



ITS - Integrated Telemangement Services, Inc., e-newsletter

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ITS is happy to have you as a customer and since we want to keep you all to ourselves, we promise to never share your e-mail address with anyone, ever.

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of the first 5
people to**

Welcome to the August edition of ITS News!

In today's world, computers and the Internet play a dominant role in your business. Because of that, it is important to ensure that while you use the Internet, your data is protected. With network security in place, you receive many benefits because your business data is protected, therefore reducing your exposure to data theft. In this issue, we include some ideas on what to do if your computer is infected with a virus, and other information on how to protect your network.

We hope you find the information in this edition of ITS News! useful and can incorporate some of the ideas into your business practices. As always we appreciate your feedback and would love to hear more!

Thank you for being a valued client and for reading our newsletter!

*-Maureen Harsono,
Marketing Specialist*

**Joke : What happens when frogs park illegally?
They get toad.**

Tips To Avoid Viruses and Spyware



Nowadays, adware, spyware, malware and other harmful programs are everywhere, and fixing a computer that has been infected by them can cost a lot of time and money. That is why we have put together some tips for you to minimize the risk of infections and attacks.

1. Install quality antivirus

All Windows users should install professional, business-grade antivirus software on their PCs. Business-grade antivirus programs update more frequently throughout the day, protect against a wider range of threats, and enable additional protective features. Free anti-malware programs and antivirus applications typically don't provide adequate protection from the ever-growing list of threats.

2. Keep anti-malware applications current

Antivirus and anti-spyware programs require regular signature and database updates. Without these critical updates, anti-malware programs are unable to protect PCs from the latest threats. Computer users must keep their antivirus and anti-spyware applications up to date. All Windows users must take measures to prevent license expiration, thereby ensuring that their anti-malware programs stay current and continue providing protection

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ITS Heart Walk

This year, ITS will be participating in the 2009 Ventura County Start! Heart Walk. To show our support, ITS will again be partnering with the American Heart Association to raise funds for research and education in the fight against heart disease and stroke. The ITS team will be walking at the Ventura County Heartwalk on Saturday, September 19th, 2009 at the Simi Valley Town Center at 8 AM.

Customers and business partners are encouraged to join us in this effort. You can show your support by joining our team and helping to raise funds. If just 10 of our customers or business partners join

against the most recent threats.

3. Perform daily scans

Occasionally, virus and spyware threats escape a system's active protective engines and infect a system. By performing daily scans of a system's entire hard drive, you can detect, isolate, and remove infections that initially escape security software's attention.

4. Disable image previews in Outlook

By default, newer versions of Microsoft Outlook do not automatically display images. But if you or another user has changed the default security settings, you can switch them back by going to Tools -> Trust Center, highlight the Automatic Download option, and selecting Don't Download Pictures Automatically in the HTML E-mail messages or RSS. Because viruses can also slip through graphics, by simply receiving an infected Outlook e-mail messages, could result in a virus infection.

5. Don't click on email links or attachments

Users should never click on email attachments without at least first scanning them for viruses using a business-class anti-malware application. As for clicking on links, users should access Web sites by opening a browser and manually navigating to the sites. Clicking on an infected e-mail link or attachment can, within minutes, corrupt Windows, infect other machines, and destroy critical data.

-Maureen Harsono

Marketing Specialist

source : globalknowledge.com

What to Do If Your Computer Is Infected

Computer virus can hide among regular files, or camouflage themselves as standard files, making them difficult to be identified immediately. Below are some symptoms of infections and suggestions for what to do after you have identified those symptoms exist.



Symptoms of a possible infection:

- Unexpected messages or images are suddenly displayed
- Unusual sounds or music played at random
- Your CD-ROM drive mysteriously opens and closes
- Programs suddenly start or pop-up on your computer
- You receive notification from your firewall that some applications have attempted to connect to the Internet, although you did not initiate this.

Symptoms that indicate your computer has been infected via e-mail :

- Your friends mention that they have received messages from your address which you know you did not send
- Your mailbox contains a lot of messages without a sender's e-mail address or message header

What to do if you notice any of these symptoms :

and they each raise \$100, that will help fund a week's worth of research!

In addition to donating money, we would be honored to have you join us for a beautiful morning walk September 19th, 2009 at 8 AM.

Please visit the [ITS Team Page](#) or you can also donate via [my page](#).

-Kim Konigsberg
Project Manager

Jokes Of The Day !

A Very Busy Lawyer

Joe grew up in a small town, then moved away to attend college and law school. He decided to come back to the small town because he could be a big man in this small town. He really wanted to impress everyone. He opened his new law office, but business was very slow at first.

One day, he saw a man coming up the sidewalk. He decided to make a

- Don't panic! This golden rule may prevent the loss of important data stored in your computer and help you avoid unnecessary stress.
- Before taking any action, back up all critical data to an external drive (CD/DVD, flash memory or memory stick, etc).
- Disconnect your computer from the Internet.
- If your computer is connected to a Local Area Network, disconnect it.
- If the computer cannot boot from the hard drive (error at startup), try to start the system in Safe Mode or from the Windows boot disk
- Install antivirus software if you do not have it installed.
- Download the latest updates for your antivirus software. If possible, do not use the infected computer to download updates, but use another computer at your office, an Internet cafe, etc. This is important because if you are connected to the Internet, a virus can send important information to third parties or may try to send itself to all email addresses in your address book. You may also be able to obtain updates for your antivirus software on CD-ROM from the software vendors or authorized dealers.
- Perform a full system scan.

Fighting against computer viruses has become a requirement to keep your confidential data confidential. Although installing an antivirus program is not difficult, sometimes making it work properly in your environment may require an expert's help. If you are not sure about technical specifications, how to install or configure your antivirus software, perhaps you should consider subscribing to our NetManage Plans. As part of the NetManage Plans our networking professionals can help make sure that you have all of the correct, most up-to-date desktop and [network security applications](#) installed to protect your computers and network from all of the various harmful file types.

Maureen Harsono
-Marketing Specialist
source : [Viruslist.com](#)

NEW PRODUCT SPOTLIGHT !

Professional Voice Recorded Messages



With Professional Voice Recorded Messages not only will you improve your company's image, but you'll be able to communicate exactly what you want your customers to hear when they call you!

On-hold messaging has proven to be one of the most effective ways to reach current and future customers. According to a study by US West, companies that played "information" on hold, experienced the following:

- Caller retention increased by 40%
- Inquiries increased by as much as 15%
- Requests for services increased by as much as 12%

In addition, the North American Telecommunications Association study reveals that when placed on hold, callers:

- Hang up the fastest during silence

big impression on the potential client when he arrived. As the man came to the door, Joe picked up the phone. He motioned the man in, all the while talking. "No.

Absolutely not. You tell those clowns in New York that I won't settle this case for less than one million. Yes. The Appeals Court has agreed to hear that case next week. I'll be handling the primary argument and the other members of my team will provide support. Okay. Tell the DA that I'll meet with him next week to discuss the details. " This sort of thing went on for almost five minutes. All the while the man sat patiently as Joe rattled instructions.

Finally, Joe put down the phone and turned to the man. "I'm sorry for the delay, but as you can see, I'm very busy. What can I do for you?" The man replied, "I'm from the phone company. I came to hook up your phone."

Once A Year Sale

It was the day of the big sale. Rumors of the sale

- Will hold approximately 30 seconds longer while hearing music
- Will hold up to three minutes longer when hearing music with information while on hold

We have packages for customized advertising on hold, auto attendant, routing prompts, and voice mail messages.

Give your business a professional voice and stand out from the competition! Please visit www.its-omni.com/listen to hear samples or call 800-876-4ITS(4487) for more information.

*-Maureen Harsono
Marketing Specialist*

Have You Heard The Buzz About SIP Trunking ?

Lately, the industry has been buzzing with information about SIP Trunking. SIP (Session Initiated Protocol) has been around for a while now, but people are just starting to realize the benefits that SIP offers.



SIP trunking allows you to keep your existing phone hardware, while taking advantage of the huge cost savings of VoIP. Some of the benefits of SIP trunking are lower calling rates, great digital quality, lower line fees, and lower taxes.

Here's a hypothetical example of how SIP trunking works:

A Los Angeles-based sales representative places a long-distance call to a client based in New York City using a dialing prefix and the local-area phone number. The call either originates as an IP call or is converted to one before it leaves the office and then travels the majority of the way over the IP network of ITS then drops back down to the PSTN once it reaches its termination point. Since a sizable portion of the call traveled over the IP network at no additional cost rather than on the PSTN, the ITS can (and does) charge a mere fraction of what the traditional fee would be without the IP connection.

ITS has been offering SIP Trunking for a while now and we have customers who have deployed it and are extremely happy with the results. If you are interested in learning about if SIP Trunking is an option for your business, call us today at 800-876-4ITS and we will help you assess it

*-Rick Minyard
Executive Vice President*

Need Help in Managing Your Network ?

In this age of viruses, spam and hacker activities, it is very important for your network to be protected. With the NetManage Complete and Essential Plan, we can offer you a peace of mind knowing that if there was ever a problem with your desktop, network, or connected peripheral hardware, ITS will be there to support you.



(and some advertising in the local paper) were the main reason for the long line that formed by 9:00, the store's opening time, in front of the store.

A elderly man pushed his way to the front of the line, only to be pushed back, amid loud and colorful curse. On the man's second attempt, he was punched square in the jaw, and knocked around a bit, and then thrown at the end of the line again.

As he got up, he said to the person at the end of the line, "That does it! If they hit me one more time, I won't open the store!"

FUN FACTS!

Vampire Bat Saliva has been responsible for many advances in research into stroke recovery.

Istanbul, Turkey is the only city in the world located on two continents.

No piece of paper can be folded in half more than 7 times.

China has more people who speak English than the United States.

Both the Essential and Complete offerings include all of the features and benefits listed below, with the NetManage Complete, it also includes unlimited support labor as well.

- ❖ Support Desk
- ❖ SpamGuard
- ❖ Workstation/Server Patching
- ❖ Monthly Asset Identification
- ❖ Critical Alert Notification
- ❖ Backup Maintenance
- ❖ Tape Rotation Reminder
- ❖ OnSite Emergency support
- ❖ Hosted and Managed Antivirus
- ❖ Network Documentation
- ❖ Server Monitoring
- ❖ Internal Weekly Reviews
- ❖ Quarterly Strategy Planning
- ❖ Committed Response Time

When customer data is stolen, the cost of a single breach can reach astronomical heights that can easily threaten the health of your business. By partnering with ITS for your IT needs, you can eliminate the need for hiring onsite IT staff which will offset the cost of salary, health benefits, training, recruiting and other employee related expenses.

Please visit www.its-omni.com/NetManage for more information on how NetManage can help your business.

Things To Know About Firewalls



Having up-to-date antivirus is the first and easiest way to protect your computer from viruses. However, adding a firewall to your defensive strategy will keep out more than viruses. A firewall can make things more difficult for a person trying to attack your network. There is no such thing as a fully secure Internet connected computer, but a firewall can get you pretty close.

There are two categories of firewalls. The first is a software firewall; the other is a hardware firewall. Both have value.

A software firewall is a program that you install on your computer which monitors all the information it receives and/or sends on the Internet. Depending on the kinds of things it sees, the program either allows or denies the information. This deters a hacker from attacking your workstations and network. Since the release of XP, Microsoft Windows Operating systems include a software firewall. You can configure Window's built-in firewall by opening the "Control Panel" and selecting "Windows Firewall".

Or you can buy a stronger software firewall, such as "Zone Alarm". Antivirus vendors are now also making Firewalls part of their computer protection packages. If you are contemplating buying a firewall, be sure to purchase from a company you know and trust. Despite a lowered cost, smaller or lesser known manufacturers may actually be providing you with software that gives them easy access to attack your computer.

Hardware firewalls are pieces of physical equipment that sit between the Internet connection and your network. They are very simple to use and provide the same kind of protection that a software firewall does. Sometimes they are even built into the equipment that you received from your Internet Service Provider! Hardware firewalls can sometimes offer superior protection. Software firewalls are vulnerable to virus' which render them useless but because a hardware firewall is a physical device it can be harder to attack.

Firewalls are a necessity in today's digital age. While they will never be able to protect your business 100%, they will make your business a harder target to hit than the next guys. Don't be an easy target!

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Thanks for reading the August issue of ITS News! We are always striving to bring pertinent, timely information to help your business. We hope you've found this edition valuable and fun to read.

Do you have comments on our newsletter? Suggestions for future articles? As always, we want to hear from you! Please send comments or suggestions to me at mharsono@its-omni.com

Thanks for joining us again this quarter.

Sincerely,

*Maureen Harsono
Marketing Specialist*

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