

# Network News

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## Attention Growing Businesses With Multiple Locations: How A New VPN Helped Environmental Management Services Solve Their File Sharing and Internal Communications Problems Finally and Forever!

Kevin Kammerdeiner is the IT and Civil Design Specialist at EMS (Environmental Management Services) based in Hattiesburg Mississippi.

EMS provides environmental consulting services, engineering, remediation, and health and safety compliance solutions to various commercial and government agencies throughout the Southeastern United States.

Kevin was first introduced to Kenny through their accounting department. "Kenny was the technical support for our accounting software, so our paths crossed there. Over the years I've become more and more dependant on Kenny and the team at NetBase, and now I use him exclusively as my "go-to" back up IT guy for new technologies, special projects, hardware purchases, and general support."

### Multiple Offices, Multiple Problems, One Solution

EMS was growing fast and it was becoming clear that they needed a better way to collaborate on projects and share information across the company.

"We have satellite offices in Baton Rouge, Gulfport, Mobile, and Jackson, with our headquarters in Hattiesburg. As our business continued to grow, it became more and more

obvious that we needed to have a centralized network to share documents, information, and IT resources," says Kevin.



**"Kenny really opened my eyes with his VPN recommendation."**  
Kevin Kammerdeiner, EMS

"Because these offices weren't networked, employees had to e-mail documents back and forth to each other. This generated multiple copies of important work documents, and it was very difficult to keep track of who worked on a document last, what revisions were made, and who had the most current version. Plus, if someone was out of the office at lunch or even on vacation, we had no way of accessing their files which held up projects. It was frustrating for everyone involved."

When Kevin discussed these problems with Kenny, he recommended a VPN (virtual private network). "While VPN technology is not new, it's confusing to sift and sort through all the information and options available when it comes to installing one. I don't install VPNs every day, so I naturally relied on Kenny's expertise to get the job done," said Kevin.

### Now We're Not Just "Slinging Data" All Over The Southeastern United States!

The VPN gave EMS a central repository for all of their files and data. "Thanks to our new

*Continued on back page...*

## Dog Ate Your Wallet? Call the US Treasury!



Believe it or not, the U.S. Treasury Department has a crew of experts who will analyze

the remains of damaged or destroyed money. If they can confirm the amount, they will replace the bills free of charge.

Take the case of the citizen who sent the Treasury some burned coffee cans and a small metal box, claiming that the ashes inside were actually \$33,000 in bills that were incinerated in a house fire.

After a couple of months, the Examining and Redemption Branch of the Department's Bureau of Engraving and Printing verified the claim. The bills were replaced. At least 51 percent of a mutilated bill must be recovered. In the case of a fire, enough of the note or recognizable ash must remain to determine the currency's denomination and authenticity. The technology involved is very low-tech and includes the use of scalpels and tweezers. Sometimes money is boiled several times before a solidified stack of bills can be peeled apart.

The most common causes of damage to currency are fire and moisture, particularly with money that has been buried. Currency will not hold up in the ground or in damp places like basements.

So if your dog does eat your stash, let's hope at least 51 percent makes it through. If it does, you simply have to draw straws to see who gets to sort through the leftovers to find out!

## Please Help Us Welcome These New Clients To The NetBase Family!



We love our customers and truly appreciate the trust and confidence they show in us by allowing us to serve them. This month, we want to say a special "thank you" to the following new clients:

David Landry  
Landry & Lewis Architects PA  
Hattiesburg, MS

Joe Boyd  
V. A. Sauls  
Heidelberg, MS

Billy Waits  
Waits Engineering Consultants LLC  
Hattiesburg, MS

## Have You Experienced A Recent Spike In Spam E-mails?

If so, you aren't alone.

Researchers and IT managers alike are confirming that spam levels have spiked in the past couple of months - some say by as much as 80 percent - and show no signs of slowing down.

What's causing it? Many people think the increase in spam is a result of a new generation of viruses and zombies that quickly infect PCs and are extremely difficult to clean.

Security vendor MessageLabs blames the increase on the dominance of botnets - networks of PCs infected with viruses that turn them into spam servers without the owners' knowledge or consent.

Others say a new breed of spam called image spam are to blame. Image spam is an e-mail message with text embedded in an image file. This spam gets through spam filters which can't recognize the words inside the image.

Regardless of what's causing it, we have a solution to put an end to it. Out of all the spam filters we've tested and installed, we recommend Barracuda's Spam Firewall. Based on our research, Barracuda is the

best bang for the buck. The only other spam filter superior to Barracuda is Surf Control, but it is considerably more expensive and more difficult to set up.

Barracuda is an appliance that you purchase one time, although you do have to pay a subscription to keep it up to date. Based upon number of users and length of time you would need to block spam (which is forever), buying a Barracuda filter would be far less than paying for spam filtering as a service.

Barracuda also gives you far better control than paying for a service. You have complete control of spam rather than letting your service provider or ISP decide what e-mails are blocked.

The only time it would be more reasonable to pay for a spam filtering service over purchasing a Barracuda filter would be if you have less than five users.

For pricing and answers to your questions on installing a Barracuda Spam Firewall, call Kenny Lance at 601-264-1606 ext. 101 or e-mail him at [kenny@nbtol.com](mailto:kenny@nbtol.com)

# **NEW! Satellite-Based Internet Connection Allows Companies To Maintain Phone, E-mail, and Internet Connections Even After The *WORST* Hurricanes, Storms, Floods, and Other Disasters — AND Provides Internet Access To Remote Offices**

In last month's newsletter we told you about our new broadband satellite Internet services. Thanks to this new service, we are now able to provide our clients with a reliable backup to phone, e-mail, and Internet connectivity that cannot be shut down by hurricanes, floods, or other natural disasters.

Satellite Internet does not use telephone lines or cable systems, but instead uses a satellite dish for two-way (upload and download) data communications. Upload speeds vary from 200 kbps to 512 kbps, and download speeds vary from 1000 kbps to 2048 kbps.

## **Your Phone and Internet Won't Go Down!**

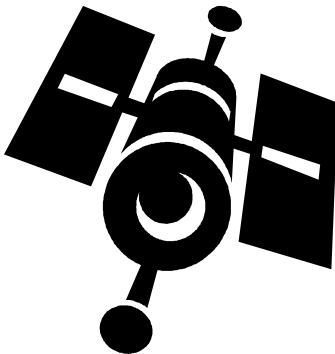
While the destruction of New Orleans made headlines around the world, many areas in Mississippi also suffered from the same fate. Businesses in and around Hattiesburg—which was not one of the worst areas affected—were without phone and Internet access for days, even weeks.

That is why we are so excited to offer satellite connectivity to our clients; it provides a backup to their main DSL, cable, or phone lines during an outage, and it's the only option for phone and Internet when poles, towers, and other land-based communication lines get knocked out.

## **Goes Where DSL And Cable Won't!**

Another benefit of satellite Internet access is that it will allow you to have Internet, phone, and e-mail communications to remote locations where DSL and cable aren't available.

For example, Denbury Resources recently invested in this technology so they could have Internet access at various locations where they monitor and process gas and oil. For them, satellite is the only way to get broadband Internet



connectivity to these locations. This allows them to remotely monitor these stations, saving an enormous amount of travel time.

## **What Type Of Company Is Satellite Best Suited For?**

While this service can be installed for anyone, there are two types of companies who would benefit the most from having this installed. The first are companies that cannot afford to be without phone and Internet connectivity after a natural disaster or terrorist attack. This would include hospitals, civil defense agencies, and "safe places" like churches.

We've already installed satellite Internet for Temple Baptist Church and Hood Industries.

A satellite Internet connection is also ideal for companies with remote locations where other broadband access options such as DSL, frame relay, private line, or cable aren't available.

## **Are There Any Downsides To Satellite?**

Satellite can be a great option for some companies, but it's not a perfect option for everyone. Just like satellite TV, your connection may have some interference during a storm, but once the storm is over, you'll be up and running when other networks are down. Satellite also costs more to install than cable or DSL.

That's why we recommend it as a backup to your main cable or DSL connection. Of course, if cable or DSL is not available, it may be your only solution.

## **How To Learn More About Satellite Internet Access For Your Business**

If you want to learn about satellite Internet for your organization, or if you just have a few questions, please call David Purser, our resident satellite Internet expert at 601 264-1606 ext. 105 or you can email him at [dpurser@nbtol.com](mailto:dpurser@nbtol.com).

## NetBase Technologies

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### 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
- Virtual Private Networks (VPN)
- Spam Filtering
- Storage Solutions
- Voice over IP Phone Systems
- Satellite Based Internet

**All Our Work Is  
Backed By Our  
100% Money-Back  
Guarantee:**

**We Will Do Whatever It  
Takes To Make You  
Absolutely Thrilled  
With The Work  
Performed or it's FREE**

*Virtual Private Network continued from front page...*

VPN, we're not just "slinging data" all over the Southeastern United States and it's much easier to keep track of work projects," says Kevin. "Now our employees work together more efficiently because they aren't wasting time tracking down files, sending e-mails, or figuring out the status of projects."

But the benefits don't end there. "Having all of our company data in one spot on the network has other advantages. It's nice to know you can go to one spot on the network to find a file. It keeps our data consistent, secure, and much easier to maintain accurate backups," continued Kevin. The new VPN also gave EMS the opportunity to fully utilize their Outlook and Exchange Server. "We now have a company-wide calendar and messaging system. Once I put something on the calendar, it's shared with everyone in the company and communication is improved dramatically," says Kevin.

### Remote Admin Fixes Problems Instantly Without The Need To Wait For A Technician To Show Up

In most cases, NetBase can fix a problem the same day they get a call from a client needing help; and thanks to their Remote Admin service, many problems can be fixed immediately without a technician even coming on site.

"Kenny has also set up a secure monitoring system on our network that allows his technicians to remote in and fix problems instantly," says Kevin.

"This saves us a lot of time because we don't have to wait around for a technician to show up, and it saves us money on the service call because it takes them less time. I've called them on the cell phone in the evening before I leave

for the day and the next morning when I come in the problem is fixed. It's just a great service that's good for them and good for us too!"

### Making Kevin A Better IT Manager For The Company Is A Side Benefit To Working With NetBase

"I can handle about 80% of the IT problems here, but I use the team at NetBase for the other 20% of the problems that I either can't figure out, or where I lack the specialized knowledge," says Kevin. "I know when I talk to David, Blake or the other technicians that they know what they are talking about. Kenny makes sure his staff is well-trained and it shows."

"Plus, they'll take time to sit down with me and show me what's going on, walk me through the steps of how they are resolving problems, and explain what's going on," Kevin continued, "They certainly aren't trying to protect their turf by keeping me out of the loop. That's a great benefit to me because it makes me a better IT manager for the company. Personally, I don't like anyone working over my shoulder, but they never mind me asking a million questions."

### But Kevin Has One Wish...

"My only wish is that I had Kenny here more often!" he says. "But he has a great staff that is always there when I call them, even if they are really busy (and they usually are). They really are my "go-to" guys and, lately, they've been a great extra pair of hands for projects I just don't have time for," says Kevin. "Kenny and his staff are really sharp, trustworthy, and reliable. I would recommend him to anyone, and I'm certain we're going to be a client for life."