



ExpertsUpdate

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Brought to you by:

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Five Steps To Integrating Your Small Business' Computer Systems

Your small business is growing fast. Your technology needs are changing just as rapidly. But starting over with a totally new system isn't an option – who can afford the downtime? Sometimes it can feel like needing to change a tire, but not being able to afford to stop your car.

A better solution is to replace components you've out-grown – such as software or a lower-end printer – and add them to the existing computer system.

Tech Experts relies on a methodical approach to integrating new technology for our clients – a five-step process that any small business can follow when adding PCs or software:

1) Identify the problem

When your business sees its customer satisfaction, effi-

ciency and employee satisfaction levels plummeting, you know it is time to make a change.

But even if your

company isn't experiencing bottlenecks, there may still be opportunities to improve overall efficiency.

We suggest companies start by looking at whatever they do repeatedly for customers. Then, seek out technology that can help the business do that work faster or better. Remember, inefficiency is expensive!

2) Determine What You Need

Once you've zeroed in on things needing improvement, the next step is

finding the best technology for the situation. In most cases, small business owners shouldn't be making such choices

themselves, but many still try to "cobble it together."

Whether you hire our firm, or another technology expert, we strongly advocate hiring a tech consultant to recommend equipment and a plan for the future.

We also advise sticking with name-brand hardware and software to avoid most major problems. Ninety percent of a small business's needs can be handled by off-the-shelf products, many of which are already seamlessly integrated.

Basically, this means that they'll "play nice with other equipment."

3) Develop a plan

After selecting (us) as your computer experts, the next step is creating a plan for getting from where you are to where you need to be tech-wise. A timeline, equipment list and critical steps should be part of that plan, including how employees will be brought into the loop.

One of the key things business owners overlook is their personnel. While many employees may be ahead of the curve in their familiarity with different technologies, don't assume everyone is. Some may actually be tech-averse. Don't jump too far ahead with the technology. Take incremental steps and everyone can use the

Continued on page 2

"Only invest in computers and software that will improve your company's performance. Don't implement technology for technology's sake – do it to make more money."

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

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





Tech Experts Ranked Among The Top Five Percent Of Microsoft Solution Providers In U.S.

The results are in! Thank you to all of our valued clients who took the time to complete our third-quarter Microsoft Customer Satisfaction Survey.

We had a record number of clients participate this quarter, and we're pleased to announce that Tech Experts achieved a Net Satisfaction Index (NSAT) score of 195 out of a possible 200. This places us within the top five percent of Microsoft partners in the United States.

The NSAT score is how Microsoft and Tech Experts measure customer satisfaction based on weighted responses to survey questions.

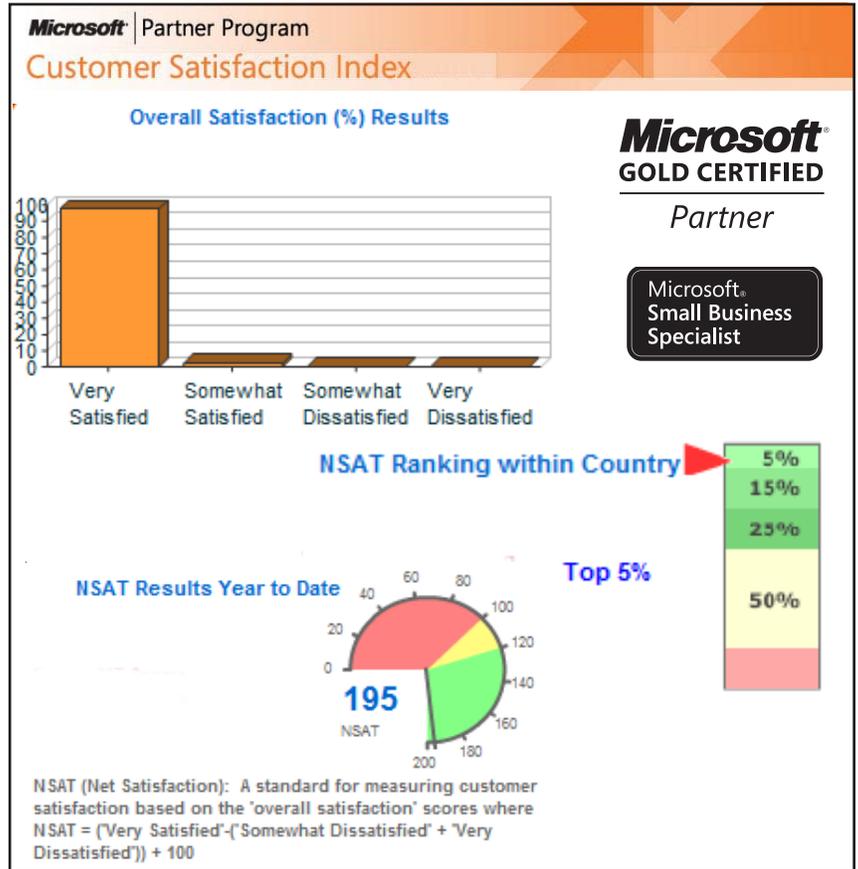
Microsoft has introduced a third-party worldwide system that allows solutions partners to survey their clients using industry-proven methodology to track customer satisfaction.

Only Microsoft Certified and Gold Certified Partners are invited to participate in the survey, which is conducted quarterly by Palo

Alto, California based TNS Prognostics.

If you have questions about the Customer Satisfaction Survey, or would be willing to participate in the fourth quarter survey, please call our office at (734) 457-5000, or send an email to info@expertsmi.com.

Thank you again to all of our clients who participated! Watch for our next survey announcement, next quarter.



5 Steps To Integrating Your Business' Computer Systems, Continued

new features and benefit from them, rather than being frustrated.

4) Install the Equipment

Likewise, the fewer systems the better. Sixty percent of enterprise software sits on a shelf unused. Only invest in computers and software that will improve your company's performance. Don't imple-

ment technology for technology's sake – do it to make more money.

Training should also be a part of your roll-out plan, as well as access to consultants for post support and maintenance.

5) Keep It Maintained

Contracting with a professional computer company like

Tech Experts and keeping software and hardware up-to-date will assure that your technology and your business run smoothly – and continue to grow together.

Give us a call today at (734) 457-5000, or send us an email at:

sales@expertsmi.com. Thank you!



Finally! A Way To Stop Spam, Spyware And Pop-Ups From Taking Over Your Computer

If you are absolutely fed up with the number of spam e-mails you get every day, the annoying pop-ups being shoved in your face when you surf the net, and advertisers installing spyware on your computer to monitor your every move and serve up unwanted ads, then please read on.

We're Waging War Against Spyware & Pop-Ups!

Just recently we polled our clients to find out what their biggest frustration currently is with their computer networks.

Not too surprisingly, an overwhelming number of you said "SPAM" with pop-ups running a close second on the list of things that make you crazy.

That's why we've decided to launch a war against spammers and unethical online advertisers for our clients by offering a FREE "Stop The Ads" audit.

We'll Show You How To Stop Spammers In Their Tracks

During this free audit, one of our senior technicians will come onsite to review your network and uncover loopholes that allow spammers and advertisers to penetrate your network and install unwanted spyware on your computer.

Note: Spyware is a small program that online advertisers download to your computer without your permission or knowledge so they can monitor your web surfing and steal your **c o n f i d e n t i a l** information.formation!

During this FREE "Stop The Ads" audit we'll show you how to:

- Eliminate pop-ups finally and forever.

- Quarantine virus-riddled spam before it ever gets to your in-box.

- Filter spam without blocking important e-mails from clients and associates.

- Clean out any spyware installed on your individual PCs

Try our "Stop The Ads" Audit without any obligation on your part.

or network.

- Bulletproof your network from viruses and other cyber criminals.

And If You Are Not Currently Hosting Your Own E-mail In House, We'll Also Show You How To:

- Save hundreds or even thousands of dollars on costly bandwidth and ISP fees by bringing your e-mail in house.

- Prevent your ISP's spam filter from blocking important, non-spam e-mails you need to receive.

- Make it easier to set up new e-mail accounts.

- Stop employees from accidentally (or intentionally!) sending illegal, inappropriate, or confidential information via e-mail.

- Eliminate the file size limitations on your in-box.

Here's How It Works:

To request your free "Stop The Ads" Audit, simply call our offices or fill in and fax back the enclosed form.

If you have three or more computers in your office, we

will send one of our senior, professional technicians to your office. If you have less than three computers, we'll make arrangements for you to bring your machine into our professional repair shop.

Our technician will be on time, guaranteed. He will evaluate your network for FREE and give you a straightforward situation analysis, and explain the options you have available for eliminating spam, spyware, and pop-ups.

We will also give you a guaranteed price in writing - not an estimate - for the options you want to try. If you agree to allow us to do the work (you are under no obligation), we can usually start right away!

EVERY job is backed by our exclusive Peace of Mind Guarantee: if you are not happy with the work or the technician doing the job, simply say to the technician "this is not what I had in mind."

That will be his cue to stop the work, restore your network, and leave your office - **AND YOU WON'T PAY ONE PENNY!** No questions, No argument, No guilt, No payment. You can consider the job cancelled and the work **ON US.**

As you can see, we don't think you should take a chance on hiring ANY computer support company - even us. We feel that the client is number one and to prove our commitment to you, we are willing to put ourselves on the line.

It's that simple and you have nothing to lose!

Give us a call at (734) 457-5000



Lock Your Most Used Programs On The Windows Start Menu

The left panel of the Start menu consists of a divided list of programs that Windows XP thinks you'll find handy: The pinned items list above the separator line, and the frequently used programs, displayed below the line.

By default, Windows XP places links to your Internet browser and e-mail in the pinned items list and will place as many as 30 shortcuts to the programs that you've recently used in the most frequently used programs list.

In order to really take advantage of the Start menu as a launching area for all the programs you use most often, you can configure the entire left panel as a pinned items list. Here's how:

1. Right-click the Start button and select the Properties command to display the Taskbar and Start Menu Properties dialog box.
2. Click the Customize button adjacent to the Start Menu radio button to display the Customize Start Menu dialog box.
3. In the Programs panel, use the Spin button to set the Number Of Programs On The Start Menu setting to 0. Click the Clear List button.
4. In the Show On Start Menu panel, you can clear the Internet check box because the Internet Explorer icon already appears in the Quick Launch menu by default, and maybe even the e-mail check box, depending on how you launch your e-mail application.
5. Click OK twice—once to close the Customize Start Menu dialog box and once to close the Taskbar and Start Menu Properties dialog boxes.
6. Click the Start button and access the All Programs submenu.
7. Locate and right-click on a shortcut to a program you use most often and select the Pin To Start Menu command.

You can pin up to 30 of your most-used programs to the Start menu, depending on your screen resolution setting. With your favorite programs on the pinned items list, you can really take advantage of the Start menu.

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FOR SALE

We have a small collection of gently used and refurbished 19" and 21" CRT monitors. These are the TV-type monitors that need a bit of desk space. If you need an inexpensive monitor, these are available for between \$50 and \$75 - considerably less expensive than newer LCD monitors.

CONTACT INFORMATION

24 Hour Computer Emergency Hotline
(734) 240-0200

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Get a computer?! Do I look as though I have room in here for a computer?