

## Month Focus

*Have you thought about your data back up lately?*

Well, we have and we want you to know that it is not just about backing up your critical data, its about *continuity* of your business.

Have you ever thought of what would happen tomorrow, if you could not access your accounting software, your database of customers, your vendor records? How would you piece it all back together?

PC Works Plus is constantly reviewing vendors and their products to make sure that we have the most reliable and up to date systems in place for our customers. This can sometimes mean a change is needed for the type of back up you might currently have in place. We know that technology changes can be a bit of a headache, but a necessary evil.

Some of you have already upgraded your back up to a more robust and secure system. If you have not discussed your options with us, contact us today by emailing [sales@pcworksplus.com](mailto:sales@pcworksplus.com).



**Out with the old  
and in with the new.  
Budgeting for new  
technology.**

Some of you may have heard the term “End of Life” (EOL). This is a term the technical industry uses to indicate that a piece of hardware or software is coming to an end in production and supportability. For hardware, it may mean that replacement parts are harder to find and the manufacturer does not stock the replacements you may need. For software, it may mean that they have stopped supporting issues related to compatibilities with other software or hardware. In many cases it also means they stop creating security patching.

### ***What does this mean to you?***

Technology changes quickly these days and with security as a main concern, we need to make sure that our customers are keeping up with the new technology and versions of supported software. You may think...”My computer or phone system works great and I still love Windows XP! Why would I want to spend the money to replace it, if it is still working?” Great question... It all works great, until it doesn’t. This is where it becomes an issue. How long could you be without your phone system or computer workstation or server? What happens if that piece of software you have used FOREVER decides to not work and there are no longer updates or support from your vendor? This puts ALL of us into crisis mode.

We hope to keep your IT infrastructure running smooth. Fewer issues are good for you and for PC Works Plus. This gives us time to do the important things like making sure you have your compliances in check and your systems and processes are running to the most efficient degree.

Check out the next page to see some EOL hardware and software that you may have running in your IT Infrastructure. We want to make you aware of these, so that you can budget for the change.

**If you have questions on any of the above items certification, please give us a call 814-742-9750 or email us at [help@pcworksplus.com](mailto:help@pcworksplus.com) with your questions or concerns.**

Sometimes things we deem as EOL are not only for manufacturer support reasons, but may be for security or performance reasons. The following are hardware and software recommendations for replacement in the upcoming year:

Firewall and Switches—Any appliance that is over 5 yrs old. Security and performance issues are decreased with the age of these items.

- Sonicwall TZ100 & 100W EOL 11/15/17
- Sonicwall TZ210 & 210W EOL 5/30/17
- Sonicwall NSA240 EOL 4/29/17

Microsoft—

- Windows Server 2003 was EOL July 14, 2015
- Windows Exchange Server 2007—April 2017
- Windows SBS 2008—April 2017 (because of Exchange EOL)
- MS PC operating system XP was EOL April 8, 2014
- Vista EOL April 11, 2017

Phone systems—

- Vodavi DHS, DM16, STS and STSe (SBX if your system is over 10yrs)
- NEC Aspire, and UX5000
- Panasonic KX-TA624

# EOL

All software should have an active support agreement. If a support agreement is not available, you should consider upgrading or replacing your software. We can do the basic support of most software, but with the many varieties of customer's software, we need to bring in the big guns when more serious issues arise.

PC and Server Hardware—For reliability and performance, we recommend any pc over 4 yrs of age be replaced. Anything under 4yrs should have a current manufacturer warranty. Extensions are available.

**If you have any concerns on the EOL of your hardware or software, please email [sales@pcworksplus.com](mailto:sales@pcworksplus.com) for a review of your infrastructure.**



## Transform your Business with Office 365 Skype for Business

If your business is like ours, we rely on a lot of communication within our office and with our clients. Using Skype for Business is revolutionizing the way we keep in touch. With access on your pc and through mobile devices, it makes keeping in touch with the office extremely easy and keeps you mobile.

Skype allows instant messaging for those quick conversations with one person or a group. Holding a meeting with screen sharing and video, brings everyone together for meetings without the travel time. Skype even provides voice communications. You can use basic video devices, like your smart phone or more elaborate systems for a conference room setting. It's up to you and your budget.

**Check out the many ways you can integrate Skype into your business by visiting <https://products.office.com/en-us/skype-for-business/across-devices>**

If you would like to hear how PC Works Plus uses Skype or would like a free trial of Office 365 Training, email Terra Wertz at [twertz@pcworksplus.com](mailto:twertz@pcworksplus.com) for more information.

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