

# Network News

## What's Inside

**Block 98% of  
Your Spam For**

**FREE**

**Details On Page 3**

**How To Run A  
Lean, Mean IT  
Department**

**We Want To  
Buy You And A  
Friend Dinner!**

**How To Save As  
Much As 42% On  
IT Support  
Services That You  
Are Already  
Buying!**

## International Filing Company Discovers How To Run A Lean and Mean IT Department Thanks To NetBase

When the owners of International Filing Company told J.L. Breazeale, their IT Manager, that they wanted to run a "lean" IT department, they weren't kidding.

"When we first started out, we were a much smaller company. Then about 2 years ago our company joined forces with 3 other manufacturing plants under the International Filing Company name. Since we were the only plant that had a dedicated IT department, we were made the official IT department of the entire company which quadrupled the number of locations and users needing support overnight," says J.L.

With 20 sales people on the road and 235 users to provide network and help desk support in 4 different locations, J.L. knew he didn't have the manpower or resources to get it all done. That's when he called on the team at NetBase Technologies.

### Everything Needed To Be Upgraded And Connected

At the time, International Filing was running on very old network servers and didn't have e-mail services; so one of the

first things they had to do was install new network servers at each and every facility. They also needed to set up ADP for payroll, and had to move two Citrix



"I called all of the references they gave us plus a few that they didn't and I just could not get a bad reference. That was several years ago and I've never regretted hiring NetBase," *JL Breazeale, IT Manager, International Filing Company*

servers to their location that was running various applications at one of the new manufacturing sites. "We didn't know anything about Citrix so we definitely needed someone with expertise in that area," says J.L.

Because this was a high profile project that absolutely needed to be done right and without delays, J.L. did extensive

research before deciding to award the project to NetBase.

### I Just Couldn't Find A Bad Reference!!!

"We chose NetBase for several reasons. First, their price was one of the lowest. Second, they were a local company that had a good, solid reputation and longevity in the market. But the main reason I chose NetBase over all of the other vendors is because of what their clients had to say about them. In their proposal they provided several references. I called all of the references they gave me plus a few that they didn't and I just could NOT get a bad reference.

*Continued on back page...*

# Who Else Wants To Cut Their IT Support Costs By 42%?

**Thanks To Our Block Time Service Plan, You Can Save As Much As 42% On IT Services You Are Already Buying!**

## **Q: What is Block Time?**

**A:** The concept of Block Time is simple: you get the opportunity to purchase multiple hours of network support in advance at a substantial discount. The more hours you purchase in advance, the higher the discount. Since many of our customers know they need on-going network support anyway, this is a great way for them to save money.

## **Q: What happens if we don't choose the block time support plan? Will we be given a lower priority when responding to service requests?**

**A:** No. The primary advantage of Block Time Support is that it lowers your hourly support cost. We have always responded to service requests based upon the seriousness of the problem.

## **Q: Can I use block time support hours for any type of problem?**

**A:** Yes. Block Time Support is designed to be all-inclusive. It can be used for any type of support. It should be noted that NetBase Technologies is far more efficient in solving problems with products in which we are authorized to service. We maintain service certifications on all products that we are authorized to sell and are perpetually involved in training on these products.

## **Q. What is the minimum number of hours I need to purchase, and how will I be billed?**

**A:** A minimum of 10 hours must be selected in order to qualify for block time. You will be billed in advance and the discount will be applied according to the number of hours you purchase.

## **Q: When is Block Time Support available?**

**A:** Block Time support is available Monday through Friday from 8:00 A.M. to 5:00 P.M. Central Time.



## **Q: Who keeps track of the hours we've used?**

**A:** We will maintain a complete service call history of your account. We can provide you with information regarding the number of service calls, number of hours of service, and total dollar amount of service spent for whatever time period you wish. We'll even help you to determine how many hours you'll need to budget every month for regular network maintenance, anti-virus updates, and back up system checks.

## **Q: How do I keep up with the hours used?**

**A:** Each service call that is related to Block Time Support will result in a zero-dollar invoice that will be sent to you describing the work performed and time spent. It will document that the work was posted to the Block Time Support Plan. In addition, quarterly reports will be sent to you indicating the hours used and remaining balance of Block Time Support hours.

## **Q: Is Block Time Support for labor only?**

**A:** Yes; hardware and software are separate costs.

## **Q: How do we get started?**

**A:** All you have to do is give us a call. We'll help you determine how many hours you'll need based on your specific network, number of users, and the type of support you want. Since your Block Time Hours never expire, you don't have to worry about losing them. If you run out of Block Time Hours, we can easily replenish your account with more hours.

**Call Kenny Lance at: 601-264-1606 ext.601**

## Stop Spyware!!!

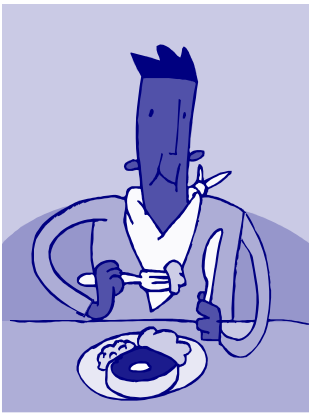
If you want to know which spyware program offers the best protection for the money, read on. After putting a number of spyware programs to the test, we discovered that Webroots' Spy Sweeper program is by far the best. At \$31.96 for an ANNUAL subscription for networks with 10 to 24 workstations, this software is an absolute must-have.

**We like this program for one simple reason:** it PROACTIVELY protects and removes spyware BEFORE it gets installed onto your computer or network, where other spyware programs are reactive and only remove spyware after it is already

## The Absolute *Best* Spyware Protection We've Ever Tested

installed and running on your system. Spy Sweeper actively monitors against spyware and adware installations by using multiple Active Shields. Active Shields detect changes to system memory, registry entries, host files, start-up processes, browser-hijackings and other security settings (tell-tale signs of spyware programs).

If you want to know more about Spy Sweeper, or if you want to purchase it for your network, give us a call. We will be happy to answer your questions and protect you from spyware! **Call: Kenny Lance at 601-264-1606 ext. 601 or e-mail him at: [kenny@ntbol.com](mailto:kenny@ntbol.com)**



## Refer A New Client To Us And We'll Buy You and a Friend Dinner To Say Thanks"!

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 Seasons. 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.

## WELCOME BACK, CLIFF!!!



**Please join us in welcoming back Cliff Wilberding, our new Project Manager here at NetBase!**

We're saying "welcome back" because Cliff held the position several years ago before Terry Miller, and has recently rejoined us here again at NetBase to resume his position.

Cliff is responsible for scheduling technicians, coordinating projects, working on proposals, ordering products, and making recommendations to ensure that you continue to receive the same high-quality, fast

service you've come to know and expect from us. Most recently, Cliff was the IT Manager of Stokes Distributing. "I came back to NetBase because I missed the fast pace and the opportunity to learn about new technologies," said Cliff, "There is never a dull moment around here and I really like that I get to learn about new technologies and be involved with solving a diversity of technical and business challenges."

The Project Manager position is the central nervous system for NetBase and requires incredible attention to detail, careful planning, and of course, people skills. "My number one priority is to make sure our customers' needs come first. That means clear communication with our clients and careful planning to make sure their expectations are met or exceeded," said Cliff. "Fortunately, our technicians are truly exceptional which makes my job a whole lot easier," he continued.

Please feel free to call Cliff if you have any questions or just to introduce yourself! You can reach him at 601-264-1606 ext. 604.

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



#### Services We Offer:

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- Network Design & Implementation
- Thin Client Networks
- Disaster Recovery
- Virus Protection & Removal
- Network Security
- E-mail & Internet solutions
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- Wireless Networking
- Thin Client Computing
- VPNs
- Spam Filtering
- Storage Solutions
- Voice over IP Phone Systems

**All Our Work Is  
Backed By Our  
100% Money-Back  
Guarantee:**

**We Will Do Whatever It  
Takes To Make You  
Absolutely Thrilled  
With The Work  
Performed or it's FREE**

*"International Filing Company Discovers How To Run A Lean and Mean IT Department..." continued from front page...*

"Everyone I spoke to gave me the same story: NetBase does a great job, gives honest, reliable service, and when the chips are down, they'll be there," said J.L., "and now that I've been working with them for quite some time, I can honestly say the same thing. Their response time is, and continues to be, just phenomenal."

"It doesn't matter when I call - it can be the end of the day on Friday, a weekend, or in the middle of the week - they always respond immediately to my call. I've even gotten e-mail responses from David Purser, their Senior Engineer, at 4am in the morning!"

#### Free Training Is Yet Another Added Bonus

In addition to fast response times, the technicians at NetBase turn every problem into an opportunity to teach J.L. and his team how to become more self-reliant. "We have probably gotten the equivalent of a solid week of training on Citrix from the guys at NetBase," continued J.L.

"Whenever we have a Citrix related problem that we can't solve, we call NetBase. Not only do they fix the problem immediately, but they also explain how they did it and how they went about resolving the issue so we can do it ourselves the next time it happens. This helps us to build our knowledge base internally and the users get the support they want," said J.L. This type of training also lowers International Filing Company's overall network support costs considerably.

### Dedicated Network Support Enables International Filing To Run A "Lean and Mean" IT Department

Since the initial network upgrade, NetBase has installed several other solutions such as enterprise wide security, anti-virus protection, and spam filtering, as well as providing on-going network support.

"NetBase offers a really neat deal that allows us to purchase blocks of time in advance for a discount. I take advantage of that and have also signed up for their maintenance agreement where one of their technicians comes on site and goes through each and every server with a checklist to make sure that all of the updates are there and that everything is running as it should. Kind of a network health check," said J.L.

"This really gives me great peace of mind knowing that the basic maintenance is getting done and frees my time up to take care of more urgent and pressing issues."

The team at NetBase has been serving J.L. since 1996 and feel as though he's become part of the NetBase family. "J.L. is a great client and we truly appreciate serving him," says Kenny Lance, founder and President of NetBase, "We know the key to success in any business is to keep your clients happy. That means keeping your promises and delivering services and products above and beyond what the client expects."