

Network News

Covington County Hospital Discovers How To Eliminate Their Slow Internet Connection and E-mail Problems While Saving Over \$3,600 A Year

Just like any business, hospital employees need reliable and fast access to the Internet to complete paperwork, access insurance information, and get updates from healthcare providers. However, Covington County Hospital's dial-up ISDN connection was slow, unreliable and causing their employees a lot of unnecessary headaches.

"All of the administrative staff constantly complained because they were getting disconnected and because of the long wait time to access the Internet," says Clay Johnston, Network Administrator for the hospital. "We also found ourselves running from one machine to the next dealing with e-mail and Internet problems all day which took a considerable amount of time away from working on more important IT projects," he continued.

Another problem was the cost. The hospital's ISP charged by the e-mail account making it cost-prohibitive for everyone to have an e-mail address. Those who were lucky enough to have an e-mail account were at the mercy of the limits provided by their ISP for the size and number of e-mails sent.

But one of the biggest problems was that the ISDN e-mail didn't allow for adequate virus protection at the gateway, which left them wide open to viruses. "We

knew we needed a better solution fast; that's why we called the guys at NetBase Technologies," said Clay.

The first step in solving this problem was to convert their current dial up ISDN Internet account to a dedicated DSL connection. This doubled their Internet surfing speed

and provided a more secure and reliable connection. We then configured their existing software to host e-mail accounts in-house, and configured their anti virus software to include e-mail scans.

"Fortunately, Covington Country Hospital already had a lot of the resources we needed to make this solution work," says Kenny Lance, President of NetBase Technologies, "this allowed us to save them a considerable amount of money on new hardware and software."

"Thanks to NetBase, we are no longer having Internet and e-mail problems and can access the web much faster. Plus, we now have our own company e-mail without the vulnerability to viruses," said Clay.

"This has also allowed us to save \$300 per month (\$3,600 a year) on Internet costs and has freed up a number of hours we used to spend chasing and fixing e-mail problems," he continued, "I would definitely recommend them to anyone looking for a reliable network consulting firm."

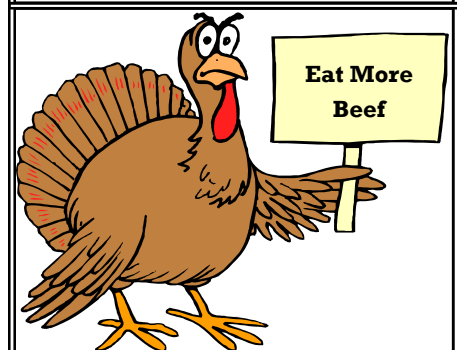
Picture of
Clay Johnston

"This new solution has allowed us to save \$3,600 a year on Internet costs," Clay Johnston, Network Administrator, Covington County Hospital

Inside this issue:

Covington Country Case Study	1
How To Get Rid Of Spyware And Other Computer Nasties	3
Meet Patrick Mayfield	4

Happy Thanksgiving!



Continued on page 2...



Computer Caught A Virus?

Don't Panic!

We can help you clean and restore your computer network back to normal in no time flat. Just give us a call as soon as you notice any strange behavior so we can stop the virus from replicating to the other computers on your network and spreading to your customers.

Are You Having The Same E-mail And Internet Connection Problems As Covington County Hospital?

Then call us about bringing your e-mail in house. In addition to saving on ISP costs, you'll get advanced e-mail features such as shared calendaring, collaboration, support for mobile users, PLUS:

- You'll get your own company name on your e-mail: email@your-domain-name.com
- Eliminate file size limitations on your in-box which force you to delete important e-mails and purge your inbox. You'll also be able to receive large e-mail files that your ISP would bounce.
- 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.
- Bullet-proof your network from viruses, Trojans, worms, and spam.
- Receive your e-mail through digital cell phones, pagers, or wireless PDAs.
- Have better control over your employees e-mail and prevent them from accidentally (or intentionally!) sending illegal, inappropriate, or confidential information.

We're Thankful For Our New Customers!

We want to thank and welcome the following new customers to NetBase Technologies:

- Jerry Stogner, Owner, East McComb Check Cashing
- Brad Martin, President, VendWorks
- Dr. David Richardson, Dr. Stoney Williamson, and Dr. Todd Williamson of the Hattiesburg Eye Clinic
- Myrt Smith, Hattiesburg High School
- J.L. Breazeale, International File Company



Let's all give thanks

How To Get Rid of Spyware And Other Computer Nasties

Spyware is a program very similar to a virus. Spyware installs itself automatically and without you knowing it. It monitors what you type and what websites you visit for the purpose of targeted advertising.

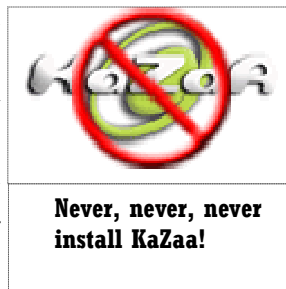
Over time, hundreds of spyware programs install themselves on your computer. In fact, there could be over 100 spyware programs running at one time on a badly infected machine. This slows down your computer drastically and causes many common computer problems.

In fact, many problems that we at NetBase encounter are caused by spyware alone. So how exactly do you get spyware and how can you get rid of it?

For Starters, Stop File Sharing At Work

File sharing programs, such as KaZaa & Napster, are the number one cause of spyware and virus-related problems in business networks.

File sharing programs, especially KaZaa, automatically infect your computer with spyware as soon as they are installed. The more you use programs like KaZaa, the more spyware you will be infected with. Not only will this slow down your computer, but downloading large files from KaZaa will bog down overall network speed for other employees .



Remove Spam and Pop Ups Properly



Everybody has experience with annoying junk e-mail, or spam. It is critical that you never ever open spam e-mails.

The correct thing to do with a spam e-mail is simply delete it. Spam is a major problem for many reasons. Spam can not only infect your computer with spyware, but also viruses and worms.

NetBase offers several solutions that can block almost 100% of spam for your business. This practice of never clicking spam applies to popups as well. Never click popups, simply close

them. If you are getting a lot of popups, it is possible that you are already infected with spyware. Additionally, you must be wary of attachments in e-mail.

Never open attachments from people you do not know. Further, you must be careful of attachments even if you know the sender! This is because many worms will infect a computer, and send e-mails to that person's entire address book.

That means if your friend's computer is infected, you could receive an infected attachment from somebody you know! Therefore, if an attachment seems suspicious, do not open it. Verify the e-mail by phoning the sender if necessary.

What You Can Do To Protect Yourself

Even the most safe practices won't always protect you from spyware. The best thing to do if you suspect that your computer is infected is to run a program called **Adaware**. Adaware is 100% free, and it is excellent at removing spyware from your system. It is a good idea to run Adaware about once a month if you have frequent spyware problems.

Adaware and **Spybot Search and Destroy**, (another good spyware removal tool) can both be downloaded for free from www.download.com

It is very important to keep your windows up-to-date, especially if you use windows XP. Windows is by far the most widely used operating system in the world. It is therefore the biggest target for hackers.



Keeping your windows up-to-date means that you will be protected from the newest hacker exploits found in windows. Updating windows takes very little time.

In fact, if you use automatic updating, windows will update itself when you are away from the computer.

Windows updates can be run by opening Internet Explorer, clicking the "**Tools**" menu, and then clicking "**Windows Update.**" Additionally, windows can be set to update itself automatically. To do this, click **start > settings > control panel**. Then click "**Automatic Updates.**"



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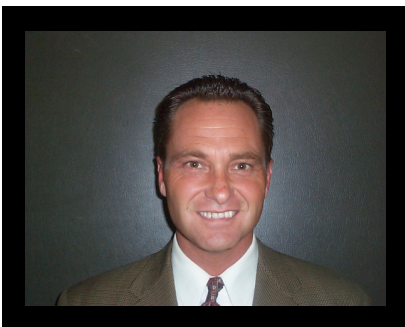
**South Mississippi's Most
Trusted Provider of Network
Service and Support**



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.



Meet Patrick Mayfield, Our Newest Addition To The NetBase Family!

All of us here at NetBase Technologies want you to help us welcome our newest edition to the family, Patrick Mayfield.

As our new Director of Business Development, Patrick will be responsible for meeting with and taking care of all our existing clients, as well as helping us to develop relationships with new ones.

Before joining us here at NetBase, Patrick worked 14 years in the IT department of a large healthcare provider in South Mississippi where he managed a 15-person staff providing service to a 1,000 user, multi-site network.

This background has given Patrick a tremendous wealth of knowledge in running and maintaining critical IT operations. It has also given him a special knowledge in achieving and maintaining HIPAA compliance. With a growing number of our clients in the medical field, we were certain that Patrick would be an excellent addition to

our team. Patrick also has a tremendous amount of knowledge and expertise in calculating ROI (return on investment) for technology solutions. If you have a project you are considering and need help in determining how quickly you will recoup the costs, or even if it is a wise investment to make in the first place, you'll want to talk to Patrick.

He also has experience in many facets of the information technology arena including operations, technical engineering, hardware and software acquisition, and the day-to-day challenges facing IT departments.

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