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## Welcome Newest Total Networks Employees Owen Brearley & Dionté Jones!



Owen and Dionté have recently joined Total Networks' technical support team. Please join in welcoming them to the Total Networks family!

Owen Brearley grew up in Sedona, Arizona until he attended college in Seattle. He graduated from ITT Technical Institute with an AS in Computer Network Systems Technology. After college he moved to Phoenix and has been here ever since. Owen has been working in IT for about 12 years and was most recently with Hewlett-Packard.

Outside of work Owen likes keeping up with the latest technology and games. He also enjoys spending time outdoors hiking, four-wheeling, paintballing, spelunking, camping, and traveling to new places. Owen and his wife Alyssa have been married for about a year.

Dionté Jones was born and raised in Detroit. His first time working with computers was in the fifth grade, with one of his elementary school teachers who doubled as the school's network administrator. Dionté graduated from Bowling Green State University with a Bachelors of Science in Technology and a minor in Computer Science.

Dionté spends his spare time teaching Computer Programming to his "little brother", playing online games, or going hiking (...he didn't get to enjoy mountains in Detroit!). Most of his family is still back in Michigan, but he also has family in Florida; he travels to see them whenever he can, but he also tries not to pass up road trips to California or Nevada to visit close friends from undergrad.

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### 7 Surprisingly Hilarious Tech Statistics



If you think you are not up to date on your tech jargon, don't feel bad.

A recent study conducted by Vouchercloud.net asked 2,392 adults multiple choice questions about the definitions of common technology terms. The findings suggested that many of them were worse off.



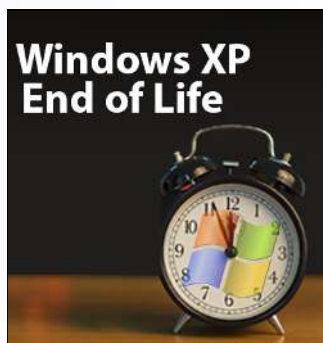
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### About Total Networks

Building on the tradition of providing industry best solutions, the Kinseys continue to invest in tools, training, recruiting, and procedures, continuing to extend our reputation as the premier IT service provider in Arizona.

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

## Windows XP Becomes a Business Liability on April 8!



If you're still running your business or home PC on Windows XP, then it's vital that you upgrade to a newer OS. Yes, your decade-old Windows XP system may be working just fine, and therefore, you may not feel the urgency to upgrade, but you will feel the heat when Microsoft stops supporting its popular OS—in just a few short days!

The "death date" for Windows XP is April 8. If you have put off upgrading this long, then you're definitely the type of person that may have a tendency to put things off until last minute; and you're in good company, seeing that 29% of the world was still running Windows XP just last month!

To be clear, the death date doesn't mean your Windows XP computer will display the blue screen of death on April 8th, rendering the machine unusable; instead, it means that Microsoft will stop issuing security patches. Technically, you can still run your Windows XP-enabled machine just fine without support, but if your Windows XP computer is connected to the Internet, then you will not want to go anywhere on the web without the support of

*(Continued on page 2)*

## Prevent Downtime by Planning Your Network Maintenances



Because you manage a business, we don't have to convince you of the benefits of planning ahead. For example, having an

onboarding strategy in place for hiring a new employee will get them acclimated more quickly, which will help them contribute to boosting your bottom line faster. Similarly, planning your IT network maintenances will benefit your organization.

### The Importance of Timely PC Maintenances

Every PC user needs to keep their software up to date. For businesses, upgrading software isn't an option. Upgrades are necessary to keep your system protected from the latest online threats. If you're not scheduling your upgrades, then you're likely doing it randomly.

Perhaps you only perform an upgrade when a popup window shows up reminding you to perform the task. This popup may get you to upgrade, or you may click on "Remind Me Later" and put it off. Or worse, you may click on "Don't Display This Again" and forget to upgrade entirely, which can put your company's sensitive data at serious risk.

### How Upgrading without a Plan can Cause Downtime

If you do get around to updating your

software, it may be a significant upgrade that will require you to restart your system. Additionally, sometimes an update to an OS will be annoying about giving you the option to restart your computer later. You've likely experienced this when you've upgraded your Windows OS in the middle of an important project and gotten annoyed with a popup window bugging you about rebooting. In this scenario, you click on "Restart Later," only to have that annoying box show up again fifteen minutes later and derail your train of thought.

Eventually, you cave to the demands of the annoying popup box, close out your project, close all of your other open applications, and then restart your computer. Because you're anxious to get back to the project, you just sit there waiting for the machine to reboot; an unwelcomed break. When the PC is rebooted and the update is installed, you now have to reopen all of your applications, including the one you were working on. Now you have to find your place on the project and wrestle with your thoughts to regain focus.

This inefficient upgrading process is called downtime, and when this process is multiplied by however many workstations you have, along with every mission critical application that needs a regular upgrade, then you're looking at a significant amount of downtime that can be avoided if you just plan your upgrades.

### How Total Networks Plans and Implements Computer Maintenances for You

With managed IT services from Total Networks, we plan out software updates for your business in order to eliminate this lengthy downtime scenario that we just described. With our solution, we're able to remotely manage your IT infrastructure and handle many of the mundane maintenance tasks that often go overlooked, such as software updates. Our managed IT service gives us an overview in regards to which applications need updates, and this assessment allows for us to quickly perform the needed updates so that you're not hit with any surprises. As a bonus, having Total Networks take care of your updates will give you peace of mind that your system is current and protected from the latest viruses and exploits.

We're able to avoid having maintenances like updates cause downtime by taking care of them during off hours. This frees up your company's bandwidth and network so that you can use network resources solely for getting work done. When you go home for the night, our technicians go to work to remotely perform updates and maintenances on your IT infrastructure, which allow you to show up the next morning with your workstations ready for another day.



Read the Rest Online!  
<http://bit.ly/1oR3kXH>

## Windows XP Becomes a Business Liability on April 8!

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Microsoft. This is especially true for Windows XP because it's the world's most popular OS, which makes it the biggest target for hackers.

When it comes to upgrading, you have options. Microsoft will provide security support for Windows 7 and 8 for years to come, with Windows 7 being supported up to 2020. Both Windows 7 and 8 are solid-yet-different operating systems.

Windows 7 has the classic Windows OS layout and Windows 8 has gone through a makeover with a new mobile-friendly "metro" interface.

Aside from security precautions, there are also performance reasons why you will want to upgrade from a decade old operating system. As you have likely noticed, there have been some pretty dramatic advancements of computer technology in the past twelve years, and

Windows XP was designed before many of these advancements were even released. If you're used to running new solutions with Windows XP, then you may be pleasantly surprised with the performance boost that will accompany an OS upgrade.



Read the Rest Online!  
<http://bit.ly/1oR33E1>

## How a Print Server can Prepare Your Business for the Future



It seems odd, but people are declaring 3D printers to be the technology that's going to revolutionize the future while simultaneously moving away from paper printers.

Let talk about the printers you use for your business. A print server solution will help you transition away from your current printer setup so that you can take advantage of cool futuristic technologies!

One way that a print server can help prepare your company for the future is by consolidating the printers that you're currently using. This will free up space in your office that you can use for something way cooler than an old inkjet printer (like a sweet 3D printer perhaps?).

A print server is able to do this by handling all of your network's print traffic and sending print requests to a smaller number of more efficient and more powerful printers. This is opposed to having old printers haphazardly located throughout the office, or worse, having one cheap printer for every workstation.

The implementation of a new print server solution will give you the opportunity to rethink your entire printing setup. Many organizations that have implemented a print server have consolidated the number of printers used by as much as 3:1! Unless you did a good job planning the setup of your company's network, it's likely that you kept adding random printers to your IT infrastructure as your business grew. This is how most businesses grow, adding new technology as the need arises. Growing this way will

get you by, but it's much better when growth is planned for and a framework to handle growth is in place.

One of the ways that a print server relieves a company's growing pains is by directing printer traffic away from the main server units. A lot of data is transferred when a document is printed. If your network isn't designed to handle a large amount of print traffic, then having multiple users trying to simultaneously print documents will slow down your entire network.

Print traffic slowing down your network can hinder office communications and the performance of your hosted applications, which is an expensive problem we call downtime. By diverting all of your print traffic to a dedicated print server,

*(Continued on page 4)*

## Yep, We've Got that Covered Too!



Technology is a major part of everything your business does. Therefore, you need a technology partner that does more than

just fixes your computers. For example, if your smartphone decided that, "today is a good day to die," then it wouldn't matter how great your workstation was running, your day would still be ruined.

At Total Networks, we're much more than a break-fix computer repair company. In fact, we'll cover every piece of technology that's important to you. You may be thinking, "What about my..." Stop right there. Whatever you were going to say, know that we've got it covered. Now you may be thinking, "But what about my..." Sorry, but we're going to have to interrupt you again because we've got that covered too!

The same quality of IT service that you've come to expect from Total Networks is also available for non-IT technology

that's important to you, all thanks to our vendor management service. With this service, our technicians may not be the guys or gals repairing your broken technology, but they are the ones contacting vendors and arranging the fix.

From the perspective of a technology user like yourself, you know that when a vital piece of equipment goes down, it really doesn't matter who fixes it. Instead, your primary concern is, "when will it get fixed?" With Total Networks on the case, you can rest assured that the fix will happen as fast as humanly possible.

Thanks to our extensive contacts in the technology industry, we know exactly who to call to get whatever you need fixed. If we're the ones arranging the fix, then that means you or someone else in your office doesn't have to. Our vendor management service frees up your team to focus more of their time on the business, which is a much more profitable venture than having to dig up warranty information or navigate a customer service phone menu.

To give you an idea of how extensive Total Networks's vendor management service is, here's a few of the most common technologies that we take care of with this service.

### We Can Support Smartphones

When a smartphone goes down, it feels like your workday or even your workweek is ruined. Because smartphones are small, they're easy to lose and easy to drop, which is why we get so many calls about fixing them. There are certain cell phone service providers (which we won't name here) that have a pretty crummy reputation when it comes to customer service. If you don't want to have another mind-numbing conversation with your cell phone service provider, then let us take care of it for you.

### We Can Cover Printers

How long can your office function without a printer?



Read the rest Online!  
<http://bit.ly/1oR3yOF>



## How a Print Server can Prepare Your Business for the Future

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you will free up bandwidth on your network so that you can use your network's resources for more essential tasks.

Additionally, a print server will give you control of all the printing going on in your office. If you're the one buying refills on printer ink, then you know firsthand that it's one of the priciest commodities per ounce in the office. In fact, it's estimated that a gallon of black printer ink retails for a minimum of \$2,000! With a print server, the network administrator can set printing limitations on a per-

user basis. This can include limits on how many pages of paper a user can print in a workday, and you can even make it so that only the staff that needs to print color documents will have the ability to. This will really help cut back on losing money if you have employees that aren't careful about printing. It can also take away the suspicion that certain employees are abusing their printer privileges for their personal needs, like garage sale flyers and scrapbooking.

With the money saved from printing expenses, using a

print server will free up capital and desk space so that you can take advantage of more futuristic technology solutions that will add to your budget instead of draining it. A print server makes operations easier and is a prime example of what it looks like when technology works for you. This is exactly what Total Networks is all about. Give us a call at (602)412-5025 to find out more about how a print server and other business technologies can improve your operations!



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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.

Regular, proactive communication and planning is a key factor that distinguishes Total Networks.

## Thieves Want Your Backup Data



Are you aware of the value of your company's data? If you lost it all

today, what would it cost your business in terms of productivity, downtime, and liability? Security precautions need to be taken in order to keep your data safe, including data backups. However, after you have a backup system in place, don't neglect the need to secure those backup files!

Just think, your backup has all of your data in it; especially if your backup solution employs

a full system backup (meaning 100% of your data is backed up to one location). If a hacker was to locate your backup, take a copy, and successfully restore it, they could gain access to all of your data at the point of the backup. This is just as good as stealing your data right from your office. From there, they'll be able to steal files, contact information, licenses, and the identities of your employees, customers, and even yourself!

While there are several backup solutions available for businesses, some are less effective than others. Backup

solutions that use external hardware as the location of the backup files are more susceptible than those that store the information digitally. A prime example of this vulnerability is using portable storage such as tape drives and external hard drives.

When tape and external hard drives become full with data backups, users typically store them with a pile of the rest of the full copies, usually on-site. The problem here lies in the



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