

TechTidbit.com

brought to you by Tech Experts

FEDCO Picks Tech Experts to Power Up Their Network!

When your company has clients all over the globe, keeping in touch by e-mail isn't a convenience – it's a necessity. Even a few hours of downtime can cost thousands upon thousands of dollars in lost productivity, missed orders and critical customer service.

That's why when Fluid Equipment Development Company (FEDCO), one of the world's leading designers and manufacturers of high pressure pumps and energy recovery turbines, needed an IT company to help manage its migration to Microsoft Exchange Server, they chose Technology Experts.

Founded in 1997 by Eli Oklejas, FEDCO has grown rapidly into a company that sells, manufactures and services high-pressure pumps that are used to convert salt water to fresh water through a process known as water desalination. "With the efforts of a great staff," said Mr. Oklejas, "FEDCO's products are exported around the world and currently operate on six of the seven continents."

The company's products make seawater suitable for human consumption, irrigation and industrial use. And, thanks to FEDCO's proprietary designs and patented technology, its products reduce the cost of water desalination.



Microsoft Small Business Server let FEDCO bring e-mail services in-house, for greater control and security!

FEDCO uses computers in all aspects of its business. "We do a lot of programming for our testing systems and CNC machines," said Eric Kadaj, Application Engineer and IT Manager. "Server uptime is critical for our company."

Tech Experts worked with FEDCO to design a server solution that would be both highly reliable and fast enough to handle the increasing demands the growing company would place on it. Tech Experts installed an IBM eServer with redundant power supplies, RAID hard drives and a battery backup system. Microsoft Small Business Server was implemented

to bring FEDCO's e-mail function in house, which gives the company much better control over its e-mail services and file storage functions.

Tech Experts also set up "shadow copy" service on FEDCO's data storage drives, so that copies of previous versions of files would be saved – this offers great protection against accidental file deletions.

FEDCO counts Tech Expert's professionalism and training as a true benefit. "After having worked with another local company for our IT needs, Tech Experts was a refreshing experience," commented Eric. "They are able to fix any problem and are courteous and always willing to help."

Eric continued: "During our e-mail migration, there was an issue with the user boxes being updated on the server. The process was moving very slowly. Tech Experts did the research, diagnosed the problem, and had a fix in place within 24 hours. Great Service!" To learn more about FEDCO's company and products, visit their website: www.fedco-usa.com.

"After having worked with another local company for our IT needs, Tech Experts was a refreshing experience. They are able to fix any problem and are courteous and always willing to help."
-Eric Kadaj, FEDCO



Proprietary software packages developed by FEDCO integrate with computer numerical control (CNC) machines.

We're proud to partner with the computer industry's leading companies:

Microsoft
GOLD CERTIFIED
Partner

Microsoft
Small Business
Specialist

IBM
Business
Partner

ca CHANNEL
PARTNER

Need help? Call the Tech Experts 24 hour computer emergency hotline at (734) 240-0200.



Tech Experts 2007 Holiday Gift Guide

Here's our high-tech suggestions for the hard to buy for person on your list

It's that time of year again. The time to spread peace, joy, and good will; the time to soak up the seasonal cheer; and the time to buy cool gadgets and devices for your company, your colleagues, your customers, your loved ones, and maybe even yourself.

These days, there is so much stuff out there that it's easy to get overwhelmed with all the choices. So, in the spirit of the holidays, we've looked high and low for the best gifts, gadgets, and goodies.

So, whether you're looking to make communications smoother, boost personal productivity, make travel easier, deck out the company car, upgrade your workspace, or go green, there's a gift for you in here somewhere.

Casio USB Label Mouse Printer, \$29.95

The Casio USB Label Mouse Printer's organizational beauty is that you can use it to print out thermal labels -- directly from the mouse itself.

Logitech MX Air Rechargeable Cordless Air Mouse, \$145

The sleek MX Air from Logitech may sport a hefty price tag, but look at it this way, you don't need a desk! It's got a 30-foot range (which makes it great for presentations), and built-in volume controls.

Logitech G9 Laser Mouse, \$99

Want to go old-school without getting archaic? The G9 Laser was designed for gamers, which

means it's all about not getting repetitive strain injury (RSI). Even if you're using it to take over the real world rather than the World of Warcraft, this is still a safe option for maneuvering through your workday.

iRobot Red Vacuuming Robot, \$149.99

The iRobot Roomba Red Vacuuming Robot detects dirt, can handle hardwood or carpet, won't fall down the stairs, and is a breeze to turn on and let loose at the end of the day. It'll even find its way back to its charger when the office is clean.

iTouchless Stainless Steel Hands-Free Infrared Trash Can, \$99

Why use your foot, or your fingers, to toss out the trash. Keep your hands clean, and your office smelling cleaner, with this 13-gallon gadget. It uses infrared technology to automatically open the lid whenever a hand or trash passes within 6 inches.

USB Tape Dispenser Hub, \$14.99

Running out of plug-in slots on your laptop or desktop? How about space on your desk for analog stuff that computers still can't replace -- like good old fashioned transparent tape? This gadget solves both those problems by combining a tape dispenser with a four-port USB hub.

WildCharger charging pads, \$34.99 - 89.99

The WildCharger charging pad eliminates the need for power cords. Just get the right adaptor

for your cell phone or iPod and place it on the pad to get it juiced up and ready to go.

Omega Ego portable hard drive, \$199.45

Back up your files and take them with you with this cool portable external hard drive, the Iomega Ego. It stores up to 250gb and fits nicely into a laptop bag or even a coat pocket.

Dual-Band Wireless-N Gigabit Router with Storage Link, \$299

A great option for that special someone who wants to be connected and go wireless. The Dual-Band Wireless-N Gigabit Router with Storage Link uses two separate frequencies to help boost bandwidth.

Apple iPhone, \$399

The iPhone simply is the gadget this year. Wi-Fi Internet access, instant messaging, brilliant color display, e-mail, touch screen, and, of course, all the music you need while you browse the Web or build a proposal on the run.

Nokia N95, \$699, Nokia E61i Smartphone, \$389

In a year that has brought us more than just a few amazing phone-like devices, the Nokia 95 gives you DVD-quality images, plus a GPS-powered, location-based search function (helpful on business trips and sales calls), a 5-megapixel camera, wireless connectivity to your PC, and so much more. At half the cost, the E61i Smartphone is a worthy alternative.

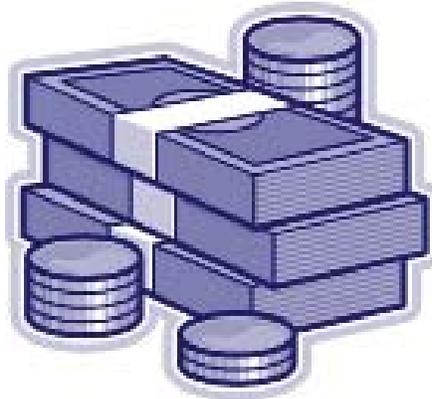


Upgrade Your Computer Network Now and Save A Bundle of Money on Taxes, Hardware and Support

If you hate handing over a chunk of money to Uncle Sam every year (and who doesn't!), then listen up...

If you upgrade your computer network before December 31st, you can claim a **BIG** tax deduction **THIS YEAR**.

And, to sweeten the deal, we've uncovered a number of rebates and discounts on workstations, servers, and laptops to save you even **MORE** money on a upgrade. Plus, as a bonus to



anyone doing a complete network upgrade, we are giving away 3 **FREE** months of our network monitoring service. This service is designed to keep your network always up, always fast, and

always secure. After all, you don't want your data to become corrupt or lost due to a virus, hardware failure, or a glitch.

With the tax savings, discounts, and free support, **NOW** is the absolute **BEST** time to upgrade those old computers.

But hurry! You only have until December 31st to make the upgrade! Give us a call today at (734) 457-5000, or e-mail sales@expertsmi.com.

"You can have everything you want in life, if you'll just help enough other people get what they want." -Zig Ziglar

We believe that Zig is absolutely correct—and during the holiday season, we want to take a moment and thank everyone who has helped us this year. We look forward to helping you get what you want—or at least eliminating your computer problems!

Free Report: What Every Business Owner Must Know About Protecting and Preserving Their Critical Data!

If You Depend on Your Computer Network to Run Your Business, This is One Report You **Don't** Want to Overlook!

This report will outline in plain, non-technical English common mistakes that many small business owners make with their computer network that cost them thousands in lost sales, productivity, and computer repair bills, as well as providing an easy, proven way to reduce or completely eliminate the financial expense and frustration of these oversights.

You'll Discover:

- The single most expensive mistake most small business owners make when it comes to protecting their company data.

- The universal misconception business owners have about their computer networks, and how it can end up costing between \$9,000 and \$60,000 in damages.
- 6 Critical security measures every small business should have in place.
- How to greatly reduce – or even completely eliminate – frustrating crashes, slow performance, and other annoying computer problems.

Get Your Free Copy Now by e-mailing info@expertsmi.com.

Need help? Call the Tech Experts 24 hour computer emergency hotline at (734) 240-0200.



Contact Information

**24 Hour Computer
Emergency Hotline**
(734) 240-0200

General Support
(734) 457-5000
(866) 993-9737
support@expertsmi.com

Sales Inquiries
(734) 457-5000
(866) 993-9737
sales@expertsmi.com

Take advantage of our client portal! Log on at:
<https://connect.expertsmi.com/support>



**TECH
EXPERTS**

980 S. Telegraph Road
Monroe, MI 48161
Tel (734) 457-5000
Fax (734) 457-4332
info@expertsmi.com

Creating Guest Accounts for Visiting Relatives

Keep Your Information Safe While Relatives Use Your Computer

The holidays are right upon us and there's a good chance some of your relatives will want to use your computer while visiting. If you want to give them access but don't want them viewing your personal files, then you'll need to set up a guest account. This will give them access to your programs, but not to your personal files. Here's how...

Click the "Start" button then "Control Panel." Double-click "User Accounts," then click the "Guest Account" button. On the next window, click "Turn on the Guest Account." That's it! The next time you log on, you'll be given a choice of your regular accounts or the Guest Account. Just have the in-laws select the Guest Account and your files are

safe from their prying eyes. If they're really nosy, put a password on your account. Simply go back to the "User Accounts" window and click "Change an Account." Choose your account, then click "Create a Password." Enter the password twice, and a hint if you like. Finish by clicking "Create a Password" and repeat the steps for the accounts you want protected.

How To Keep Hackers Away From Your Data

No one wants to have their network "hacked," but what exactly can a hacker do? Plenty, and you are right to be afraid!

One common way for hackers to access your network is through spyware or viruses, which are malicious programs written to imbed themselves into your network to gather private information, steal financial data, access passwords, e-mail addresses, and spread themselves to other users.

But one of the most common ways for hackers to access your system is through e-mail, or spam e-mail to be more specific. Even if you have the latest anti-virus software installed, hackers are very clever at getting you to circumvent your anti-virus software through phishing e-mails.

Phishing is when a hacker sends you a legitimate looking e-mail from a trusted source — like PayPal, your bank, eBay, or any number of other legitimate business web sites. These e-mails will tell you that your account is expired or will be closed if you don't go to a

designated web site and update or verify your account information.

Although you may have seen these e-mails before, be very careful!

Hackers are brilliant at making not only the e-mail seem legitimate, but also at making the web site you go to look like the real thing.

If you fall prey to their scam, the site will gather your private infor-

mation (usernames, passwords, accounts, etc.) and then use that to access your bank account or to charge your credit card.

To protect yourself, install a spam filter and NEVER open or respond to any e-mail requesting account verification. Instead, call the company. If it is a legitimate request, you can verify that with them over the phone.

