N NEOLORE NETWORKS INC.

TECHLORE

"Insider Tips To Make Your Business Run Faster, Easier And More Profitably"

INSIDE THIS ISSUE:

"As a business owner, you don't have time to waste on technical and operational issues. That's where we shine! Call us and put an end to your IT problems finally and forever!"

-Jim Stackhouse
 NeoLore Networks Inc.

Do I need to back up data that's already in the Cloud?

The computing world is forever changing. Over the last 15 years, SaaS (software as a service) providers have offered the convenience of data backup for your cloud applications such as CRM systems, SalesForce, Google Apps and Microsoft 365. The business question is, if I'm already working with a SaaS provider and my data is already "in" the cloud, do I really need to back up my data to another cloud? After all, isn't the SaaS provider doing that for me?

Well yes, and no. Yes, your data (one of your company's most valuable assets) is being backed up by the service provider.

And yes, it's in the cloud. And yes, these providers have backups to their backups…but are they backing up your business-critical information? Can you guarantee that? And do you have access to it in a timely manner? The answer to these questions may be no. As a rule, SaaS providers do not open backups to customers nor do they make restoring critical data easy or intuitive. For example, SalesForce, the first commercially available SaaS application, does nightly customer backups. But if you need to recover your data, you have to go directly to SalesForce and pay a minimum of $10,000 then wait a few weeks for your data to be restored.

There's no question that the results of data loss can be devastating to your company. But when it comes down to it, it's your company information and you need to take responsibility for safeguarding it. You need to have a strategy in place.

Want to learn more about how to back up your cloud SAAS applications? Contact our office at 613-594-9199 or via our website http://www.neolore.com/about-us/contact-us/ to schedule a time to discuss your particular situation and what solutions are available for you.

Is Google the Computer from Star Trek?

If you've ever seen a Star Trek episode, you'll know that "computer" always knew the answer to whatever the commander needed to know to run the starship, do battles 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 and you can google 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 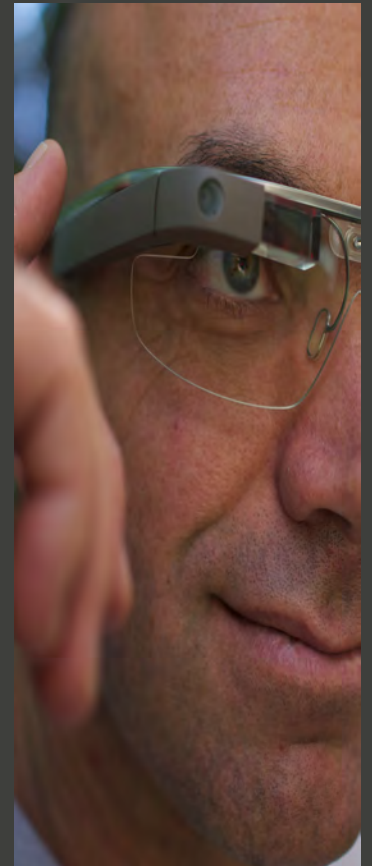search. Another way to limit your responses is to take advantage of Google's specialized search sites, for example Google's Public Data Explorer. This site allows you to search specifically on public statistics.

The Star Trek computer spoke every language. Google speaks 80. You can ask Google to translate a single word by typing "translate (word) to (language)" into the search bar and you'll get the translated word. There's also a Google application 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 it's your choice to have Google speak the translated phrase or display it for you. Need an easy-to-use price-comparison site for business travel? Try Google Flight Search. Pick your start point and destination - or destinations - on the map, and then pick your dates. When you pick the 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?

The Difference Between Backup, Disaster Recovery And Business Continuity

If you think "data backup" is synonymous with "disaster recovery" and aren't sure what "business continuity" means, you're not alone. Most of the business owners we talk to make the mistake of not knowing the difference and end up paying the price when data is lost, a network goes down or a disaster prevents them from accessing their physical office and the server inside.

First, data backup simply means a copy of your data is replicated to another device or location. Tape drives, offsite backup and even USB devices provide data backup. Data backup is obviously important. However, the more important consideration is whether or not your backup solution provides easy disaster recovery, or the ability for you to recover all your files, software and functionality quickly, easily and without corruption. For example, if your server died, you wouldn't be able to quickly get back to work if you only had file-level backup. In order for you to start working again, your server would need to be replaced, all software re-installed, data re-installed and then the whole system would need to be configured with your settings and preferences. This process could take hours or even days – and that's if you have all your software licenses and a clean copy of your data.

Then there's business continuity. This is the ability for your business to continue to operate even after a major disaster. If you had a disgruntled employee who was in charge of your servers and destroyed everything, you'd be out of business if all your files were on the server only. However, if you had your network in the cloud (see our first article) your employees could continue to work from home or some other location, giving your business continuity.

Of course, you need all three at some level. At a minimum you need to make sure you have in place the right backup and disaster recovery plan for your tolerance for downtime, and a plan for how your business could continue to operate if you could no longer access your building, server or data. You should review your plan annually. If you want a simple and easy way to get all of this handled, give us a call! We specialize in planning, implementing and managing these projects so you don't have to.

Give us a call today at 613-594-9199 to discuss your BDR solution or find out when our next BDR seminar is scheduled.

The Lighter Side:

The first computer bug was actually a moth?

• 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)

• 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.

• A computer as powerful as the human brain would be able to perform about 38 quadrillion 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"

• MIT has developed a computer software that can identify and distinguish a real smile from a smile of frustration.

Yahoo is shutting off telecommuting — should you?

The recent decision of 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 to 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: Google Hangout video chat service, GoToMeeting, Skype, Webex, Campfire chat by 37 Signals to do just that. They support these tools with products such as Google's Gmail and Calendar apps for business and Asana's task management software to name a few.

Telecommuters often are 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 startup 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. Siler says. "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.

Who Else Wants To Win A $25 Gas Card?

The Grand Prize Winner of last month's Trivia Challenge Quiz is Sandra H! She was the first person to correctly answer last months quiz question: When does Windows Server 2003 Expire?

Now, here's this month's trivia question (The answer can be found in this newsletter). The winner will receive a $25 gas card!

Question: What is business continuity?

Call (613) 594-9199 right now with your answer!