

Network News

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Local Orthodontist Can Straighten Out Anyone's Smile ... But They Look To NetBase To Straighten Out Their Computer Network!

Everyone is born with a special gift; and my long-time client and good friend Daphne Easterling is no exception. Daphne runs the busy and thriving practice of Granberry and Henderson, a well-known, multi-location orthodontist practice based here in Hattiesburg.

Why Network Downtime Cannot Be Tolerated

With dozens of patients and four satellite offices, Granberry and Henderson simply cannot afford to have their computer network down or inoperable.

"If our network is down, we can't make or change appointments, look up patient files, or operate. That is why we trust Kenny and the team at NetBase to keep our computer network up and running," says Daphne. "I'm not very computer savvy but with Kenny on the job, I don't have to be. He just makes sure everything works the way it's supposed to so I can focus on what I do best: taking care of our patients."

Remote NetAdmin Saves The Day

To avoid unexpected downtime, Granberry and Henderson has signed up for our new Remote NetAdmin Program. Using a special remote monitoring software, we can make sure that all of their offices are up and running and prevent small glitches from turning into bigger problems.

"Kenny's Remote NetAdmin service is a lifesaver. Thanks to that new software he has installed on our network, he can monitor and check our remote offices to make the network is up and running at all times. He can also resolve issues much faster now, and we don't have to sit

around waiting for the network to come back up," says Daphne.

Zero Downtime Plus \$1,000 A Month Saved

Another problem Granberry and Henderson was experiencing was their slow, unreliable, and expensive Internet connection. After a little bit of research, Kenny recommended that they switch Internet service providers. After switching, they discovered that not only was the service much better, but they were saving close to \$1,000 a month!

"The best part is that I never had to do a thing. Kenny took care of switching us and I didn't even have to make one phone call," says Daphne.



"The guys at NetBase are like family to us...they are honest, polite, and quick to respond to our calls..."

" Daphne Easterling, Office Manager
Granberry and Henderson

You Are Only As Good As The People You Have On Staff

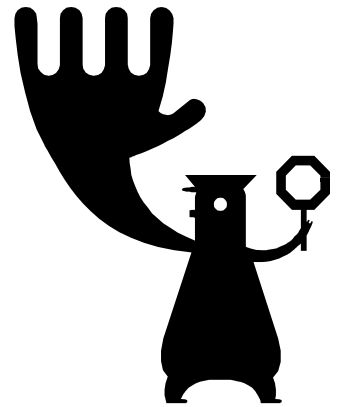
Daphne believes that any business is only as good as their employees. "Kenny truly has a wonderful staff. They are honest, polite, quick to respond and will work on a problem until they find a solution. They are like family to us," says Daphne.

"When you call Kenny, you know you are going to get a call back even if you initially get his voice mail. I think it's this approach to customer service that has kept him in business for all of these years."

All of us here at NetBase feel the same way about Daphne and the staff at Granberry and Henderson. We love having them as clients and are proud to serve them for over 12 years!

Stop Advertisers From Spying On You, Slowing Down Your PC, And Shoving Pop Up Ads In Your Face!

NEW WebRoot SpySweeper Keeps Your Network Spyware Free For Less Than A Cup of Fancy Coffee At Starbucks!



Spyware is Internet jargon for hidden programs advertisers install on your PC without your permission to “spy” on you, gather information, and then report this information about you and your online activities to some outside person.

According to recent research, 9 out of 10 Internet computers are infected with an average of 26 spyware and adware programs.

Spyware is NOT harmless; it is responsible for a number of computer problems including spam, altering your web browser, slowing down your PC, and serving up a bounty of pop up ads. In some of the more extreme cases, spyware can also steal your identify, passwords, e-mail address book, and even use your PC for illegal activities.

Most spyware finds its way onto your computer via file downloads including free programs, music files, and screen savers. While you *think* you are only downloading a legitimate program to add emoticons to your e-mails, you are unknowingly also downloading a heaping spoonful of spyware programs.

Spyware simply piggybacks on the program you are downloading and runs undetected in the background until it is removed. Although spyware has malicious components, it is not illegal, and it is not considered a virus because it doesn't replicate itself or destroy data.

That is why you can still have spyware on your computer or network even though your anti-virus software is up-to-date.

A Cheap And Easy Way To Protect Yourself

After researching a number of spyware programs, we came across one that we feel is far superior to the others being offered. Best of all, it costs only \$31.96 per user, per year.

This program is called SpySweeper offered by WebRoot. **We like this program for one simple reason:** it PROACTIVELY protects and removes spyware BEFORE it gets installed onto your computer or network, where other spyware programs are REACTIVE and only remove spyware after it is already installed and running on your system.

Spy Sweeper actively monitors against spyware and adware installations by using multiple Active Shields. Active Shields detect changes to system memory, registry entries, host files, start-up processes, browser-hijackings and other security settings (tell-tale signs of spyware programs).

If you want to know more about SpySweeper, or if you want to purchase it for your network, give us a call. We will be happy to answer your questions and protect you from spyware!

Call: Patrick Mayfield: 601-264-1606 ext. 620

New Money-Saving Service Now Available To NetBase Customers...

How To Avoid Being Surprised By A Big Expensive Computer Disaster

If you would like to find an easy way to avoid unexpected and costly downtime, viruses, data loss, security issues, and other expensive computer network problems, then read on.

Just recently we developed a new service called **NetAdmin Remote, "The Ultimate Peace of Mind"** managed network service, that will enable us to monitor our clients' networks 24-7 to prevent computer network problems from ever developing into larger (and more expensive) problems.

The goal of NetAdmin Remote is to practically eliminate issues that would interrupt your business or turn into problems that end up costing you thousands of dollars in network restoration and repair bills. Under this new plan, we can practically guarantee that your employees will have constant access to their systems so you never experience an interruption in critical business operations such as customer service, production, or billing.

Why EVERY Business Needs NetAdmin Remote

No matter what their size, ALL computer networks need regular, on-going maintenance to keep them running smooth.

The performance of critical network components such as spam, virus, and spyware filters, security patches and updates, firewall settings, backups, power supplies, and hardware components must be constantly monitored. Left unchecked, they

can fail without warning and turn into expensive problems. However, monitoring the above items can take one person a lot of time; if you are like the majority of our customers, you simply don't have the manpower, time, or in-house expertise to get this done. That is where the NetAdmin Remote service comes in.



For Less Than \$10 A Day, We Can Save You Thousands In Computer Repair & Maintenance Costs

As a NetAdmin Remote Customer, monitoring software will be installed on your network that will alert us and you by e-mail of a failure or potential failure. In addition to the 24-7 monitoring, a technician will come on-site and double check the health of your network and perform certain preventative maintenance in the form of a system tune-up.

Plus, as an added bonus, you will receive a VIP Client Discount of 15% off our normal engineering rates for all other services and projects. Here are just a few of the services we will perform:

- Make sure we have a clean, accurate back up of your entire network so you never have to worry

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NetBase Technologies, Inc.

5 Shoreline Blvd.
Hattiesburg, MS 39402

Phone: 601-264-1606
Fax: 601-264-2420

**South Mississippi's Most Trusted
Provider of Network Service and
Support**



Services We Offer:

- Small business network support
- Network Design & Implementation
- Thin Client Networks
- Disaster Recovery
- Virus Protection & Removal
- Network Security
- E-mail & Internet solutions
- Document Imaging
- Wireless Networking
- Thin Client Computing
- VPNs
- Spam Filtering
- Storage Solutions
- Voice over IP Phone Systems

FREE NetCare Audit Gets You Started

As a way of introducing you to our new NetAdmin Remote service, we will be giving away **5 FREE NetCare Audits** on a first-come, first serve basis to any of our clients and friends that are not currently on our NetAdmin Service.

The NetCare Audit is a very comprehensive network check that will enable us to pinpoint exactly where your network is vulnerable to security breaches, viruses, spyware, data loss, downtime, and other problems. After this audit is performed, we will give you a detailed report on our findings and recommendations on how to secure your network. We will also outline how our NetAdmin Remote can be used to lower your overall IT costs while virtually eliminating future network problems.

Normally we charge over \$450 for this audit but it can be yours FREE if you are one of the first 5 companies to call and mention this article. Of course this offer comes with zero strings attached and you will not be obligated to do or to buy anything. However, we expect these audits to go FAST so call us now before they are all taken!

Call: Patrick Mayfield: 601-264-1606 ext. 620

How To Avoid Getting Surprised By A \$40,000 Computer Disaster...

about losing irreplaceable client files, work, financial documents, or databases. We'll also monitor your daily back ups to make sure they are performing properly.

- Ensure that your network is constantly running the most up-to-date protection against viruses, malware, hackers, and other threats.
- Verify that your spam filtering software or appliance is active and running the most up-to-date spam filtering definitions.
- Verify that your spyware software is active and running the most up-to-date definitions.
- Make sure your network firewall and security settings are up to date and impenetrable.
- Monitor your storage system and UPS power systems to make sure key components are protected and functioning properly.
- Ensure that your server and operating system have the correct service packs installed and that they are running at peak performance.

