor has a failure that puts all your users offline and has a dire impact on [your] company's business.

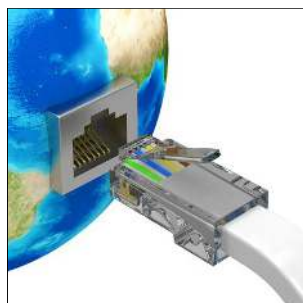
When dealing with nightmare scenarios such as this, you're going to want a professional on the phone representing you. You need someone in your corner that's knowledgeable enough about technology to resolve the issue as quickly as possible. At Total Networks, we deal with technology service vendors all the time and we know what it takes to get your company back online.

Alternatively, you could handle of these frustrating vendor issues on your own, but why would you if you don't have to? Call us today at (602)412-5025 to have us be your single point of contact for all of your companies technologies needs.



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### 2 Important Networking Trends You Must Consider



One sometimes-frustrating aspect about computer networking comes from the always-

changing nature of technology. For example, let's say that you have your network perfectly set up with everything running smoothly, then comes along some newfangled IT trend or mission-critical technology workflow that re-

quires you to change everything. You can't prevent this from happening, but you can stay on top of the latest IT trends so that you're not caught off guard.

To that end, here are two IT trends that will cause you to make some major changes to your company's network.

#### Mobility (BYOD)

Business today is going mobile as workers utilize their personal devices for work purposes. Many companies are adapting to this trend and providing their staff with mobile devices so they

can get work done more efficiently. Providing devices for your staff takes away the worry that's inherent from the security risks of BYOD (bring your own device). In fact, in a recent IT survey by Forrester Research, "65 percent of respondents said they plan to expand their enterprise mobility services to meet their business priorities."

What this means for your business is that you're going to have to accommodate this trend, or else have your network be overwhelmed by mobile devices. One of the challenges of BYOD is that it opens

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## 5 Tips to Consider for Your IT Budget



Putting together an IT budget is an exceptionally tricky procedure. Every year presents unique

technical challenges that need to be addressed, but the slightest miscalculation can be detrimental to an IT budget. Here are five tips to give your organization some breathing room when it comes to planning out next year's IT expenses.

### Think in the Long Term

When planning out your IT budget, it's important to consider both short-term and long-term investments that you'll be making for the sake of your business. The fact that so many services, like cloud computing, are being turned into operational expenses, is placing an emphasis on a model based around affordable payments rather than heavy up-front costs. It's important to consider how these costs will affect your budget, especially over the long-term.

### Invest in Training Your Staff

There's far too little investment in ensur-

ing that employees understand the benefits of the latest technology solutions. What good are the latest IT solutions if your staff has no clue how to use them? By properly training your team on how to take advantage of this technology, you're essentially providing them with skills necessary to make their workflow easier and more convenient. This helps them get the most out of their technology and maximize the amount of work they're able to perform.



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## The Most Dangerous Threats to Your Business Could Be Internal



Most of the time, when it comes to cybersecurity, businesses tend to focus primarily on external

threats rather than those that might be lurking in the shadows of their internal operations. Believe it or not, the most dangerous entities out there could very well be working for you, right under your nose.

### What Constitutes an Inside Threat?

While there are a number of entities that can threaten your business, many of them come from within. Included are previous workers who might not have left on the best terms, current employees who could be engaging in corporate espionage, or even unknowing end-users who might have allowed external hackers to compromise your network infrastructure.

- **Irate former employees:** Some employees will quietly pack their things and be on their way without saying a word. Others will make a big fuss and leave in a flurry of rage. It's the latter that you have to worry about, simply because they could lose their head and leak any information, like pass-

words and whatnot, to the web. Or, if they're feeling particularly sneaky, they might attempt sabotage themselves.

- **Suspicious co-workers:** If there's some behind-the-scenes action going on in your business, you might suspect that someone internally is behind it. Issues like stealing equipment, devices, or even data, can arise for a variety of reasons. However, it's most likely for personal gain, like monetary compensation or to assist themselves with other endeavors outside of your business.
- **End-user error:** Unlike the previous two examples, workers who have made mistakes and cost the company its data security or worse don't necessarily do so on purpose. This can often be seen by the spear phishing hacker, who will target unsuspecting employees and coerce information out of them with phishing scams.

### How You Can Protect Your Business

In order to ensure that your business follows a policy that mitigates insider threats, be sure to follow this action plan:

- **Integrate an office security system:** While this might seem like a far-fetched idea, it's a very common occurrence in the small business

environment. Organizations just like yours take advantage of security systems to ensure that nobody is breaking into the building, trespassing where they aren't supposed to, or taking part in any sketchy activity.

- **Monitor and maintain your access logs:** If you're concerned that there might be some suspicious activity on your network, you should integrate a comprehensive monitoring solution, complete with access logs that can tell you who accessed the network, from where, and when. This helps to keep only approved users from accessing the network.
- **Perform exit interviews:** When someone leaves your business, you should implement a thorough process to distinguish whether they own company devices or data, and respond to any concerns you or they might have about their departure. It also gives you a chance to address problems before they become serious issues later on. If someone is fired for seemingly no reason, they will grow bitter, and if they have sensitive information, it's perfectly reasonable to assume that they will use this information...



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## How Does the Cloud Affect Your Networking Strategy?



Technology changes constantly, and as such it

can be difficult to change and adapt to new trends in the industry. Cloud services are making the implementation of scalable solutions somewhat easier, but often times integrating cloud solutions is forgotten by business owners who don't really know what

the cloud can offer their organization.

While most businesses have heard of the public and private cloud, they need to understand that the primary difference between the two is the amount of control is allowed over the user's hosted data. The public cloud is generally managed by a vendor, which is perfect for a hands-off approach to cloud computing. On the other hand is the private cloud, which is hosted in-

house on your own hardware, which demands constant maintenance and management. Today, we're going to take a look at the hybrid cloud and all of the benefits it can bring to your business.

### About the Hybrid Cloud

Essentially, the hybrid cloud is a combination of the public and private clouds...



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We work together with our IT Managed Services clients to jointly create and maintain an up-to-date, effective written technology plan and budget.

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## 2 Important Networking Trends You Must Consider

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the door to twice as many access points that all need to be managed and secured. Plus, you're going to need to increase your network's bandwidth, or else experience some major lag issues when the number of mobile devices accessing company files inevitably doubles.

### Unified Communication and Collaboration

What you're sure to run into as you continue to do business in the modern age is more companies and clients requesting meetings via video conferencing and other digital collaboration tools. Network-Computing explains:

Communications and collaboration solutions now allow businesses to assemble the best people to do a job, regardless of their location. Information sharing between companies – in organizational settings; between suppliers, vendors and clients; or for special projects – has also become the norm.

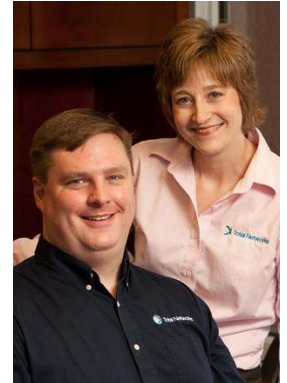
If your business isn't equipped with these tools, then you're going to miss out on potential sales and networking opportunities, as well as a powerful way to streamline internal communications with your team. Equipping your network with a solution like Voice over Internet Protocol will give you the modern communication

capabilities that you need, without crippling your current IT infrastructure. Total Networks can provide you with a VoIP solution that's perfect for your needs.

Of course, these are only two IT trends that promise to disrupt your company's nice and tidy IT network. Also, be on the lookout for advancements in cloud computing, big data and analytics, new security compliances, and The Internet of Things—they're sure to really shake things up! At Total Networks, we stay on top of all of these trends and explain them to you so that...



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