

Your RMSCare Package

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Randy A. Rowe
President

Spring is in the air and by now most of the pollen is gone! Claudia and I love this time of year as it is great weather to get out and ride our bicycle.

We have been hard at work implementing new systems to help us help you better. Along with a new tracking system for our tickets, we have also implemented a new payments portal to provide a secure, easy way to view and print your invoices, pay by e-check or credit card, access your invoice history, set up autoPay for monthly recurring charges and schedule future payments.

The system is installed and ready to go! Please contact us to get your access set up.

Yahoo Is Shutting Off Telecommuting—Should You?

The recent decision by Yahoo CEO Marissa Mayer to stop telecommuting has cast a negative light on this practice. After checking the company's VPN log to see how many remote employees were logging in, she didn't like what she saw. Effective June 2015, telecommuting is no longer an acceptable practice at Yahoo. The media excitement added fuel to the fire for those who think that employees working at home aren't putting in an honest day's work.

Mayer's now-public memo talked about communication and collaboration. She thought the best way to make that happen is for people to be in one place. But that's just one opinion.

There are many companies who use telecommuting practices very successfully. They also believe in communication and collaboration and use tools such as Webex, Skype, GoToMeeting, Google Hangout video chat service, and Campfire chat to do just that.

Telecommuters are often employees who live in other parts of the country or even in other countries, and other time zones. After trying several techniques to work with a remote team member, David Bloom, the CEO of tech start-up Ordr.in, now uses Google Hangout for daily virtual meetings. He says, "We have five employees, and four of us are in the same place, but we all log on separately. This allows us to have a face-to-face meeting where everyone's equal. It's not the four of us sitting in one place, with our colleague sitting somewhere else." He finds this arrangement keeps everyone accountable for their work.

Josh Siler, CTO of HiringThing, a virtual company, says it's all about your company culture. "We're trust-based, and we don't micromanage our employees. We judge everyone based on their output. Anyone can make their schedule flexible, as long as they meet their commitments to their coworkers," he says. "Our employees know that their performance is what matters, and we talk about it on a regular basis."

Bloom and Siler would tell you that telecommuting is successful when you have a culture of accountability and trust.





RMS Welcomes New Member Jonathon Segars!

RMS would like to introduce our newest employee, Jonathon Segars. Born in Italy to an army family, Jonathon has lived in many places but has spent the majority of his life in Georgia. He attended high school in Columbus, Ga where he was enrolled in the Magnet Program with a concentration in Math and Computer Science. Jonathon moved to the Atlanta area to attend Kennesaw State University where he majored in Business. While at Kennesaw, he fell in love with Information Technology and made the decision to make this his career. Jonathon says he is passionate about computers and technology and enjoys playing video games, tinkering, and reading in his spare time. Jonathon came to RMS from Staples where he was certified to repair and install computers, clean viruses, assist customers and supervise other employees.

Jonathon is quickly getting up to speed answering the phone, assisting our clients, staging equipment and helping the service department run better. If you happen to talk to Jonathon when you call in, please welcome him aboard!

The Lighter Side: From the "*Who Knew?*" Collection

- In September 1956, IBM launched the 305 RAMAC, the first "SUPER" computer with a hard disk drive (HDD). The HDD weighed over a ton and stored 5 MB of data. (That's what the picture is.)
- The first actual computer "bug" was a dead moth stuck in a Harvard Mark II computer in 1947.
- Big banks don't process checks and debit card charges to your account in the order they're received, but instead use a computer program that selects the biggest amounts first and charges them against your account, emptying your account faster and resulting in more overdraft fees (profit).
- A computer as powerful as the human brain would be able to perform about 38 thousand trillion operations per second and hold about 3,584 terabytes of memory.
- The first entirely computer-generated movie sequence in cinema history was the Genesis Device demonstration video in *Star Trek II: The Wrath of Khan*. The studio that made the scene would later become Pixar.
- CAPTCHA is an acronym for "Completely Automated Public Turing test to tell Computers and Humans Apart." (Don't you hate those Captcha screens—I know I do!)
- MIT has developed computer software that can identify and distinguish a real smile from a smile of frustration.

Shiny New Gadget of the Month



Have you ever felt overwhelmed or even drowning with the number of emails in your inbox? Then SaneBox could be your answer. This month's gadget is a cloud-based software application that helps you manage your email. SaneBox analyzes your email behavior on all your devices. Then, based on which emails you let slide and which ones you open right away, SaneBox creates rules about sorting your email for you. The result? Your inbox only has emails you need to attend to now. All other emails go to your SaneLater folder. You can drag and drop emails from that folder to your inbox, and from then on, those emails will display in your inbox.

SaneBox keeps you focused on high-priority emails. There's nothing to download. There are additional productivity features to manage tasks, your calendar, and your attachments. And the SaneBlack-hole is the fastest way to unsubscribe from emails. See www.sanebox.com.

Is Google The Computer From *Star Trek*?

If you remember any Star Trek episode, you'll know that "computer" always knew the answer to whatever the commander needed to know — run the starship, battle with aliens and it even made tea...Earl Grey...hot. In business today, Google has taken on the role of answering questions and providing information. In fact, the company name has become a verb in our language — you "google it" to find just about anything on this easy-to-use search engine.



"Computer" gave you one answer, Google gives you many. But there's an easy way to limit the responses and that's by the way you search. If you only want to see responses on exactly what you're searching for, then type the **minus sign** at the end of your search. Another way to limit your responses is to take advantage of Google's specialized search sites, for example **Google's Public Data Explorer**. This site allows you to search specifically on public statistics.

The Star Trek computer spoke every language; Google speaks 80. Google will translate a single word by typing "**translate** (word) to (language)" into the search bar. There's also a Google app called **Google Translate** where you can type, speak or handwrite the phrase into your device — you can even take a picture of a sign or other text. Then Google will speak the translated phrase or display it on your screen. Need an easy-to-use price-comparison site for business travel? Try **Google Flight Search**. Pick your starting point, destination and your dates. Be sure to pay attention to the prices on each date and Google's graph of days with the cheapest tickets. Then, you can filter the results by flight length, airline, price, stops and more. When you find a flight you like, you can book it directly on the airline's site.

Like the Star Trek computer, Google provides definitions and conversions. In the search bar, type **define** (word) or **convert** (unit of measure) and you can even compare nutritional values of one food item to another, just type **compare**.

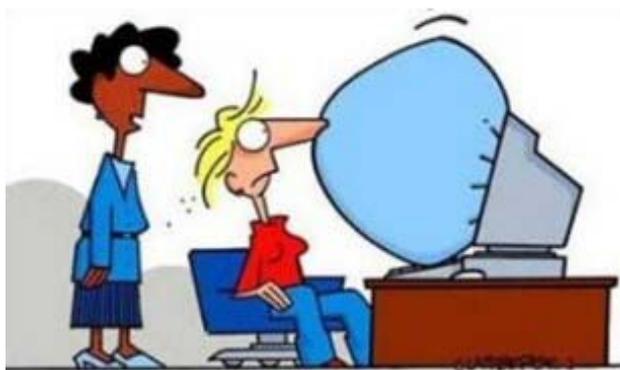
So is Google the computer from Star Trek? With all these features, what do you think?

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If April showers bring May flowers, we should be blooming everywhere!! Happy Spring!

We Would Love To Hear From YOU!

If you have noticed an RMS associate going above and beyond the ordinary for you either on-site or over the phone, please let us know so we may reward them! Please e-mail me at rrowe@rmsatl.com. Thanks!

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