Your RMSCare Package

What's Inside

Merry Christmas and Happy New Year!

December is here and time for shopping and visiting with family. Since it's been almost a month since the election I am hoping the FaceBook posts will go to holiday pictures of kids and grandkids with Santa! (Not likely)

We are staying busy at RMS with several new clients and several current clients moving. Many are taking advantage of Section 179 so read the article below to make sure you can save money on your 2016 taxes!!

I hope you and your family had a wonderful Thanksgiving and are looking forward to a fun upcoming holiday season! We were blessed with quite a few Thanksgiving meals and now I am looking forward to several Christmas parties and meals! Looks like the gym will be calling me in January! *Happy Holidays!*

Here's a Perfectly Legal Way for You to Save A Bundle of Money on Taxes While Updating Outdated Computer Equipment,
But You Have To Act FAST...

Please forgive me for the headline if it seems a bit "sensational," but I really needed a way to get your attention about a perfectly legal way to save quite a bit of money on taxes while updating outdated computer equipment that is going to quickly pass you by if you don't act soon.

Thanks to the **recently updated** tax deduction titled "Section 179 election" (see www.section179.org for details), the Federal Government allows you to buy or lease **up to $500,000** in machinery, computers, software, office furniture, vehicles or other tangible goods and take the full expense deduction in the current year, thereby REDUCING your taxable income on your **current year's tax return**.

Use the calculator at :

www.CrestCapital.com/tax_deduction_calculator to see how much you can save on your 2016 taxes! To schedule a meeting to discuss any upgrades to equipment you need, call Randy at 770-988-9640!

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6 Questions To Ask
Before You Move To VoIP

Thanks to Voice over Internet Protocol (VoIP) and ever-improving cloud technologies, the phone-service options available to you as a small business are plentiful, with more features at a lower cost than were ever available before. However, with all the options and vendors, separating the good from the bad and navigating the hype can be difficult. Not only are some VoIP systems a complete waste of money, but fees can be "hidden," so what appears to be a big cost-saving decision can end up costing you more in the long run once you've calculated in ALL costs over a three- to five-year period.

Here are six revealing questions you must ask to cut through the hype, half-truths and "little" white lies that could bury your company.

1) What will the call quality be like on my new system?
Companies that sell phone systems and do not install and support computer networks – which is what your VoIP system is running on – are often NOT qualified to recommend or install a VoIP phone system for your office. One of the biggest reasons for VoIP failure (poor sound quality, slowed Internet speeds, etc.) is that the person selling you the system does not understand how to properly assess your company's firewall, routers, network traffic, Internet connection speeds, as well as a host of other factors, to make sure their phone system will work as advertised in YOUR SPECIFIC ENVIRONMENT. That's because they're phone-system sales guys, not network engineers.

2) How many data centers do you have and are they geographically dispersed?
If the answer is only one, run away! What happens if their ONE data center goes down? Or, more commonly, what happens when the VoIP equipment *inside* the data
center goes down? Your business is without a phone until they get their systems back online! Insist on at least two redundant data centers that are states away from each other to lower the risk of a natural disaster wiping out both data centers at once.

3) What was your uptime last year? What's your guarantee for uptime?
If it's anything less than 99.999%, find a different provider. And don't just take them at their word; ask for documentation proving the reliability of their network in the previous year. If they can't even do that, don't buy their system!
NOTE: Uptime is the system's ability to make and receive calls. If an individual office happens to be down due to an Internet outage, this does not affect the overall reliability of the system, because the system was ready and able.

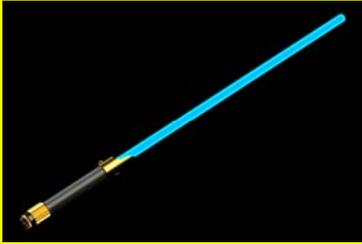**4) If my phone is unreachable, do you have <u>automatic</u> failover to another phone?**
If your provider's system isn't constantly monitoring the status of your network, VoIP system and VoIP phones, you should consider going with another provider. If your Internet goes down, or even a single phone stops working, the system should know that within a few minutes and automatically forward the calls to a predetermined destination (like a cell phone or another office location).

5) Do you monitor my phones and system 24/7/365 for any potential issues?
If you have to tell your provider the phones aren't working, then find another provider. Any quality vendor should be monitoring and maintaining your system for you, using remote management tools. If you are missing calls, move on to a different system.

What is this DDoS Attack in the News?

DDoS (Distributed Denial of Service) attack is an attempt to make an online service unavailable by overwhelming it with traffic from many sources. A device becomes infected with malicious software through emails, websites or social media. The owner of the infected device has no idea they are part of the Botnet army. Many home routers and security cameras are particularly vulnerable to becoming part of this army.

There are online stores which sell and buy Botnets which mean just about anyone can attack an organization's online operations for a very small fee (as little as $60 a day) and many attacks are happening daily so you do not have to set up your own army as you can simply rent one! China, USA and South Korea are the most attacked countries.

On October 21, much of the US internet was attacked which brought DDoS into the news in a big way as Twitter, PayPal , CNN, Netflix, etc. were effected. Mirai Botnet was the weapon and it is interesting that most of the devices used were in the internet of things (IoT) such as digital cameras and DVR players rather than computers. This attack was twice as large as any other attack to date but banks, hospitals, Trump, and even the KKK have recently been attacked so all organizations and businesses are vulnerable.

David Fidler, adjunct senior fellow for cybersecurity at the Council on Foreign Relations says, "We have a serious problem with the cyber insecurity of IoT devices and no real strategy to combat it," "Imagine what a well-resourced state actor could do with insecure IOT devices," he added.

Before You Move to VOIP *Cont. from Page 2*

6) Do you offer a money-back guarantee?
If your provider is not willing to back up their claims with a WRITTEN, no-small-print, money-back guarantee, free of "weasel out" clauses, look for a vendor that does. Every phone-system sales guy is going to tell you how wonderful their system is and how you won't experience any problems. If they're THAT confident, have them guarantee it in writing so you're not stuck paying for a new system that doesn't work.

Free VoIP Assessment Cuts Through The Confusion, Myriad Of Options And Tech "Mumbo Jumbo" To Help You Make The Smartest, Safest Phone-System Choice For Your Company
If you're looking to upgrade your phone system to VoIP sometime in the near future, this free assessment will help you avoid making any mistakes and help you navigate the endless number of choices, techy "mumbo jumbo," conflicting advice and confusion. We'll answer all of your burning questions and determine which phone system is BEST FOR YOU, based on your specific needs, budget, Internet connection and existing network. No charge and no obligation! Simply call us today at 770-988-9640 to get started!

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All of us at RMS

wish you a

Merry Christmas

and a

Happy New Year!

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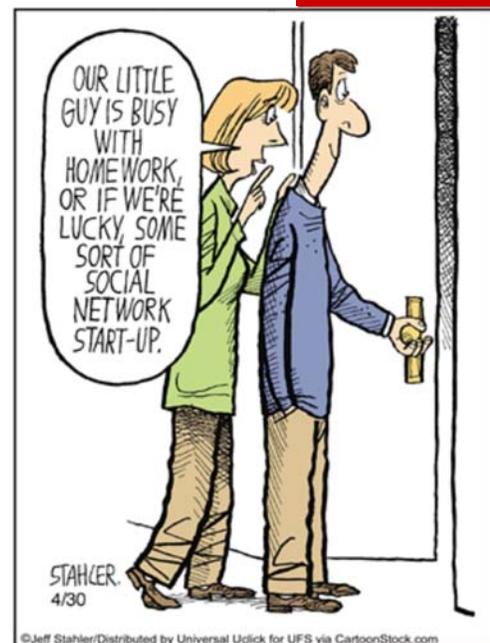
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OUR LITTLE GUY IS BUSY WITH HOMEWORK, OR IF WE'RE LUCKY, SOME SORT OF SOCIAL NETWORK START-UP.

STAHLER.
4/30

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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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