



Saving Bundles of Money in 2017

Wondering if upgrading your server, network or PCs will increase productivity?

Thinking about a new phone system that cuts costs but has more advanced functionality?

Worried that your current security leaves you vulnerable to cyberattackers?

Increase your productivity and bottom line for 2017 by **SAVING** bundles of money upgrading your technology instead of **PAYING** bundles of money to Uncle Sam and **REDUCING** your taxable income on your current year's tax return with Section 179 business expense savings.

Call today to learn more!

November 2016



This monthly publication provided courtesy of Ryan Haislar, Vice President of Computerease.

"As a business owner, you don't have time to waste on technical and operational issues. That's where we shine! Call us and put an end to your IT problems finally and forever!"



Thanks to Voice over Internet Protocol (VoIP) and ever-improving cloud technologies, the phone-service options available to you as a small business are plentiful, with more features at a lower cost than were ever available before.

However, with all the options and vendors, separating the good from the bad and navigating the hype can be difficult. Not only are some VoIP systems a complete waste of money, but fees can be "hidden," so what appears to be a big cost-saving decision can end up costing you more in the long run once you've calculated in ALL costs over a three- to five-year period.

Here are six revealing questions you must ask to cut through the hype, half-truths and "little" white lies that could bury your company.

1) What will the call quality be like on my new system
Companies that sell phone

6 Questions To Ask Before Moving To VoIP

systems and do not install and support computer networks – which is what your VoIP system is running on – are often NOT qualified to recommend or install a VoIP phone system for your office. One of the biggest reasons for VoIP failure (poor sound quality, slowed Internet speeds, etc.) is that the person selling you the system does not understand how to properly assess your company's firewall, routers, network traffic, Internet connection speeds, as well as a host of other factors, to make sure their phone system will work as advertised in YOUR SPECIFIC ENVIRONMENT. That's because they're phone-system sales guys, not network engineers.

2) How many data centers do you have and are they geographically dispersed?

If the answer is only one, run away! What happens if their ONE data center goes down? Or, more commonly, what happens when the VoIP equipment inside

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the data center goes down? Your business is without a phone until they get their systems back online! Insist on at least two redundant data centers that are states away from each other to lower the risk of a natural disaster wiping out both data centers at once.

3) What was your uptime last year? What's your guarantee for uptime?

If it's anything less than 99.999%, find a different provider. And don't just take them at their word; ask for documentation proving the reliability of their network in the previous year. If they can't even do that, don't buy their system!

NOTE: Uptime is the system's ability to make and receive calls. If an individual office happens to be down due to an Internet outage, this does not affect the overall reliability of the system, because the system was ready and able.

4) If my phone is unreachable, do you have automatic failover to another phone?

If your provider's system isn't constantly monitoring the status of your network, VoIP system and VoIP phones, you should consider going with another provider. If your Internet goes down, or even a single phone stops working, the system should know that within a

few minutes and automatically forward the calls to a predetermined destination (like a cell phone or another office location).

5) Do you monitor my phones and system 24/7/365 for any potential issues?

If you have to tell your provider the phones aren't working, then find another provider. Any quality vendor should be monitoring and maintaining your system for you, using remote management tools. If you are missing calls, move on to a different system.

6) Do you offer a money-back guarantee?

If your provider is not willing to back up their claims with a WRITTEN, no-small-print, money-back guarantee, free of

"weasel out" clauses, look for a vendor that does. Every phone-system sales guy is going to tell you how wonderful their system is and how you won't experience any problems. If they're THAT confident, have them guarantee it in writing so you're not stuck paying for a new system that doesn't work.

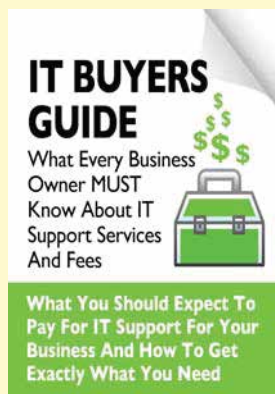
Free VoIP Assessment Cuts Through The Confusion, Myriad Of Options And Tech "Mumbo Jumbo" To Help You Make The Smartest, Safest Phone-System Choice For Your Company

If you're looking to upgrade your phone system to VoIP sometime in the near future, this free assessment will help you avoid making any mistakes and help you navigate the endless number of choices, techy "mumbo jumbo," conflicting advice and confusion.

We'll answer all of your burning questions and determine which phone system is BEST FOR YOU, based on your specific needs, budget, Internet connection and existing network. No charge and no obligation! Simply call us today at 314-432-1661 (MO) or 618-346-8324 (IL) to get started!

"If they're THAT confident, have them guarantee it in writing..."

Free Report Download: The Business Owner's Guide To IT Support Services And Fees



You will learn:

- The 3 most common ways IT services companies charge for their services, and the pros and cons of each approach.
- A common billing model that puts ALL THE RISK on you, the customer, when buying IT services; you'll learn what it is and why you need to avoid agreeing to it.
- Exclusions, hidden fees and other "gotcha" clauses IT companies put in their contracts that you DON'T want to agree to.
- How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later on that you didn't anticipate.

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Client Spotlight - Spooner Law, LLC



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"It is very helpful as a small business owner to work with a single vendor, Computerease, that we can rely on and trust to service all of our IT needs instead of wasting time trying to work with multiple vendors. The less time I spend worrying about my technology, the more time I can spend serving my clients!"

-Jack Spooner, Spooner Law

When I started practicing law in 1988, the technology I used was piecemealed and serviced by multiple vendors. It worked, but it wasn't efficient and left many gaps in our IT. **As my practice has grown, so did my reliance on technology to maintain the excellent level of client care that Spooner Law clients deserve.** If there was a problem, we wasted time trying to sort out which vendor

A Law Firm Where EVERYTHING Matters and The Clients' Interests Are ALWAYS Priority #1

serviced different portions of our technology. Just under 2 years ago, we made a phone call to Computerease that eliminated the inefficiency of dealing with multiple IT vendors and closed our IT gaps.

Spooner Law chose to work with Computerease to help us take care of all our IT needs, including **streamlining our technology, increasing the security and back-ups for our critical information and utilizing a cloud-based platform** for essential documents to make them available whenever and wherever I need them. As a small business owner, it is very helpful to work with a value-oriented, reliable and trustworthy vendor that can service all of Spooner Law's IT needs so we can devote our efforts to our clients!

The greatest worry I have in today's modern world is cybersecurity issues that are making the news every day. Computerease even helps with that, because as part of our all-inclusive Computerease service agreement, **we get free cybersecurity training so all of our personnel will be knowledgeable about how to prevent cyberthreats** from affecting our law practice and protecting our clients' information.



*Jack Spooner, Principal Attorney
Spooner Law Est. 1988*

Employee Cybersecurity Training

"95% Of Security Breaches Are Caused By Human Error" - IBM Study

Keep your client's data safe and secure. Don't be a victim!

One of your best defenses is to train your employees not to be fooled by sophisticated cyberattacks.

Get this essential training for FREE if you are a Computerease All Inclusive Client OR as little as \$10 per person per year.

Visit www.computer-service.com/staysafe or call us at 314-432-1661 (MO) or 618-346-8324 (IL)



Being “smart” isn’t just for phones and TVs anymore.

Soon, Microsoft’s Cortana will be able to see inside your fridge. With cutting-edge, fridge-safe technologies, Cortana can identify the foods you place there. After spending some time with your fridge’s contents, Cortana learns your food preferences. It can even offer up recipes or shopping lists to make your life easier. While other smart fridges have cameras that show users what’s inside without opening the door, the Cortana version actually helps you keep your fridge stocked. By the time this fridge hits the market, it will have captured thousands of photos of food packages from around the world. And that means you may soon have a smart new helper when it comes to shopping and fixing meals.

-TechCrunch

Ditch the meeting, get more done.

The average manager spends 30%-50% of their time in meetings. And most feel 67% of meetings are an utter waste. So what can we do to stop killing time? Quit having meetings. Here are three ways to tell if a meeting is worthwhile. 1) Compare cost to benefit. Take the number of folks attending times their average pay rate. Multiply that by their time spent meeting. Is the desired outcome worth it? 2) Will this be a one-sided affair? A dead giveaway is the conference call when the boss puts everyone else on mute. 3) Is the meeting a guise for “communication”? Instead, send an e-mail, point to a website or suggest someone to consult with. Now you’re talking...

-Entrepreneur

Want earbuds that last – and sound great?

Bragi’s new earbuds, named simply The Headphone now have “bragging rights” on both

battery life and sound quality. At six hours of battery life, these buds shred all competition. That includes Erato’s Apollo 7 and the Earin buds – both of which wimp out at three hours. Bragi’s Headphone also delivers a crystal-clear sound that beats most Bluetooth and WiFi earbuds. And they let sounds come through from whatever space you’re in. They also receive phone calls and respond to voice commands. Plus, all of this is 100% wireless. They even include a sleek-looking lanyard-style carrying case. All that being said, The Headphone is well worth a look if you’re looking for a great pair of earbuds.

-DigitalTrends

Google’s Chromebook Pixel may have faded into a high-resolution sunset...

But the good news is, some great new challengers will soon take its place. The Dell Chromebook 13, for instance, sports a 1080p touch-screen display, aluminum chassis, glass trackpad and a (very fast) Intel Core i3 processor. Meanwhile, weighing in at just 2.9 pounds, the Toshiba Chromebook 2 delivers nearly the same performance as the Dell. Yet at a full two pounds less, you’ll appreciate its light weight. And the new kid on the block, the Acer Chromebook 14, offers a high-end feel and near top-of-the-line specs for just \$300. Any of these challengers will fill the bill for you if you love the low price of a Chromebook, but want something a little more premium.

-AndroidCentral.com

Who Else Wants To Win A Fun Prize?

The Grand Prize Winner of last month's Trivia Challenge Quiz is Hannah from O'Fallon, IL! She was the first person to correctly answer my quiz question from last month: Japanese computer-gaming company Nintendo was founded in which one of the following years? a) 1929 b) 1962 c) 1889 d) 1971

The correct answer was c) 1889. Now, here's this month's trivia question. The winner will receive 4 free tickets to Wild Lights at the St. Louis Zoo!

Who was the 38th President of The United States?
a) Herbert Hoover b) Gerald Ford c) Ronald Reagan
d) Richard Nixon

Submit your answer by emailing
[answer@computer-service.com!](mailto:answer@computer-service.com)