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A Newsletter from
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Announcement: Writers' Conference in Sacramento!

I know this is a bit "off topic," but if you happen to know anyone who is a writer or publisher, you might send them to

www.norcalpa.org

for information on the Northern California Publishers and Authors Conference. The date is April 26th.

Student Scholarships are available but limited (10). So if you know any students who would like to attend for free, send them to that web site. Follow the link to the 2008 Conference.

And what's this got to do with KPE? Well, Karl writes these books . . .

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Notes From The Field

By Karl W. Palachuk, CEO



Happy Easter! And Mardi Gras, Too.

Did you miss our Webinar on Licensing? See the enclosed flyer. Order your free CD today.

Customer Satisfaction Survey. Every once in awhile, Microsoft asks us to let them poll our clients to see how we're doing. These surveys only take a few minutes, and they give us good insights into what we do well and where we need to improve.

If you are contacted, please take a few minutes to give feedback. Thank you.

Warm Weather Alert: Please remind your folks that Fans should never be plugged into a battery backup.

And if we can help . . . Give us a call. 916-928-0888



KPEnterprises Named One of the Top 100 Managed Service Providers

MSP Mentor (www.mspmentor.net) is a professional association for companies that provide "managed" I.T. services.

KPEnterprises is proud to be on their first-ever Top-100 list of Managed Service Providers. To view the full report (in a massive .pdf download), see www.mspmentor.net/top-100-msps.

Managed Service means putting an emphasis on preventive maintenance rather than waiting until something breaks to fix it. As companies rely more and more on their technology to stay in business, emphasis is shifting away from **reactive** service to managed service.

We can say we excel at managed service . . .

But sometimes it's better to let someone else say it.



Networking Infrastructure Solutions

Join Our New Webinar On Saving Money with Terminal Services and Thin Clients



Join us again on **March 20th** for a great business-focused Webinar.



This month we're talking about Terminal Services and Thin Clients. These are not **new** technologies, but they are finally evolving to the point where they make sense for small business owners.

As always, we'll give a non-technical description of these technologies and show you how we're helping our clients implement them and **save lots of money**.

The basic idea is very simple: Buy cheaper equipment on the desktop, provide a consistent experience from anywhere, and reduce tech support costs.

For More Information, and to register, visit www.SacBizTech.com.

When is a Bargain NOT a Bargain?

When it has to do with technology.

I was flipping channels the other night and came across a shopping channel with an unbelievable "bargain" computer. They went on and on about how great it was to be connected to the internet, print your own letters, and shop online.

All true. Except the computer had the worst specs I've seen in five years. Where do you find a "new" computer with such horrible components? They haven't sold a processor that slow **this century!**

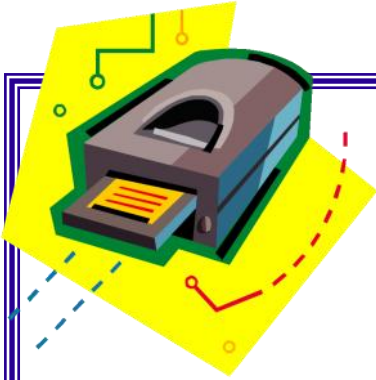
It got me to thinking. One of my favorite places to go is the "scratch and dent" shelf at Staples or Office Max. I look for things we can use at home or at the office. But there's one thing I always avoid: Technology.

There are two reasons for this. First, most of these bargains are very outdated equipment. Consider, what good is a cheap laser printer that doesn't work with the Vista operating system? If the manufacturer was going to make drivers for Vista, the machine wouldn't be on that table!

Second, these office places don't sell a lot of the accessories you need. The result is, their prices are very high for some things. For example, we might buy a network cable for \$4 and sell it to you for \$5. An office supply house will mark that cable at \$30 (really). So when they cut the price in half and throw it on the bargain table, it goes for \$15.

Just something to think about. When is a bargain not a bargain?





Offsite Backup Revisited

There's a lot of talk "out there" about offsite backups. For example,

you hear radio ads about backing up all your data on the Internet.

We've been tackling the issue of offsite backups over the Internet for a couple of years now.

So here are our thoughts on the state of the art today.

First, the high-end services are in the range of \$10/GB or more. So a 30 GB backup would cost you \$300 per month.

Second, backing up to a server of your choice (e.g., KPEnterprises) is limited by your **upward** Internet connection. Even with a T-1, that 30 GB will take forever to complete.

The result is, offsite backup solutions focus almost entirely on a small amount of core data.

That's not good enough.

Our focus has always been on providing you with a complete backup so you can get back into business as quickly as possible after a disaster.

If you had unlimited funds it would be a different story. So far, we haven't found any clients with unlimited funds.

It may make more sense to move certain functions (such as Exchange Server) offsite rather than to attempt backing them up offsite.

In the meantime, **tape** is still the absolute king for reliable, reasonably-price backups. And it's easy to take offsite!

Don't worry: We'll keep looking until we find the right solution for our clients!

What's Up with Symantec?

For almost ten years, Symantec has been KPEnterprises' anti-virus product of choice. A few months ago we made the difficult decision to move to Trend Micro as our preferred A-V vendor.

Some of you have asked why.

It is never easy to change an important vendor. This is especially true since we play the role of being your advisor. Why has our advice changed?

A couple of important things have happened in the last three years. **First**, the world of anti-virus isn't as complicated, arcane, and difficult as it used to be. There are actually more competent anti-virus solutions available today than there were three years ago.

Second, Symantec has had a growing problem with upgrades to their products. The "corporate" version of Symantec's anti-virus cannot simply be upgraded like most software.

They require that the entire product be uninstalled, the server rebooted, and then the upgrade installed. But more and more often, the built-in utility to uninstall the program does not completely remove it.

Symantec has written a series of utilities specifically designed to remove their software. Even these don't completely remove it.

This affects you in two ways. One: Your server is un-protected as we clean out the old program to install the new. Two: This takes time and costs you hundreds of dollars.

The bottom line is that the Symantec line of products have become too expensive to support. There is no justification for spending all that time and money on a simple upgrade.

Change is hard.

But in this case, change is less painful than sticking with the old product.



Symantec Registered Partner

Be More Productive Today

Sharing Office Files Is Very Easy

Office 2007 is so cool!

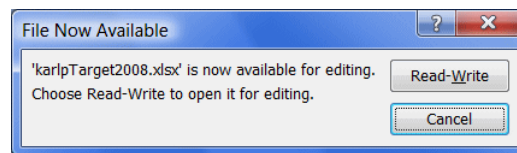
Let's say you want to open a file on the server, but it's already being used by someone else. You are given the following options:

Open This File As Read-Only or Cancel

You choose Cancel. After all, you have plenty of other work to do!

Then, the person who was working on that file pops her head in your door and says "See you tomorrow. I'm done for the day." You wave and smile and say goodbye.

When you look back at your screen, this message has popped up:



The file you wanted to edit is now available! Because she closed the file and logged off, you get a reminder that you were going to edit the file. And, of course, your options are to open the file with read and write privileges, or to cancel the request.

Okay. We're nerds. But you have to admit that that's pretty cool!

If we can help with anything, give us a call. 916-928-0888.



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