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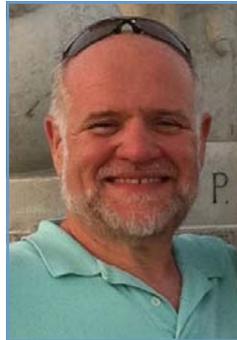
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As I write this, I am in Chicago for a training class (and trip to Wrigley Field!) with Ingram Micro Inc. so I will be excited to bring back additional knowledge for our clients. Blah Blah Blah

We hear stories all the time about companies having data stolen (the latest is the hotels whose customer credit card info was stolen) but sometimes the data lost isn't stolen but operator error or corrupted data. Regardless of how it happens, it can mean disaster for businesses so please read the article below to ensure your data is backed up and safe!

I hope you have enjoyed your summer. It seems with the kids going back to school so early that summer is getting shorter and shorter (or is that just an age thing??)
Until next month,

Betting The Farm Your Backups Are Safe?

It's only natural that when you hear of a disaster you think it couldn't happen to you. That's why, even though we're told constantly that we should diligently maintain a working backup recovery system because all our company's data could be lost in an instant, we tend to brush off the advice. Yet disasters do happen when you least expect them, and they can happen to anyone. So to illustrate the importance of staying on top of your data recovery system, here are three tales of "data gone wrong." After all, there's nothing quite like a good horror story to inspire action!



Toy Story 2: Gone!

One morning in 1998, the animators at Pixar Studios working on *Toy Story 2* noticed that Woody's hat started disappearing. Then his boots... Then all of Woody – gone! Other characters started disappearing too. A rogue command in their system had started wiping out data. No problem, the team thought, as they pulled out the backups. Unfortunately, the backups were bad and only had data from 10 months ago. Luckily, one of the project leaders who'd just had a baby had recently asked to have a copy of the film installed at her house. So they drove to her house and escorted her computer back to the studios "like an Egyptian Pharaoh." And as we now know, *Toy Story 2* was saved. Moral: It's not enough to simply run backups. You need to periodically check to make sure the data is actually getting backed up and nothing is corrupted.

46,000 Insurance Customer Records: Lost!

In 2010, Zurich Insurance announced it had lost a backup tape containing confidential data from 46,000 customer records as it was being transferred from one site to another. To make matters worse, it was later revealed that it took a full year for their head-



Betting the Farm Your Backups Are Safe *Cont. from Page 1*

quarters to learn that the tape was missing. While there was no evidence that the data had fallen into the wrong hands, it was not encrypted and therefore easily accessible by anyone in possession of the tape. The company was slapped with a £2.3 million fine from the British Financial Services Authority.

Moral: If your backups are physical, make sure they're transported and stored securely in a location away from your computer. And regardless of whether your backups are physical or in the cloud or both, make sure they are encrypted with high-level security.

Why MegaPetCo Closed Their Doors

The fast-growing set of chain stores MegaPetCo had refused to upgrade their IT system to one that could handle their needs. One day a systems developer accidentally programmed a query that wiped out their entire database. All of a sudden, operations ground to a halt; from sales to payroll to purchasing and reporting, everything had been tied into that one database. And no backup. They tried to sue their ISP, but between recommendations to upgrade and failure to do so, the lawsuit was dropped. Three months later, MegaPetCo filed for bankruptcy.

Moral: Backups may seem like a low priority, or even an unnecessary expense. Yet surely there is data that if lost would cost your company dearly. And when you compare the cost of replacement to the relatively minor expense of keeping good backups, the choice is clear.

Why Take A Chance That Your Backups Are Safe?

The effects of a data disaster run the gamut from minor annoyance to a death knell for the organization it happens to. We don't want that for you. Call 770-988-9640 TODAY and let's make sure your company isn't betting the farm on a flawed recovery system.

3CX WebMeeting

As more and more of our clients are using the 3CX phone system, we wanted to share some information about 3CX WebMeeting. A 10 user license comes free with 3CX which just makes a great, inexpensive phone system even more cost effective.

You can hold face to face meetings at the click of the button by using 3CX WebMeeting which eliminates the use of clients. 3CX WebMeeting, is an easy-to-use web conferencing solution, that transforms the way you communicate both within your company and with customers. This allows you to save time and money by hosting your meetings online.

3CX WebMeeting uses WebRTC technology to enable video and voice communications to take place through the internet browser. Participants can now easily join meetings without the need to download any additional plug-ins. Today online meetings need more than just video because presentations must be high definition with crisp audio quality and WebMeeting easily handles these! With Web Meeting you can share your screen to demo software, or guide users to a particular website or manually use the remote assistance feature. Classroom features, such as surveying and feedback, allow you to keep your audience engaged. You can assist your customers by offering them Remote Control of their Windows PC and hand over the meeting control to another participant.

WebMeeting allows you to say goodbye to clunky and unprofessional account sharing, and hefty per month, per user subscriptions. You can give personal access to 3CX WebMeeting for one low yearly price to the whole company. Now anyone can create a meeting at any time via his personal online meeting account.



Contact Randy at rrowe@rmsatl.com or call him at 770-988-9640 for more information about 3CX VOIP phone systems and how features such as WebMeeting can impact your business.

Shiny New Gadget Of The Month:



A Great Night's Sleep in the Palm of Your Hand

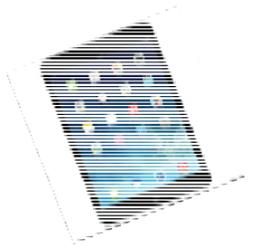
The techno-geeks over at Hello Inc. have just released Sense, a device that helps you wake up feeling great. A tad smaller than a baseball, this little sphere sits on your nightstand next to your bed and monitors conditions in your room while you sleep. Things like temperature, humidity, light and sound in your bedroom are tracked, along with your body's slightest movements as you sleep. It pairs with your smartphone so you can see patterns and change conditions in your room to get the best night's sleep possible. Sense can play any number of soothing sounds to help you drift off to sleep. Then, when it's time to rise and shine, it gently wakes you up at the best time in your sleep cycle. It's priced at \$129, and you can find it at hello.is and other online retailers.

Under the Hood: Discover 6 Hidden iPad Features

By Darien Graham-Smith, [The Guardian.com](http://TheGuardian.com)

1. Hey Siri – what's that song?

If you're drawn in by an unfamiliar tune, Siri can tell you what it is. Simply ask: "What song is playing?" Siri will briefly listen to your surroundings then attempt to identify the music, drawing on a vast database of audio "fingerprints" provided by app partner Shazam. The artist and track details should pop up – along with a "Buy" button, to encourage you to buy it on iTunes.



2. Shake to undo

The iPad keyboard isn't the easiest to type on, and fumbling fingers can sometimes hit the wrong button. On a regular laptop you hit Undo to correct mistakes: on the iPad (and iPhone) you a firm shake does the job. It works in a variety of apps, including Pages, Mail and Notes: if you want to disable this feature, you can do so in iOS 9: you'll find the option in Settings, under General | Accessibility.

3. Hide photos from your Camera Roll

The iPad's built-in camera is great, but you may not want everything you shoot to be visible on your Camera Roll (we won't judge you). To hide selected images from public view, simply open Photos, select a picture and then hit the Share button at the top of the screen. Below the sharing destinations that appear, you'll see a set of actions, including Hide. To browse your hidden pictures, go to the Albums view and open the new folder called "Hidden". Obviously if someone's snooping through your pictures then this is a bit of a giveaway, but it'll prevent friends and family from innocently coming across your private photos.

4. Remotely wipe all your data

If your iPad is lost or stolen, it's not just the financial loss that's a concern. If a thief guesses your passcode (perhaps by looking at fingerprint smudges on the screen), they can access your email, cause all sorts of mischief and even view those hidden photos. You may know about the "Find my iPhone" feature at www.icloud.com, which can be used to locate a lost device: what you may not know is that you can also use iCloud to remotely wipe your missing iPad or iPhone, to ensure your private data remains private.

5. Set a sleep timer

Would you like to fall asleep listening to a playlist? Or perhaps a YouTube video of ocean sounds? There's no need to leave your iPad playing all night: instead you can set a sleep timer. Open the Clock app, tap the Timer button at the bottom right, then dial in how long you want your music or video to play for. Next, tap on the musical note button below the timer dial and you'll see a list of alarm tones: scroll to the bottom and select "Stop playing" to make your iPad automatically go quiet once the timer expires.

6. Organize your sharing options

When you hit the Share button in Safari, you'll see a list of destinations: by default, these include Mail, Reminders and Notes, while third-party apps like Facebook and Gmail tend to get pushed off to the side, so you have to scroll to find them. It's easy to reorder this list, so your preferred apps appear first: hold down your finger on an app and drag it to the left or right. You can also hide unwanted apps by scrolling to the far right and clicking More: this opens a panel that lets you turn individual sharing destinations on and off.

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RMS

Smart IT For Smart Business

*Do you know that feeling
when you get home from
vacation and you are just so
happy to get back to reality?
Me neither!!*



The 2016 Summer
Olympic Games are
Aug. 5-21

"Like" RMS Associates, Inc. on FaceBook to get the latest IT news, tips, and even an occasional laugh at [facebook.com/RMSAssociates](https://www.facebook.com/RMSAssociates)



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- ◆ Proactive Network Maintenance/Monitoring
- ◆ Network Design & Implementation
- ◆ Network Security
- ◆ SPAM & Virus Remediation & Prevention
- ◆ 3CX VOIP Phone System



Most metro Atlanta school children will be back in school before the first week of August!!

What happened to starting school after Labor Day!??

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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