

# LANsultants Times

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## HELP US HELP YOU

Clients often email several persons at LANsultants at once with service requests or simple questions. It would be much appreciated if only one person at LANsultants was contacted at a time. This should be either [john@lansultants.com](mailto:john@lansultants.com) or [techs@lansultants.com](mailto:techs@lansultants.com).

E-mailing multiple persons leads to duplicate efforts and costs, lost time coordinating response, and loss of central control of prioritization. Additionally, on rare occasions, this duplication has led to a delay in responding as each person contacted believed another had responded.

Once a service request or inquiry is made it will be addressed by the best qualified person available.

Along the same lines, a technician should not be e-mailed or called directly to place a service call. The technicians are kept very busy focusing on their assigned tasks. If contacted directly they may fail to enter your service request as it is not their primary responsibility. Service requests should be placed by calling 215-546-3124, visiting <https://www.lansultants.net/support>, or via an email to [techs@lansultants.com](mailto:techs@lansultants.com). Anyone who answers the phone at our main number can enter a service call.

Your cooperation would be most appreciated as in these trying times we need to look for every possible way to improve productivity while delivering the highest possible service.

### HOLIDAY SCHEDULES

LANsultants, Inc. will be closed on Monday, May 25th in celebration of Memorial Day and Friday, July 3rd in celebration of Independence day. Voice mail/Help Desk will not be monitored on either Monday, May 25th or Saturday, July 4th.

If you would like to be removed from our email newsletter subscription please send an e-mail to [shirlean@lansultants.com](mailto:shirlean@lansultants.com).

## IS YOUR NETWORK SECURE?

For the great majority of our clients, rest assured the answer is "yes". Almost all our clients have up-to-date virus and malware software, Firewalls, computer usage policies, participate in our network monitoring program, Digital WatchTower, and use LANsultants to manage their network. The clients for whom we cannot provide the same assurances to are the smaller clients for whom security safeguards are moderated due to cost constraints, clients who assume greater network management responsibility themselves, and to a lesser degree, clients who do not participate in our network monitoring program.

The greatest risk to your computer system is not from the outside, but the inside. Accounting programs and records need to be secure, as do personal files. Users must exit all programs and log off the network when leaving the office. Most importantly, to combat theft, we recommend use of a video surveillance system in your office. Many of these systems only record when motion is detected to minimize the volume of video retained. We have used such a system in our office for several years and have recorded inappropriate behavior by non-employee building staff on several occasions.

## MODERATE PERSONAL INTERNET USAGE IMPROVES PRODUCTIVITY

Studies have shown that allowing the staff limited personal use of the Internet improves productivity. This Internet usage provides the mind a needed rest from work responsibilities and often eliminates the need to take time off from work for errands. The key is "limited" usage, just as with other company services such as the telephone. For more information on one such study visit: <http://uninews.unimelb.edu.au/news/5750/>