# TECHNOLOGY TIMES

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"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!"

**Hank Wagner, Owner/Founder
Computer Networks of Roanoke**

*IT Guru, Published Author, and Trusted Advisor to Medical Practice Administrators and Business Owners*

## Microsoft Windows Server 2003 Set To Die In 2015

Here we go again…the last time it was Windows XP Pro. Now, it is Windows Server 2003.

As of July 14, 2015, Microsoft will discontinue support for its 11-year-old server operation system, Server 2003.

### INSIDE THIS ISSUE

## Welcome To The Wild West
### Who Is YOUR Sheriff?

Despite constant development in security and stability, the Internet still remains very much a Wild West landscape. You can navigate through it, but you never know when you might encounter a hidden danger. Threats exist on a global scale. Cybercriminals want information. They don't care whose information they access and steal, or what damage they do. They want to take what they can get and they want to sell it. There are people who do this for a living. If you are a medical office, **a Patient Medical Record is worth about $100 on the Internet** because the information in it never expires and cannot be changed. (think birthdate and Social Security number) This morning, in the period of one minute, there were hundreds of cyber-attacks originating in China, targeting computers in the United States.

**What Can You Do?**
- Toss that $49 firewall/router that came from Best Buy or Radio Shack in the garbage. Today's cyber-threats to the security of your business are real. And the size of your business does NOT matter. You need to protect your business from the Internet with a UTM (Unified Threat Management) device which has firewall, router, Intrusion Prevention, anti-spyware, anti-virus, GEO IP blocking, deep packet inspection, web content filter, and application control built in to a single device.

Ok, that's a mouthful. What does that all mean?
- **Firewall-** blocks unauthorized access to your network while allowing outbound communication to the Internet
- **Router-** allows two networks to be connected together
- **Intrusion Prevention-** a proactive technology that examines Internet traffic flows to identify potential threats
- **Anti-Spyware-** software in the firewall that detects and blocks known programs that want to steal your personal information

This follows in the wake of its recent elimination of support for Windows XP this past spring. Failure to upgrade your server to Server 2008 or Server 2012 increases any company's cyber-security risks and is considered to be non-compliant with HIPAA.

With server migrations taking on average 200 days from planning to completion (industry average), if you still have a server running this software active on your network, now is the time to start planning.

End of support for Windows Server 2003 means:

- **No further updates or security patches released.** 37 critical updates were released for Server 2003 in 2013 alone. No updates will be released after 7/14/15.
- **Loss of compliance.** Various industry regulations and industry standards will no longer be able to be achieved if you are using Server 2003 actively on your network.
- **Increased security risks.** Any server running this operating system will be completely exposed to serious hacker attacks aimed at taking control of your network, stealing your data, or crashing your systems.

### Free Server 2003 Migration Plan Gets You Started

As your preferred Microsoft Silver MidMarket Solution Provider Partner, we are committed to helping your company by offering a Windows Server 2003 Migration Plan for FREE.

To secure your FREE Server 2003 Migration Plan, call us today at: 757-333-3299 x232 and ask for Hank.  Or, you can email either of us at:

Hank.wagner@computernetworksinc.com
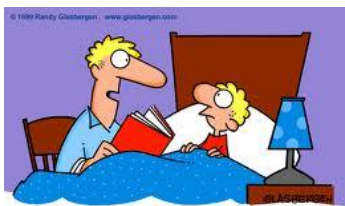


"This is a story about Rip Van Winkle, a man who called tech support and was put on hold for 100 years!"

# *Predictable Results For a Predictable Fee*

We do it all…HIPAA Risk Analysis, Backup and Disaster Recovery (required for HIPAA Compliance), Network Administration, Help Desk, Hardware Sales/Service, Hardware Refreshes/Installs, Consulting.

We are looking for a select number of new clients. If you are dissatisfied with the level of service you are getting from your current IT Vendor, pick up the phone and call me, Hank Wagner, at 757-333-3299 x232, or feel free to send me an email at hank.wagner@computernetworksinc.com and let's chat a bit about your needs. We cannot help everyone, but, we don't charge anything to chat. ❖

# **Bad Stuff**

So, every manufacturer on the planet has decided that every tangible item you own, from your home lighting and heating, to your car, to your pacemaker, needs to be connected to the Internet so that it can be accessed from any place at any time. This is the next wave of the Internet called the IOT (Internet of Things).

The problem with this is that in the rush to get these "things" on the Internet and be first to market, some companies pay little attention to the security on those devices…which puts you at risk.

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--FTC Chair Says Internet of Things
Presents "Significant Privacy and
    Security Implications"
(January 6 & 8, 2015)
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In a speech at the International Consumer Electronics Show in Las Vegas, US Federal Trade Commission chairperson Edith Ramirez warned that the Internet of Things (IoT) presents "significant" privacy issues. The billions of connected device collect, store, and in some cases transmit data. Ramirez urged companies to make security a part of their product development process, to collect the minimum amount of data necessary, and to notify consumers of unexpected use of their data and provide simplified choices regarding this use.

# I Can't Do It Anymore

There comes a time when your plate is so full of things to do that if anyone adds just one more thing, they are going to have to carry you off in a straight jacket.

Today's modern computers and networks have grown more complex than ever before. It remains harder and harder to stay on top of all of the changing trends and threats to the typical business. A Business Office Manager or Practice Administrator no longer has the time to run the business and fool with the computers. At some point, you have to come to the realization that **you are NOT the best candidate to act as your firm's IT expert.**

What then? If your business is not large enough to afford a full-time IT person (that is about 150 users or so), you look to outsource your IT. Most reliable firms these days are called Managed Service Providers, which is a fancy way of saying "on retainer". You pay a set monthly fee and in turn receive a set monthly amount of service. The higher end plans where **everything** is provided for you should run **between $120 and $150 PER USER.** Yep, that is what I said, $120 - $150 per user for an "everything provided" plan.

Now, if you want to reduce that expense, you might find some companies in the $75 - $95 per user price range. At that level you will be getting a separate bill for your anti-virus, anti-spam, and any other "subscriptions" such as UTM firewall renewals, server warranties, Disaster Recovery and the like.

Be forewarned…an IT company cannot, over the long term, deliver the level of service you want at a price below $75 per user. Anyone who prices below that level is losing money on you and once they figure it out, your service is going to suffer or your price is going to increase.

I am a member of a mastermind group of my peers that meets via phone every Thursday morning. We had a discussion about pricing last Thursday and here is an example of the pricing of one of my peers in Delaware:

2 servers
67 desktops
2 locations
1TB of Disaster Recovery (onsite only)
20% discount for 3 year contract
5% discount for auto pay by credit card

**$9,284.25 per month or $138.57 per user per month.**

- **Anti-Virus**- software in the firewall that blocks programs that are malicious in nature that destroy your data
- **GEO IP**- IP addresses are assigned to certain countries. This allows the blocking of all of the IP addresses originating from a country. So, you can block all of the Chinese, Russian, etc. traffic trying to access your network
- **Deep Packet Inspection**- looks far beyond "stateful" packet inspection to the actual data itself looking for buried malware, viruses, spam and spyware
- **Web Content Filter**- allows you to control where on the Internet your staff can go and what types of things they can look at. You can block shopping, social media, guns, pornography, etc.
- **Application Control**- examine and ensure each application's activities are accurate, complete, and functioning at an optimal level

If your firewall is not a UTM device with all of these features enabled, then you are not protecting your business as well as you can.

Are they expensive? Yep. Anywhere from $1,000 to $1,500. That comes with the turf.

If you want to email us the model number of your firewall, we can tell you quickly if it is a UTM device. Or, give us a call and we'll be happy to come by and run a Network Audit on your computers to make sure that you are safe.

Call us today at: 757-333-3299 x232
Or, you can email us at:
Hank.wagner@computernetworksinc.com

So, do the math on your own network. If you are paying less than this, then you are getting a deal. If you are happy with the responsiveness and level of service you are getting, then great. If you are OK with paying for those subscriptions yourself, then that is probably saving you some money and allowing your IT Vendor to give you a reduced price. But, the floor is at about $75 per user. Less than that your IT Vendor is struggling to deliver top-notch service to you on a consistent basis.

*If you are getting superior service at a price less than this, you should be going to your boss and telling him/her what a great deal you are getting from your IT firm.*

Ready to hire an IT firm? Give us a call. It doesn't cost anything to talk. 757-333-3299 x232.

# Fishing

# Hope is NOT a
# Disaster Recovery Strategy



WHILE YOU WERE IN THE BUILDING, DID YOU COME ACROSS A BIG BINDER TITLED "BUSINESS CONTINUITY PLAN"?

If you have finally decided that it is time to protect your business from all of the bad things that could happen to it (disgruntled employees, employee accidentally deleting important files, fire, theft, natural disaster, water damage from broken pipes, you know, all that stuff), then give us a call about our Disaster Recovery plans. We have affordable plans to suit all budgets and all business sizes. From a 1-person shop to an enterprise business, we can protect your data onsite and offsite.

Local backups hourly, offsite Data Center backups nightly, immediate recovery if something goes wrong, we can do it all.

Call or email us if you want to chat.

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## All This Postage Is Expensive

I have been writing and mailing this newsletter going on 7 years now. Our mailing list is growing, but, some of you reading this are not doing business with us. I am OK with that, because we are not the right firm for everyone. However, it is getting more costly to print and mail this newsletter, in color, every month. So, one of our staff is going to be calling those of you who are not customers to give you a chance to receive the newsletter via email, so that we can continue to provide you with this information at a reduced cost to us. Please be so kind as to take his call so that we do not drop you from our list.