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### From the Desk of Curtis Glassen

With the first quarter now behind us, it's safe to say that we've hit a great stride for 2019. Security has been a primary area of focus for our team.

We've been hard at work upgrading and tuning our Windows patch management systems to ensure our clients computers and servers remain up to date and secure.

In short time, we'll be adding third party application patch management free of charge to all of our MMS customers. This additional patching will keep other frequently used programs like Adobe Acrobat, Java, Flash, and Firefox up to date.

Our internet security training program has also been rolled out to most of our MMS customers by now,

and has received many compliments by those who have run through it. Dedicated to keeping your IT system stable and secure.



-Curtis Glassen



Photo: Old Fashioned copper phone and coax cables.

### MAIN STORY:

## Does Your Business Need Fiber Internet?

We often hear this question being tossed around and would no doubt agree that it's a complex one to answer. Each business has its unique needs and is faced with divergent situations. We will be analyzing these in details and identify some insightful considerations to guide your decision.

### Fiber is the Future, and it's here for the Long Haul

Our earlier versions of high-speed internet technologies: T1's and DSL are currently being discarded. The outdated phone lines they depend on are often not being installed in new areas. Several experts also argue that our country's phone line infrastructure is rapidly decaying.

They have given way to the cable (coax) whose capacity is also starting to reach its limits. Although technology has substantially leveraged the cable network's capacity, it consequently has made them extra sensitive and less dependable.

As a result of the speed at which these technologies reach their limits, extensive effort has been put into installing fiber optic networks by their respective internet carriers. Fiber optics work by emitting light signals across thin strands of glass. They do not utilize electricity in transmitting signals, hence they are immune to electrical interference and can travel farther distances. Aside from being more resilient, today's front-line technology has bestowed upon fiber an upwards of 3000 times more capacity than conventional copper cables.

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## Why should your Business Switch to Fiber?

Businesses who decide to embrace Internet-based cloud services must rely on their internet connection in order to gain access to these services. Today's "cloud" hosts services like phone communications, business applications, remote access, and internet connected device management, to mention a few. Your access to these vital services is completely dependent on your internet connection, any fickle or inconsistent internet connection can swiftly have devastating effects on your business.

## Is it within reach?

Service availability is presently one of the major hindrances confronting businesses that are planning to upgrade. Based on the fact that fiber is "relatively new to the mainstream" the networks are still rookies compared to copper-based networks. Fiber is not readily available but that doesn't stop internet service providers from exerting themselves vigorously to building their networks as well as willing to subsidize a portion of the construction costs.

Construction costs act as a determining factor regarding whether introducing fiber to your business is cost-effective. Distance, terrain, population density, and municipal permitting all constitute the main factors that are instrumental in the construction survey process. Overpriced construction costs will increase the quoted monthly cost and contract terms. Notable also is the fact that construction usually requires over 120 days to yield service!

## It's a Lot More Expensive, does it Provide Corresponding Value?

Internet services utilizing fiber have SLA's or Service Level Agreements linked with them. This implies that they have guaranteed speeds, uptime and reliability. You can, therefore, expect to get the speeds you're subscribing to while enjoying a hitch-free connection.

If an issue does arise, there is usually assured response or resolution times inscribed into the SLA. The absence of guaranteed speeds and dependability can expose you to monumental risk, depending on the extent of your business's reliance on internet connectivity.

## Conclusion

So should you adopt fiber? It ultimately depends on the level of your reliance on your connection to the internet, your budget, and the accessibility of fiber services in your general vicinity. Basically, if your business utilizes the web to send/ receive emails and surf a couple of websites – then cable-based internet is undoubtedly sufficient for that.

Nonetheless, if you're contemplating about basing your essential line of business software in the cloud or you have a number of employees who work remotely and interface with your in-house servers, then we highly recommend that you consider going through with adopting fiber-based internet.

### INDUSTRY NEWS:

## Intel Delays Cause Computer Shortages

Intel, a leading manufacturer of computer processors is experiencing production problems.

Demand has outpaced their expectations and current manufacturing capacity, which has generated waves in the industry and caused computer shortages.

Intel expects to have production ramped up and backorders caught up by the end of year.

In the meantime, many computer manufacturers have resorted to switching to AMD processors, or older Intel processors to try to keep up with the demand.

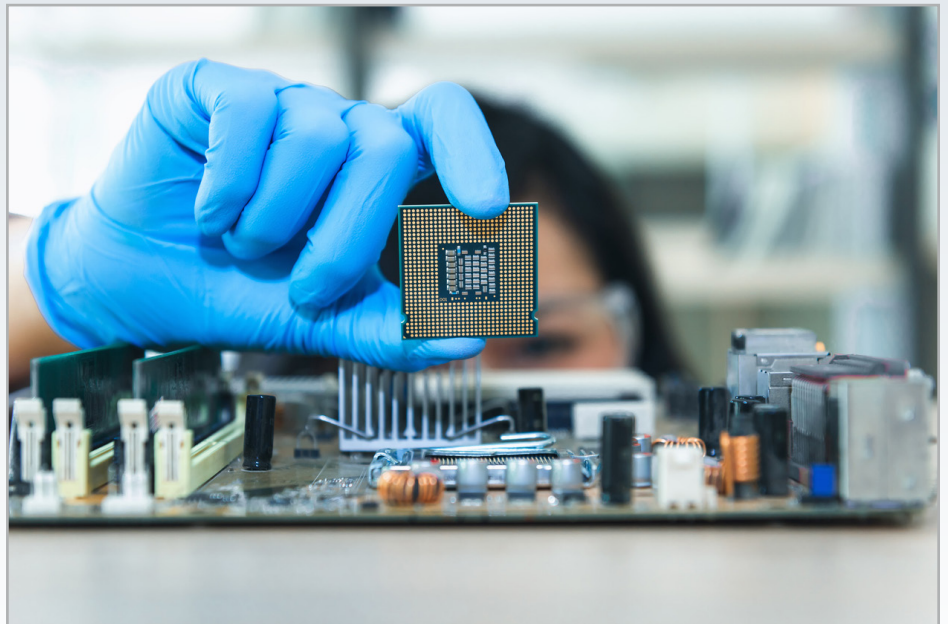


Photo: Computer Processors "CPU's: are the brain of the computer

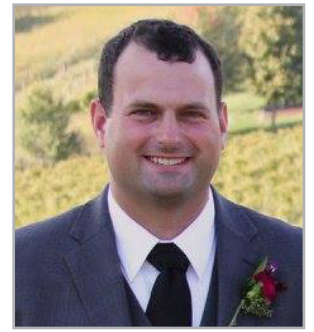
**WE SPEAK YOUR LANGUAGE.**



## TEAM UPDATE:

### We welcome Lynn Schattner to our team!

Lynn started in the information technology profession in late 1997 as a volunteer, and over the years has raised in the ranks, while collecting a myriad of experience in critical up-time business and technology environments in both for-profit, non-profit, and government sectors. Over the years that Lynn has been in the information technology profession, he has served in key roles in the financial, energy, public safety, government, and consulting industry verticals. During this time, he was tasked with overseeing critical business and technology related operations including planning, implementation, security, maintenance, governance, research and development, engineering, reverse engineering, opposition research, disaster recovery and business continuity. He has several technology certifications beyond his Bachelor of Science in Information Technology, Masters of Science in Information Systems and Technology Management with a specialization in Information Assurance and Security, and is currently working on his Doctorate in Information Technology with a specialization in Information Security. In his spare time, he is a licensed amateur radio operator, tinkering in the hobby with digital communications and interference detection aspects of the service.



## SERVICE INFO:

### Why buy equipment from us?

Shopping for quality and affordable IT equipment can be challenging, especially if you are purchasing it from online stores or “big box” retailers. Is it the right hardware? Does it come with a warranty? It is genuine and not “grey market” or counterfeit hardware? Is the hardware refurbished or used? These are all legitimate concerns when sourcing your IT equipment from the internet, and it can be a burden to get right.

Several times we have seen customers fall into the trap of buying cheaper equipment online that was not appropriate or adequate for the job. Though the price of the equipment may have been lower than what we quoted, the overall cost of labor and correction ended up exceeding what they would have paid if they would have accepted our quote.

### The hardware we sell is tried and tested

**We test the hardware:** We run a test on the hardware before it's delivered to ensure that everything is in a perfect working condition.

**We sell based on your needs, and not market fads (ie. 3D TV):** We are not interested in riding the wave of a market fad because we believe that fads are usually not long-lived. Instead, we focus on selling hardware that would serve you well for a long time.

**We sell reliability over gimmicks:** We are very confident in the type of hardware we sell and the quality of service that we provide. We understand that your patronage is based on the reliability and transparency of our products and service.

### Guaranteed to meet your needs

**Leave the research to us:** Usability also concerns how well the hardware is able to perform the job it is originally meant for. We provide you with well-researched products that are guaranteed to meet your specific needs.

**Specs are adequate for your use requirements:** We do not apply a “one size fits all” approach. We find the right hardware with the right specs for the job.



Photo: Our Field Engineer, Chad Klammer

### Warranty & Service

**What we sell has a warranty:** And we're not talking about a 30- or 90-day warranty that online specials often lure buyers with.

**We handle the warranty issues:** In the event that you do have issues with the hardware, we will handle the warranty claims for our clients and even arrange the repair or replacement – directly with the manufacturer.

**We purchase from Authorized channels and not the grey market:** Our hardware is sourced from only licensed and authorized distributors. We have zero tolerance for grey market or diverted products.

### Ready to go!

**Our goal is to deliver a turn-key experience:** We run through extensive pre-setup before your new equipment is brought on site

**This reduces onsite install times & any associated downtime:** Through our extensive pre-setup, processes, and research we do everything we can to mitigate lost productivity or downtime associated with equipment installation or replacement.



#### NEW SERVICE:

### Leasing options now available

Through a new partnership with GreatAmerica Financial Services, we are now able to give our customers flexible payment options for technology projects. GreatAmerica, who's headquarters is Cedar Rapids, Iowa is a nationwide provider of commercial equipment and technology financing.

#### HELPDESK TECH TIP:

### Which Internet Browser is Best for Your Business?

Internet browsers are an important business tool. You may use them more than you realize – not just for browsing the web, but also to access applications via browser-based interfaces. Browser-based interfaces come with web applications. If you've ever used a cloud subscription and accessed it from a web portal, you've used a browser.

Having too many browser options can be confusing. Each of the most popular browsers, including Microsoft Internet Explorer, Microsoft Edge, Google Chrome, and Mozilla Firefox brings its own set of advantages and disadvantages.

Not all of them are created equally. Which one is the best for your business? How can you be sure you use the right one?



### How Secure is Your Browser?

As your main portal to the World Wide Web, it's important your browser is secure and up-to-date.

Updates for Microsoft Internet Explorer and Microsoft Edge come along with Windows security updates.

Google Chrome and Firefox check for updates each time you use them.

Internet Explorer has a reputation for being the least secure. This reputation is due to two main factors:

- 1) Users don't stay current with their Windows updates.
- 2) Browser is slow to abandon older standards deemed insecure for the sake of maintaining compatibility.

Skipped updates to browser add-ins that add functionality to browsers may also pose security risks. An example of such a program that runs within the browser and requires constant updates is Java.

### Is Your Browser Compatible?

Most websites are created to adhere to technology standards.

However, browsers often interpret these standards differently. Browsers may also choose to independently abandon older standards or ignore functions they've deemed as insecure. In other words, results between browsers may vary.

Older intranets or portals typically work on Internet Explorer. Therefore, if your primary browser is Google Chrome, you may still need to rely on Internet Explorer for some sites.

### Edge Gets an Engine Swap: Chrome under the Hood

Microsoft is currently working on improving its "New" Edge browser by putting Google Chrome technology under the hood.

This will result in better browser compatibility and pave the way for clearer industry standards. Microsoft will also keep its unique security functionality in Edge, giving the best of both worlds.

### Conclusion

At the moment, Google's Chrome browser is the best browser on the market unless your business needs special cases that require using Internet Explorer that's compatible with older portals.

However, this may change if Microsoft follows through with rebuilding their Edge browser – which is conveniently included with Microsoft Windows.