

Network News

Library Director Discovers How To Significantly Lower IT Support And Hardware Costs While Solving A Number Of Computer Support Problems



"Our new Thin Client network saved us a lot of money and a lot of headaches."

– Stella Wheat, Lamar County Library Director

Stella Wheat is not a computer guru, but as the Director of the Lamar County Library System, she knew she needed a way to lower the cost of maintenance and support for the computer network and public access terminals in her library.

"We had 3 branches to support that were spread over 30 miles, with plans to add a 4th branch and 8 more public access terminals," says Stella. "The problem was I only had one person on staff who knew anything about supporting our computer network. He also happened to be the only person I had on staff to do cataloguing so I couldn't afford to have him out of the office for too long.

When one of the branches needed support, I either had to let this one person make a 30-40 mile round trip to work on one computer, or call in outside support vendor to fix it. Of course it was less expensive for us to fix it ourselves, but with limited resources and budgets, we were stuck either way," she continued.

A New Solution Is Discovered

After doing some research, Stella discovered how a few other library systems were successfully converting over to "Thin Client" networks in an effort to ease or eliminate the same problems she was faced with.

In a Thin Client network, the operating system, data, and software applications like Word and Excel are stored on a central server instead each individual machine. End users then access those applications and data through "dumb terminals" or other inexpensive network devices.

The end user experience is exactly the same, but you eliminate the need to purchase and maintain stand-alone PCs which are expensive to buy and require a lot of on-going maintenance.

"When I read what a Thin Client network could do, I immediately knew it was the solution I had been looking for," says Stella, "It was a complete no-brainer."

Saves Time, Saves Money, And Saves Room!

After installing the new Thin Client network, Stella realized several major time and money saving benefits. "First of all, the new Thin Client terminals are less expensive to purchase, they last longer, and you don't have to worry about a visitor damaging the hard drive or

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tower which is by far the most expensive piece to repair or replace on a machine," says Stella.

"Second, the terminals are much smaller and do not require the large tower to operate, saving critical desk space and leg room for library patrons," she continued.

"But the biggest problem solved is the remote support issue. Now my technician can support, upgrade, and troubleshoot every machine in every branch without leaving his desk, freeing up his time to do other critical projects. It has also reduced our outside computer support costs significantly," she concluded.

Are The Rising Costs of Hardware, Software Upgrades, And Technical Support Making You Crazy?

Is your **IT budget becoming too big to ignore?** Are you **constantly getting hit with unforeseen IT costs** to fix or upgrade your network yet the darn things still cause problems?

Would you like to find ways to **get more out of the technology you already own** instead of constantly dumping more money into new hardware, software, and upgrades?

If so, you'll want to know about Thin Client networking.

New "Thin Client" Technology Helps You Cut The Fat Out Of IT Costs

Thin-client computing, also known as "Server Based" computing, is quickly gaining acceptance because of its ability to solve some of the most vexing IT problems facing business owners including:

- Rising IT support costs.
- Providing remote and work-from-home employees secure access to the network.
- On-going system upgrades and hardware costs.

What Is Thin-Client or Server Based Computing?

Thin-Client or Server Based Computing is a model where software applications (like Word, Excel, and Outlook) and your data are stored on a central

server instead of on each end-users' machine.

The end-user then accesses applications and their data through almost any type of computing device (the "Thin-Client" itself) which can be a monitor, laptop, or palm device.

On a traditional computer network like the one you currently have (also called client-server architecture), you have a server that may store and back up the files, but the use of applications like Word and Excel rely on the stability and performance of the PC itself to operate.

This type of traditional architecture is what has resulted in the well-worn path of expensive upgrades and replacements of PCs (also called "fat" clients) to run the latest versions of everyday office applications. These "fat" clients in turn also need "fat" (or expensive) connections to the servers, individual support, and require constant hardware upgrades to host new applications.

Contrary to this, thin-client architecture keeps all of the work of running applications on the servers so inexpensive devices (old monitors) can be used to access applications and data without sacrificing speed or performance. This also makes for easier network administration freeing your IT staff from redundant maintenance and low-level end user support tasks.

If you outsource all of your technical support, your support costs will go down because the administrator will spend less time on upgrades, patches, and overall maintenance.

This is why Thin-Client computing results in considerable cost savings in hardware, software, bandwidth, and IT support.

Could Thin Client Be The Solution You've Been Looking For?

If you are curious about how Thin Client networking can help you, call our offices for a no-obligation, no pressure consultation.

We'll send out a senior networking consultant who will review your current network, discuss your plans for network expansion and upgrades, and make recommendations on whether or not Thin Client networking is right for you. Simply call Kenny at 601-264-1606 x601 or e-mail him at: kenny@nbtol.com

Help! I Have An Intruder In My Computer!

You have your coffee and you're about to sit down at your computer and start a good, productive day of work.

As you log in, you notice that your system is running incredibly slow. Some of the programs are not working the way they normally do and suddenly crash. You notice that you have a number of strange-looking undelivered e-mails to people you don't even know.

Could it be a virus? Maybe a hacker invaded your PC? How can you tell?

Viruses often cause erratic performance where your screen disappears, programs crash, normal tasks malfunction, and you may even see smiley faces pop up.

The trigger that activates the virus can be almost anything. Some viruses are activated the minute they are installed. Some are programmed to launch when you reboot your computer.

Some are even programmed to launch on a given date. In many cases, a virus can reside inside your computer in an inactive state, waiting for a certain event to happen.

From the moment the virus infiltrated your computer to the time that it made itself known to you, you could have innocently spread the virus to others and the damage may already be done.

Another reliable way to know if you have a virus is if friends or clients call or e-mail to let you know you have sent them a virus-infested e-mail. Obviously this can severely damage your

company's reputation and client relations.

Start With A Scan

If you suspect you have a virus, the first thing you'll want to do is a complete scan of your hard drive with an up-to-date antivirus program. If you HAVE anti-virus software

installed and you STILL downloaded a virus, it's because your virus definitions (updates) are out-of-date; therefore a scan may not reveal the virus.

Therefore, step 1 is to visit the software vendor's site and download or update your current anti-virus software definitions.

If you don't have anti-virus software, your first step is to get it NOW. I recommend either Norton www.symantec.com or McAfee www.mcafee.com. You can also use Panda Software's free ActiveScan online at www.pandasoftware.com/activescan.

You will need Internet Explorer 4.0 or later to use this software. To see what version of Internet Explorer you are running, open it up and click on the "Help" menu bar. From there, choose "About

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How To Get A FREE Steak Dinner For Two

Thanks to loyal customers like you, NetBase is growing faster than ever! We certainly couldn't have done it without the help of our customers referring their friends and colleagues. That's why we'd like to thank you for your referrals with a delicious steak dinner for two at Conestoga. All you have to do is refer a business owner or IT Manager to NetBase who is looking for any of the services we offer (see back page of this newsletter). As a token of our appreciation, we'll send you a gift certificate to have dinner on us. To send us a referral, call Kenny direct or simply tell your friend to mention your name when they call.



Keep Those
Referrals
Coming!

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"Help! There Is An Intruder In My Computer," Continued...

Internet Explorer" and a window will pop up telling you what version you have. If you have an old copy, go to www.microsoft.com and download an updated copy.

I'm Infected! Now What?

If the scan finds a virus on your PC, you'll need to take immediate action because the health and the security of your computer data may be at risk. You could also be spreading it around to your friends, colleagues, and customers.

The scan will reveal the name of the virus or viruses that you have contracted. Write it down and then look up the virus at either your antivirus manufacturer's web site or at [Symantec](#), [McAfee](#), or [Panda Software](#). In some cases, they will offer a software program that you can download to remove the virus.

However, viruses vary in severity. While some are easy to eliminate and repair, others can severely damage your PC and may require complex programming or reformatting your disk to clean them.

While I recommend trying to clean it yourself, don't hesitate to give me a call. Viruses are tricky and cleaning them without damaging your PC or your files is a tricky task that is often better left to a professional.

Services We Offer:

- Small business network support
- Network performance maintenance
- Network design & implementation
- Consulting
- Disaster recovery
- Virus protection & removal
- Network security
- E-mail & Internet solutions
- Document Imaging
- Wireless networking
- Thin Client Computing
- VPNs
- Spam filtering
- Voice over IP Phone Systems

Attention Small Businesses: Get the computer support you need without the expense of hiring a full time IT staff. Ask about our Small Business Computer Support Program.

What If You Walked Into Your Office Tomorrow And Discovered ...

...that a virus, hacker, or system crash deleted every file, database, and e-mail on your entire hard drive. **How confident are you that your data could be restored? If you are not backing up your network...or if you are but have never tested your backups by performing a full system restore, you are at high risk for losing irreplaceable company files.**

If the information on your network or PC is important to you, we can help you set up a reliable backup system to make sure you never have to worry about losing your files. We can also create and store a complete offsite back up of your network so you never have to worry about losing your irreplaceable files.

Call for details call Kenny at: 601-264-1606 x601