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Appreciation Event at the Phoenix Suns Was a Blast!



Total Networks hosted a Friends & Clients Appreciation event on March 19th at the Phoenix Suns game. About 25 came to the outing that included a happy hour and dinner buffet at the Annexus Club. We enjoyed a fun evening and networking with our clients and friends. The game went toe-to-toe, tied at the half, until the Suns grabbed a 21-point lead with 7 minutes left on the clock. The Phoenix Suns beat the Orlando Magic 109 to 93.

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Tips for Evaluating & Migrating Your Firm to a New Practice Management / Financial Management Software



Total Networks hosts roundtable discussions several times a year with valley law firms to discuss a variety of technology topics selected by the group. Typical discussion topics have included remote workers, security concerns, document management, file sharing options, cloud storage, mobile device policies and practice management solutions.

Our March event included a panel that shared their experience with selecting and migrating to a new practice management or financial management solution. Firm management and ownership was represented in the panel, who had experience with migrations involving Omega, PerfectLaw, ProLaw, Juris and Abacus:

- Jonathan Frutkin, Esq. – Principal, The Frutkin Law Firm
- Holly Einspahr – Director of Operations, The Frutkin Law Firm
- Kevin Newell – Chief Operating Officer, Tiffany & Bosco
- Sandra Haislett – Firm Administrator, Warner Angle Hallam Jackson & Formanek

The discussion included these lessons learned and tips for selecting and migration to new practice or financial management software:

1. Training is Paramount – All panelists agreed that good training is important for a successful migration. If possible, negotiate with your vendor to have the majority of your training after “go live,” so you are learning on real-world data and not in a test environment. Budget more dollars for training than you think you need. Live training, although more expensive than virtual, is the most valuable component of an implementation. One panelist keeps a list of tips and tricks she learns as she goes, and demonstrates those tips with her staff at bi-monthly lunches.
2. Make a List of Simple Assumptions – You may be so accustomed to certain features of your current software, that you assume they are included in all software packages. This may not be the case. As you perform your daily activities, make a note of features you require. It’s most important to select a software solution that accommodates your daily activities, rather than focusing on reporting.

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Should Increased Mobile Malware Attacks Deter You from BYOD?



The trend of employees bringing in their own mobile devices to the office and using

them for work purposes (BYOD) is growing rapidly. In fact, a new report from Juniper Research forecasts that by 2018, more than one billion employee-owned devices will be used in enterprises.



Read the Rest Online!
<http://bit.ly/1i8DqPg>

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

Retro 1800s Business Practices Can Cost Your Company Money!



Trivia time! Do you know what device was invented in 1892 that changed the face of offices around the world? If you

guessed the fax machine then you're close, but you need to think further ahead by almost 50 years (the first fax machine was patented in 1843 by Alexander Bain). More influential than even the fax machine is the file cabinet, established in 1892.

File cabinets and fax machines both revolutionized their time, but now that we're living in the next millennia, it's safe to say that the time of these two innovations has passed. Yet, how many modern offices contain a fax machine that feeds paper into file cabinets? If this describes your office, then you might as well equip your staff with green eye-shades and mustache wax because you're doing business in the 1800s!

Cheap 1800s Technology is Expensive to Operate

These technologies are outdated because handling files digitally is a much more efficient way of doing things. When it comes to document gathering and transferring tasks like filing away papers, digging through the file cabinet,

and sending and receiving faxes (sending a fax averages 30 seconds per page), you may be surprised to learn that an employee in a "modern office" can spend as much as 90% of their time just handling documents!

Considering all the trips an employee makes to and from the file cabinet, all the time spent digging through files to locate a specific document, and all the time spent organizing file cabinets by moving old documents to storage boxes, and the fact that you're paying an employee to do all of this work, it makes sense that the standard-sized file cabinet has \$25,000 worth of company time sunk into it! We're pretty sure that you can think of better things to spend \$25,000 on than a crusty old file cabinet.

The Digital Revolution Trumps the Industrial Revolution Every Time

In addition to the waste of time and money it is to manually handle paper documents, relying on paper can be extremely limiting. For example, let's say that your business takes you on the road and you wind up needing a copy of an important document buried deep in a file cabinet at your office. Your only option would be to give your office a call and have someone on staff retrieve the document and then find a way to get it to you. This would either be done by faxing it to you, or scanning it and then

attaching the file to an email. Both of these processes are time consuming.

Having your business go paperless is a great solution that will save you money and give everyone on your staff more time to invest in tasks that make you money. By taking advantage of digital solutions like fax servers and cloud computing, you will be able to ditch the fax machine and file cabinet and even save some trees while you're at it. Not to mention it's MUCH easier to back up your data when it's digital.

A fax server solution from Total Networks will allow you to send and receive faxes as PDF files from your email inbox. Another good paperless solution is storing your company's files to the cloud, which allows anybody on your staff to access any file, on any device, from anywhere, saving you the hassle of telegraphing your straw-hat-wearing clerk and giving them the "what's for" about sending you the printed form via Pony Express.

To equip your office with technology from this century, give Total Networks a call at (602)412-5025.



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Tips for Evaluating & Migrating Your Firm to a New Practice Management / Financial Management Software

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3. Thoroughly Analyze Current Processes – Take the time to fully understand your current procedures, and think through how they will be performed (and perhaps changed) on the new software you are considering.
4. Return on Investment – Consider time savings that should be realized on the new software you select. For example, if bills are created and sent out more efficiently, that can result

in decreasing days outstanding for Accounts Receivable. A 3% improvement in collections for \$5 Million in annual revenue would result in an additional \$150K to the bottom line. Every day saved in the billing cycle can have significant results. Another suggestion to save is to negotiate the terms on the maintenance agreement.

5. When & What to Migrate – Consider migrating at the end of a billing cycle or fiscal year-end. Close the

books and go dark for a few days during the migration. Time entries can be tracked in a spreadsheet during this short time. Consider what projects need to be migrated, and which can be accessed if needed from archives. Minimizing the volume of data to import may save money.



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What is a Botnet Attack and How Do You Stop It?



Hackers have many different tools at their disposal to access your computer. Some of these tools can even control your machine!

When a hacker controls your PC, your computer is now part of a network made up of other compromised devices that they control. This compromised network is known as a botnet, and you don't want to be part of it!

What makes a botnet network unique is that it's often made up of a variety of different Internet-connected devices from all over the world. A typical botnet network is more than just compromised workstations and smartphones, although these technologies certainly make up the

majority of the compromised devices. Basically, anything that connects to the Internet can be controlled by a hacker and incorporated into their botnet network.

This makes botnet attacks especially dangerous in the upcoming years as "the Internet of things" expands exponentially. The Internet of things refers to the vast amount of devices that are constantly being added to the Internet. Many of these devices are pieces of equipment that one would have never thought would be Internet enabled, like cars and home appliances. The majority of new Internet-connected devices includes small gadgets that have a singular purpose like gathering valuable data and using the Internet to feed a database the collected information in real time. This includes devices such as: Security camer-

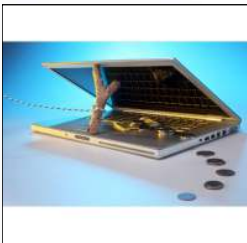
as, fitness trackers, temperature gauges, media players. Many businesses employ these small Internet-connected devices for analytics purposes, so much so, that IDC projects the total number of things connected to the Internet will be 212 billion by the end of 2020.

Botnet attacks will indiscriminately go after all of these different devices connected the Internet and find success with a variety of them. Therefore, a hacker with their own botnet network may potentially have thousands of devices at their disposal and under their control. A hacker's control may be over just a few functions of a device, or it may extend to controlling the device entirely.

Due to the hobbled-together nature of a botnet network, botnet attacks are often

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Avoid These 3 Bad IT Service Traps



It takes a special kind of person to give great customer service. If someone can't pick up on social cues, or if they have a low toler-

ance for repetitive questions, they will end up offending a lot of customers. To assist our clients with their IT problems, we make sure to hire the most helpful customer service representatives that we can find.

Because Total Networks spends extra time screening our IT technicians and training them on how to properly handle the phones, you can rest assured that you won't get stuck having mind-numbing phone call like in these three examples.

Being Read to Like You're Stupid

While it's important to be thorough and informative, reading straight from a pre-packaged script is highly annoying. To make matters worse, some people have a way of reading that's a dead giveaway

that they're reading, like using a monotone voice, not pausing between sentences, and using zero voice inflection.

Being read to during a support call is annoying because you know how to read, and thanks to Google Search, you can probably find the answer to your technology problem yourself. Yet, despite the fact that you know how to Google the answer, you still call tech support for assistance. Why? Because you want help fixing the problem. The last thing you want is to have to read an instruction manual. Therefore, it's counterproductive and frustrating when you call IT support and someone reads a manual to you.

Looking for an Excuse to Not Help You

"I'm sorry; we can't help you with that." - click- Technology companies can be very particular about which technologies they support and which ones they don't. Terms of technology support are spelled out in what we call an SLA, or Service Level Agreement. SLAs are the way that IT companies define the parameters of a service contract in order to not lose mon-

ey by having to service technologies they don't support. For example, think how far you would get with Microsoft if you called them about fixing your iPhone. Microsoft would shut you down rather quickly because the iPhone issue would lie outside of the SLA.

To protect ourselves and define the boundaries of service, Total Networks uses an SLA with our clients, but we see ourselves first and foremost as a solutions provider. This means that we won't immediately hang up when we discover that the the nature of the problem lies outside of the SLA. Instead, we will work hard to find a solution that both meets your needs and fits the SLA. At Total Networks, we understand that people calling us about technology problems are looking for answers, not excuses.

Dragging Out a Phone Call to Make More Money

Some break-fix IT companies charge by the hour for their remote support. When it comes to this model of IT support, it's easy for the customer to be suspicious if

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likened to a zombie virus. Just as a hacker's compromised network often consists of random devices that they have some control over, so does a zombie hoard consist of people from all different shapes and sizes with limited movement; and, just like a zombie horde is dangerous with one goal in mind (BRAINS!), a hacker's botnet network can do some serious damage when they direct everything they control to do one attack (known as a distributed denial of service attack, or DDoS).

How do you know if your computer or Internet-

connected device has been breached by a Botnet attack and is subsequently in the control of a hacker? It can be very difficult to tell if you've been compromised because many successful botnet viruses embed themselves in a system and will just sit there dormant, awaiting to receive a command from their creator via Internet connection to do something (like a spiral-eyed "your wish is my command" situation). Therefore, it's good to stay vigilant with your virus scans that look specifically for the latest botnet infections, instead of waiting to take care of a botnet attack only after you notice symptoms.

The way to remove your device from a botnet network is to interrupt communications to the hacker's command-and-control server. This can be achieved by simply disconnecting the device from the Internet. However, once the device is reconnected to the Internet, it will send a signal to its hacker commander, telling them that it's ready to resume its task. This is why it's so important to remove the Botnet code entirely because the hacker can find their target from anywhere over the Internet.



Read the Rest Online!
<http://bit.ly/1i8E7IC>

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.

Avoid These 3 Bad IT Service Traps

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the break-fix company is taking their sweet time to fix the problem, typically by giving the customer what's called "the runaround." This is a way for the company to leverage their expertise to intentionally lead clueless customers down a series of dead ends for the purpose of eating up expensive minutes off the clock. At Total Networks, we remove this suspicion by offering re-

mote support with an all-you-can-eat approach. This works out best for both parties because we're motivated to efficiently find a solution to your problem, and you and your employees don't have to hesitate about contacting us to fix the problem for fear of running up a major bill.

In addition to all of this, our IT technicians are trained to be excellent customer service

representatives, which means that you won't get frustrated working with a dud of a customer service rep. Taking advantage of remote IT support is a sure way to come to a fast and satisfying solution that won't leave you wanting to toss your phone across the room. To receive excellent IT support from Total Networks, give us a call at (602)412-



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