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NEOLORE NETWORKS INC.

TECHLORE

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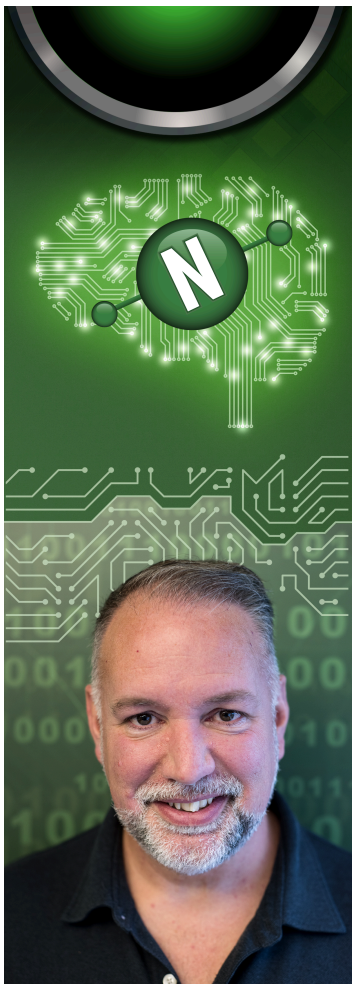
"As a business owner, you don't have time to waste on technical and operational issues. That's where we shine! Call us and put an end to your IT problems finally and forever!"
-Jim Stackhouse
NeoLore Networks

Staying Relevent in the Digital Age

The digital landscape of IT Support is forever changing. Just five years ago, the ways IT Managed Service Providers (MSPs) supported their clients is totally different than today.

As more companies turn to MSPs for outsourced IT Support and Cloud services, the value that they provide must increase as well.



With the introduction of the Cloud, it has posed both a challenge and an opportunity for companies and MSPs alike. While they were promised ease of use, integration and scalability, security around the Cloud continues to be a challenge as more online services fall victim to cyberattacks. This creates a more significant challenge for the MSP as they are the trusted advisor tasked to secure their clients' data.

Also, clients' increasing demand for faster response times, transparency, higher customer service and better pricing mean MSPs must demonstrate they can be innovative to bring their clients into the future.

At NeoLore Networks Inc. we understood this many years ago.

As an MSP leader in Ottawa, we have increasingly demonstrated value and innovation for our clients. We were the first to provide 30-day service agreements; to put our internal real-time help desk statistics online; to implement artificial intelligence against our help desk ticketing system giving our technicians unprecedented access and speed to information and solutions.

Success Backed up by Numbers

- NeoLore's client retention is 98% every year.
- The client satisfaction rate is around 97-98% – as shown by the past 100 surveys (this ensures we are constantly providing the best support) with a 3-year average of 97.84%.
- At just under 10 minutes, our average time to resolve issues is among the best in the industry.
- We have been going strong in the industry for 20 years.
- Because of our people-centric attitude, we have seen fantastic growth in staffing numbers by 44% in 2019.
- We truly love our clients. We invite them multiple times a year to movie premieres as a sign of our appreciation.
- We are proud of our amazing team of 28 IT professionals. We participate in team events like axe throwing competitions, go-karting, breakfast club, escape rooms, poker, etc.

20
YEARS STRONG

As a sign that we are continually innovating, NeoLore Networks Inc. is offering a managed security service in early 2020. For a cost-effective monthly amount, our clients will benefit from a wide range of cyber security services to better protect them while they are in the digital landscape.

History of NeoLore

Electronics and Technology have always been a passion for Jim Stackhouse. After a brief time in the AirForce as an Aviation Electronics Technician, Jim pursued his love for I.T. at Algonquin College. In April 2000, Jim decided to start NeoLore.

Over the last 20 years, NeoLore has consulted, architected, and built hundreds of networks in the Ottawa area. During that time he also went back to Algonquin College to teach the next generation of technicians for a short period of time.

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How to Choose the Correct Attendance System for Your Company

Employee management has become a whole lot smoother and easier as new and advanced mechanisms keep on getting invented. Hence, it hardly comes as any surprise that most workplaces and organizations are turning towards biometric attendance systems. To ensure that you get everything you need, you must choose the right kind of biometric attendance system.

Read on to learn about the factors you ought to consider when selecting such a system that ticks all the right boxes.

Storage Capacity

A door lock system (biometric) can store a particular number of fingerprints or other biometric data. You need to understand your requirements first, whether it is 1000 or only ten fingerprints. If every couple of months, you have more and more staff joining the company and you desire to keep the same biometric attendance system installed for a number of years down the road, it is probably in your best interest to use a system that stores a greater number of fingerprints. Otherwise, you might have to invest in a new system or risk your security later on.

Security Type

The first step you have to take is to consider the biometric lock type that you want. Do you need a retina scanner as well as a fingerprint scanner or just the biometric fingerprint scanner? Do you want a PIN and fingerprint as credentials? If you have a smaller sized workplace with not too much sensitive data stored in the location, a simple fingerprint scanner will usually suffice.

However, a more advanced system would be the wiser choice for bigger offices that deal with sensitive items like a bank vaults, etc.

Time Taken for Biometric Identification

The last thing you or your employees want is for them to wait in a long queue outside the door just because the fingerprint scanner is taking a long time to recognize the fingerprint of the worker.

Explore and check out various biometric systems whose retina/fingerprint scanners quickly scan, recognize, and deny or grant access to the employee in a matter of a few milliseconds. In other words, you should choose a biometric attendance system that allows for smooth functioning.

Ease of Integration

A very popular use of a system that utilizes biometric attendance is making use of the worker's out and in information to determine their absenteeism along with over-time. When the biometric attendance system is integrated into the staff payroll management system, the former can facilitate the HR (human resources) department in easily understanding the salary or wages that are owed to the worker.

How Can Organizations Benefit from Cloud Computing?

Better mobility

Regardless of where they are present in the world, applications and data are available to all employees, courtesy of Cloud Computing. Individuals may take their work anywhere they want via tablets and smart phones. Whether they are working on-site or visiting customers in their places of residence, they can easily carry their work with them!

Cost-Effective Solution

Cloud Computing is a very cost-effective solution. There is no need for organizations to spend sizeable amounts of money on hardware, utilities, facilities, etc .This is because employing the use of cloud computing means that they do not have to buy equipment and build a specialized data center.

Data Security

The security of data is one of the prime concerns of every company. Data breaches can have a devastating impact on an organization's revenue and consumer loyalty.

Cloud Computing offers a slew of advanced security features such as internal firewalls and intrusion detection systems. These features ensure that data is securely handled and stored.

Virtual Private Network Vs Virtual Private Server

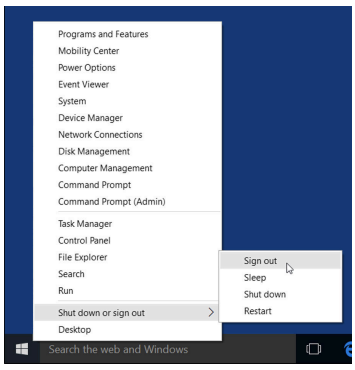
VPS (Virtual Private Service) VPS hosting is a service that lets you host your site on a virtual server environment. On the other hand, a VPN (Virtual Private Network) is a user-oriented service that allows you to browse the web securely and safely.

The only common denominator between a VPN and a VPS is the virtualization element of both services.

Even though both VPN and VPS serve entirely different requirements, you can rely on both services in the capacity of a user. For instance, if you have heavy-traffic website, you may host your website using VPS. Then, while you are accessing the internet, you can use Virtual Private Network to manage your website and safeguard any data that you send over the web.

Windows 10 Secret Start Menu

Missing the old school Windows start menu experience? You're in luck! You can still (kind of) get it back. When clicking on the iconic Windows icon in the bottom left-hand corner of your desktop instead of the typical left-click to open it, right-click it instead. This will open the alternate menu that is more like the menu of previous versions of windows. All the options available here are also available in the standard menu, but on this menu, they are much easier to access.



Wireless Keyboard Recommendations

Logitech K780 Wireless Keyboard

The Logitech K780 Wireless keyboard can support up to 3 devices at the same time. It includes a tray that holds your tablet and a USB dongle as well for systems that do not have Bluetooth. It is also compatible with Android, Windows and iOS.

Microsoft Surface Keyboard

This is a portable keyboard having a great battery life (up to one year on two AAA batteries). Furthermore, the Bluetooth 4.0 connection in the device offers a very broad range (more than 20 feet in an office environment and up to 50 feet in open space).

Take the NeoLore Cyber Security Survey

Has your company done a Cyber Security Maturity Assessment within the last year? Do you have an I.T security policy in place? Do you know if you've been hacked or are leaking data?

If your answer was "no" or "I'm not sure" to any of those questions, your company may be at risk for a devastating cyber attack.

Get the NeoLore Networks Cyber Security eBook for Free!

It Features

- Information on the various threats to your business
- NIST Security Framework
- CIS Controls
- Basic Controls

And More!

https://neolore.com/cybersecurity