



## Eleven Benefits Of Having Managed IT Support



Chris Myers is a field service technician at Tech Experts.

There are many perks to enlisting a managed service provider to handle all of your technology needs. Here are just a few:

### Knowledge Base

You get access to a whole team of experienced professionals who spend all day every day fixing the same problems you are running into. When an issue pops up, chances are we have seen it before and know how to quickly resolve it.

### Proactive Support

With our advanced monitoring software, we are immediately alerted to a variety of issues. Often, by the time you notice a problem, we're already working to resolve it. Detecting and fixing issues early prevents them from escalating into major outages with long down times and expensive repairs.

### Reduce labor costs

Finding, hiring, and then training your own IT staff can be a very

expensive endeavor. A managed service provider can give you the techs you need, already trained, at a fraction of the cost.

### You get to focus on your core business

Your employees have their own jobs to do. They shouldn't have to worry about solving a complicated IT issue instead of helping your clients. Even if you already have IT department, they will finally be able to focus on developing new innovative solutions instead of trying to keep up with daily support issues.

### Lower IT costs with a flat monthly rate

Businesses can pay a single monthly rate to get total IT support, both remote and onsite. This can result in significant savings compared to paying per service call.

### Compliance

Many small businesses are health care providers that are subject to the Health Insurance Portability and Accountability Act (HIPAA). They may also accept credit card payments and therefore must adhere to the Payment Card Industry Data Security Standard (PCI). Complying with these laws can be a complicated and time-consuming task. Managed

service providers have years of experience bringing companies up to compliance and conducting regular audits to ensure they stay that way.

### Security

Having a secure IT infrastructure is a key requirement for HIPAA and PCI. With 24/7 active monitoring, your computers and network will never be unprotected. At Tech Experts, we install cutting-edge firewalls, control user access, and manage patches to make sure all computers have the latest security updates. We use finely-tuned anti-virus and anti-malware that is integrated with our monitoring software. We can also do even more when required, such as requiring new flash drives to be approved before they will show up on a computer.

### Vendor Management

We can handle conversations with hardware and software vendors. That way, when they ask specific technical questions, we already know your system inside and out.

### Centralization

A managed service provider can set up and support a central server for all of your applications and docu-



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## How Your Old PC Is Costing You Money

*“Let’s say that, six years ago, you built your own machine with an almost top of the line CPU, more RAM than you needed, and a nice, fast hard drive. That same machine will now have trouble keeping up with a machine of lesser quality.”*



*Ron Cochran is a Field Service Engineer at Tech Experts.*

We all know that electronics become outdated almost as fast as you can purchase them, but what if I told you that holding onto that six to ten-year-old machine could be costing you just as much money as upgrading to a newer model?

Just like with any technology, the parts get smaller, more efficient, cheaper to buy, and cheaper to run.

It could cost you real money in several ways: machine downtime, a sudden replacement when it crashes, paying an employee to redo their work after a failure.

Additionally, if a machine is extremely slow, tasks can be unnecessarily drawn out while employees wait for the computer to respond.

Then consider energy efficiency. That computer from 2008 could be using a 300w power supply that isn’t very energy efficient.

Add an older, larger processor that is power-hungry to the mix and that 300w power supply is working at half capacity at 60% efficiency.

The use of other hardware - like your DVD ROM drive, USB, and video cards – can pull more power

too, raising electricity costs.

Most computer manufacturers today plan on customers upgrading their technology within 3-6 years to keep up pace with the ever-changing software industry.

Let’s say that, six years ago, you built your own machine with an almost top of the line CPU, more RAM than you needed, and a nice, fast hard drive.

That same machine will now have trouble keeping up with a machine of lesser quality.

This is partly due to the way software coding has changed, but also how electronic architecture has improved.

The processors have gotten smaller and take less power, but work harder, faster, and more efficiently.

This shift in technology efficiency directly translates into more money left in your business account due to your employees being able to work more efficiently.

You also have to factor in data security once computers stop accepting essential critical operating system updates due to the lack of storage space.

Or how about that new graphic design software or CAD software you need to run that you can’t install because you don’t have enough RAM or a 64-bit operating system?

Once you need the 64-bit operating system, your RAM should be upgraded to run the operating system more efficiently.

The upgrades needed for older machines can pile up quickly.

The above principles apply to your company servers as well. Maybe even more so because of the amount of work they do and the data they store.

In a server, the hard drives never stop spinning, the processors never stop processing.

You may have purchased an \$8,000 server for your business, but if it was 12 years ago, it’s probably doing you more harm than good now.

That server could be costing you more money in service calls for the issues that pop up or frequent, disruptive power cycles.

When buying IT equipment for your business or personal use, you should never buy something that is “just enough.”

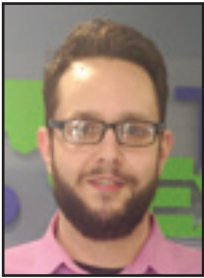
Not because it can’t do it, but because it will work harder to do the work, using more power and effort to do it.

Think of it like a truck: a small truck CAN pull that new camper you bought, but a bigger truck will pull it more safely while costing you less money in fuel in the long run.

**Create new service requests, check ticket status, and review invoices in our client portal: <http://www.TechSupportRequest.com>**



## Mobile Efficiency: Laptop Versus Tablet



Jason Cooley is a Network Technician at Tech Experts.

We are an increasingly mobile society. Whether for work or personal, you'd be hard-pressed to find too many

people without an Internet-connected device somewhere nearby. Smart phones are everywhere and basic Internet usage is at your fingertips.

When you need to work on the go or work while actually moving, there are device options that can help you really increase your productivity.

There are obviously many factors that can come into play when talking about meeting your mobile and professional needs.

What kind of tasks do you need to perform? What sort of software do you need access to? Are you going to be switching between applications and run multiple tasks at once? How frequently and how far are you moving?

I know, so many questions! So where can we even begin?

Just like any other job in the world, having the right tools can make things so much easier.

If you work at a restaurant as a server for instance, using a laptop is very impractical.

Carrying it around typing orders on a keyboard would prove to be difficult, just as writing a novel on a tablet touchscreen keyboard would be.



These are some clear-cut scenarios, but most of us fall somewhere in the middle.

So let's talk about some of those questions. What kind of tasks do you need to run? If you are just replying to email, stick to your smart phone. That is where you'll end up anyway.

For everyone else? What kind of programs and applications are you using?

The first thing you should check, if you don't already know, is if there are mobile versions of the programs you use. Some programs may not be user friendly on a touchscreen if you use the standard version.

Use your smartphone to see if these applications are user friendly in a new setting. The app may not perform as well as it would on a tablet, but maybe you can decide if it's something you can work with.

If the programs are available and you are comfortable using them with a touchscreen interface, you may be ready to use a tablet for work.

When it comes to laptops specifically, the first thing I would consider is how much you'll be moving

around. If you travel from place to place, but typically sit to work at different locations, a laptop is always going to be an option. The difference is the limitations of the device. A laptop has more capability when compared to a tablet. After all, it is a computer.

If you are switching between many programs and applications frequently and use multiple programs at one time, then a laptop will have more capable processing power to allow you to work unbothered by slow system response time.

The best summary I can give is, if you move around while working, get a tablet. If you sit, just in different locations, you'll be happier with a laptop.

If you can't find yourself leaning one way or another, the third option would be a Surface type of machine.

With the processing power and speed of a laptop but the mobility of a tablet, you will spend more money for the ultimate solution in mobile versatility and efficiency, but won't feel the constraints of either other option.

It's all about you and how you want to get your work done.

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### Contact Information

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**General Support**  
(734) 457-5000  
(888) 457-5001

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15347 South Dixie Highway  
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Tel (734) 457-5000  
Fax (734) 457-4332  
info@MyTechExperts.com

## How To Keep Your Computer Speedy As It Gets Older



*Evan Schendel is a help desk specialist at Tech Experts.*

As a computer ages, it inevitably becomes slower. Applications and files can slow down a PC as quickly as

dated hardware or too much heat or dust can. Preventive maintenance is the first and most important step to keeping a computer running as swiftly as it did on day one.

### Extraneous Files

A computer's storage can only hold so much and leaving it to sit and rot – especially if you browse the Internet frequently – can slow the system down to a snail's pace.

Simply by using the programs on a machine, a computer can amass files that, if not removed, can add up to multiple gigabytes of unused and unneeded data. These do, however, tend to clean themselves up in time.

Unused applications, however, can take up space and slow down a system. Keeping in mind what applications you do and don't use, and

deleting the latter, can really help a workstation run much faster.

### Dated Hardware

Bar none, the hardware parts of a PC are the most important pieces of a system. After all, it's the system itself. So, what do you do when hard drives begin failing and other mechanical nightmares begin plaguing your workstation? Replacing a system is easier than upgrading pieces of it at a time, but what are the benefits of replacing over upgrading and vice versa?

A PC tends to last five to seven years if well-maintained, or three to four if left in disrepair. Replacing a computer every five years may be easier in the short term, but computers aren't free and the costs can add up if you are replacing more than one system.

Upgrading pieces of the computer cost only the part, but you would end up having to replace it yourself or have another person do it for you. Additionally, you may run into limitations on how much you can upgrade based on your other hardware's or software's compatibility.

Upkeep of these parts is also important, so keeping the hardware installed cool and free of dust will

extend the lifespan of the workstation quite noticeably.

### Viruses

Malicious files are an obvious culprit when a computer is running slowly and, most of the time, it's a fair assumption. There are any number of viruses that could slow a computer down drastically, but in turn, there are many programs that help defend against them too.

Suspicious links and files received in emails or from sites you should be dubious of can, and likely will, infect your computer. Steer clear of these sites and ensure all links you click on are trustworthy.

Certain applications also may contain trojans, which lurk in your system for an extended period of time, only to reveal themselves when a certain application or service runs. Other applications can help spot and remove these before they even have a chance to set in.

Many things can slow a computer down, but proper maintenance can keep it running like new for years. If you haven't taken good care of your PC and it's running slowly, some of these causes, or even all, may be the reason, giving a starting base in fixing the issues at hand.

## Eleven Benefits Of Having Managed IT Support, Continued

ments. This makes file organization and sharing much, much easier.

### Disaster Recovery

What if something happens to that new server, like a flood or fire? You won't have to worry about your data, which will be securely backed up off-site.

Our off-site backup service is precisely what saved all of our founder's data after a fire four years ago.

### Flexible service scaling

Managed service providers can easily scale to your needs at any given time. Expanding your site with new workstations and phones?

We can have you up and running in days. Having a slow year? We can monitor and be there if you need us for a major issue, paying per incident instead of a flat rate.