

# NetworkNews

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## NetBase Technologies Brings P.A.C.E. Head Start into the Computer Age

Forrest County's P.A.C.E. Head Start program, under the direction of Dr. Peggy Answorth, Executive Director, is part of a national program that promotes school readiness in children ages three to five years old. An emphasis is placed on enhancing the social and cognitive development of children by providing educational, health, nutritional, social and other services to the children and their families. When there was a push on the national level for Head Start programs to become computerized, Dr. Answorth and Margaret Heath, Finance Officer for P.A.C.E. Head Start, knew they were going to need professional expertise to bring the office up-to-date in this world of technological advancements. Heath discusses the project and her relationship with NetBase Technologies in the following interview.

### How did you choose NetBase for this project?

With a project like this, we are required to obtain competitive bids, and we also consider quality of work. The NetBase prices were great. We were able to get really good references from others who had used NetBase services.



*Margaret Heath works with the software that NetBase customized for Head Start.*

### Describe the project that NetBase worked on.

They came in and set up our total computer system. We were able to tell them what we needed and they customized the system to fit our specific needs. Before the new system was in place, we were

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# TAMING TECHNOLOGY

Feel like you are in the office 24/7? Try these tips to unplug yourself for a bit.

E-mail, voice mail and PDAs have made it possible to be plugged in to the office - anytime, anywhere. But just because you can work anytime doesn't mean that you should. Here are some suggestions to help you reclaim some personal time:

- Use the out-of-office auto responder to let people know when you won't be checking e-mail.
- Protect your privacy. Don't give your cell phone number to everyone. People used to have secretaries to screen calls. Now you have to find ways to preserve some peace.
- Create interruption-free zones. Don't take calls during a specific time of day. Pick the time of day when you feel you're most productive. Explain in your voice-mail greeting when callers can-and can't-reach you.

- Adapted from *How to Keep Technology From Taking Over Your Life* [bottomlinesecrets.com](http://bottomlinesecrets.com).



## Words in Action

### ■ Amiable vs. amicable.

Some people misuse these words. *Amiable* means "having a pleasant and friendly disposition" or "good-natured." *Amicable* means "peaceable" or "showing good will."

### ■ Who vs. whom.

Use *whom* when the word serves as an object and *who* when it serves as a subject. Examples: "Whom did they elect?" In this case, *whom* is the object of the verb "elect." "Who is the best person for the job?" Here, *who* is the subject of the verb "is."

## NetBase Technologies Brings P.A.C.E. Head Start into the Computer Age, *continued*

outsourcing functions like payroll. Now we are able to do all of this in house. The new equipment and technology saves us money which allows us to free up resources. We are able to use the funds to provide new and better services to the children and families here at Head Start.

### How would you describe your relationship with NetBase Technologies?

Since 1994, P.A.C. E. has relied on the excellent support and assistance from the NetBase team. For instance, Kenny specializes in the software the fiscal department uses. If we have a problem, we can call and he will walk us through over the phone or he might say "I'll just come over and take a look at it." We also have a systems support person assigned to us. They can usually take care of things right away.

### Would you recommend NetBase to others?

I would definitely recommend NetBase to others because of their concern for their customer. They aren't just selling you an item. They are there for service also. The customer service is excellent. Between all the special services, maintenance, consultations and training, they keep us up to date on software and equipment. They make recommendations to keep our office functioning smoother. It's like they have an investment in how well we are working. It matters to them.

If you are interested in having a professional from NetBase become a member of your support staff, contact Kenny Lance at 601-264-1606, ext. 101 or by email at [kenny@nbtol.com](mailto:kenny@nbtol.com).

# NetBase Investments

In order to provide outstanding service for our customers, NetBase Technologies is constantly investing in employee education and certification. This allows NetBase staff to provide the latest in technological advancements. Recent training and certifications include the following:

## ■ David Purser, Senior Systems Engineer

Training:

Citrix Summit in Orlando  
Cisco Foundation Express for Systems Engineers in Tampa  
Extreme Networks Systems Engineer  
Extreme Networks Sales  
Cisco Lifecycle Services Express (Online)

Certifications:

Cisco Foundation Express for Systems Engineers  
Extreme Networks Systems Engineer  
Extreme Networks Sales Engineer

## ■ Blake Stuart, Systems Engineer

Training:

Cisco Foundation Express for Field Engineers in Tampa  
Cisco Lifecycle Services Express (Online)  
Extreme Networks Systems Engineer

Certifications:

Cisco Foundation Express for Field Engineers  
Cisco Lifecycle Services Express  
Cisco Certified Network Administrator (CCNA)  
Extreme Networks Systems Engineer

## ■ Cliff Wilberding, Project Manager

Training:

Cisco Foundation Express for Sales (Online)  
Cisco Lifecycle Services Express (Online)  
Tech Select University in Austin  
Extreme Networks Systems Engineer  
Extreme Networks Sales

Certifications:

Cisco Foundation Express Sales  
Cisco Lifecycle Services Express  
Cisco IP Communications Express Account Manager  
Extreme Networks Systems Engineer  
Extreme Networks Sales

## ■ Robert Bonie, Jr., Systems Engineer

Training:

Tech Select University in Austin  
Extreme Networks Systems Engineer

Certifications:

Extreme Networks Systems Engineer

## ■ Jeff Williams, Systems Engineer

Training:

Extreme Networks Systems Engineer

Certifications:

Extreme Networks Systems Engineer

## NEW NETBASE CLIENTS

Please help us welcome our new clients. We appreciate the trust and confidence they have in NetBase by allowing us to serve them. Thank you.

### THERMO KOOL

Kristi Ables  
723 East 21st Street  
Laurel, Ms 39440

### DEMPSEY LAWLER INVESTIGATIONS

Dempsey Lawler  
1105 South 28th Avenue  
Hattiesburg, Ms 39402

### ST. FRANCIS ACADEMY

Jason Kirkland  
503 Seal Street  
Picayune, MS 39466



5 Shoreline Blvd.  
Hattiesburg, MS 39402

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

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Most Trusted Provider  
of Network Service  
and Support*

## Services Offered at NetBase

- 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**.

## Wondering About Windows VISTA?

Looking for details? Here are three ways you can explore the features in Windows Vista:

### BY BENEFITS

Sophisticated Graphics  
Better Search and Organization Tools  
Improved Security  
Easier Access to Information and Applications  
New Multimedia Functions and Tools  
Improved System Tools for Backups, Updates, and More

### BY INTEREST

Internet  
Productivity  
Digital Images  
Music  
TV & Movies  
Gaming

### BY EDITION

Home Basic  
Home Premium  
Business  
Enterprise  
Ultimate

Wow! There's a lot to think about when it comes to the new Windows operating system. If you decide to make the upgrade, you'll find that you're confronted with more than the usual number of questions to answer and details to sort through before you begin your Vista upgrade. For starters, are you buying new hardware? Or are you upgrading your existing hardware for Vista? Are you aware of the increased specific hardware requirements? Do you have any concerns about software application compatibility?

"IT organizations will make the decision about the business version that's best for their users, and we suspect the choice will have more to do with their license agreement than the minor differences in the feature set," reported *Computerworld* magazine.

Let NetBase Technologies be the "IT organization" that helps you make the decision that is best for your business. Contact Kenny Lance at 601-264-1606, ext. 101 or [kenny@nbtol.com](mailto:kenny@nbtol.com).