

NetworkNews

OCT. 2007

A PUBLICATION OF NETBASE TECHNOLOGIES

ISSUE 20

Two Area Businesses Both Experts in Their Own Right Join Forces for Guaranteed Success

RAMCO, INC., dba Minit Mart and Pine Belt Oil, and NetBase Technologies: Where Diversity and Experience Meet

It's been another long day at the office. Your commute home takes a detour when your gas light signals the car is riding on empty. You pull into the nearest Minit Mart, swipe your debit card and fill your tank. As you slide back in the driver's seat, you realize your personal tank is on empty as well. Then, you notice the Subway restaurant inside and decide to treat your family to a delicious, nutritious meal. The many faces of RAMCO just made your world a little easier.

For more than seven years, NetBase Technologies has made RAMCO's world a little easier with a variety of services, including installing and maintaining their corporate office network, providing VPN's (virtual private network) to most Minit Mart convenience stores and Pine Belt Oil's bulk-plants, installing, creating and managing a payroll system for 265 employees, and installing and supporting RAMCO's complex phone system.

In February 2007, RAMCO once again found the lifeline of their business reliant upon the service and expertise of NetBase Technologies. The relocation of their administrative staff and corporate offices from Hattiesburg to Purvis meant rewiring and restructuring their entire communication system – phones and com-

puters. And that was the easy stuff.

When RAMCO closed its Pine Belt Oil and Minit Mart warehouse/office facility in Hattiesburg for business at 4:30 p.m. on Friday, February 2, NetBase set into action. NetBase staff aided in relocating the company's comput-

continued on back

“We were amazed at their ability to put together a technical team to pull that project off. Their work was impressive.”

**- Allen Morgan
President of RAMCO, INC.**

What's Inside

**Hurricane
Preparedness**



Geek Greek



New Clients



**Introducing
New Staff**



Introducing Darlene Lovett

The Newest Member of the NetBase Team



Darlene Lovett joined NetBase in April 2007 and serves as the Operations Manager.

What do you do for NetBase? Explain your job responsibilities.

I work with end users of all levels to identify problems, assign tasks to proper technicians, coordinate scheduled down times, and strive to ensure great customer service. I also provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

What did you do before joining NetBase?

I worked for Jones County Junior College as the Helpdesk Coordinator as part of the Information Technology Department for several years. Before transferring to the IT Dept at Jones, I was introduced to networking and was given the opportunity to become a part of history as Jones Junior College helped create and implement the Networking Curriculum for high schools and 2-year colleges across the state through a grant issued by the National Science Foundation. That is where my fascination with networking began.

What do you enjoy about your job?

I enjoy interacting with our clients most of all. Building a trusting and solid foundation with each of those clients ensures that I can assure each of them that NetBase Technologies is committed to giving them the best service possible.

If you could tell the customers one thing, what would it be?

NetBase Technologies is unlike any company I have ever worked for. They strive for quality customer service and will go to great lengths to satisfy their clients. I am proud to be a part of the NetBase Team! Please contact me for all of your computer, printer, and network needs.



CONTACT INFORMATION

DARLENE LOVETT, OPERATIONS MANAGER

Phone: 601.264.1606 ext. 100

E-mail: darlene@nbtol.com

GEEK GREEK

Sometimes, you may think your tech guy is speaking a foreign language when actually he's just speaking a language the staff at NetBase tends to call "Geek Greek." Below is a list of commonly used words that will help you better communicate in this world of technology.

■ **Alert (alert box):** a message that appears on screen, usually to tell you something went wrong.

■ **Application:** a program in which you do your work.

■ **Backup:** a copy of a file or disk you make for archiving purposes.

■ **Boot:** to start up a computer.

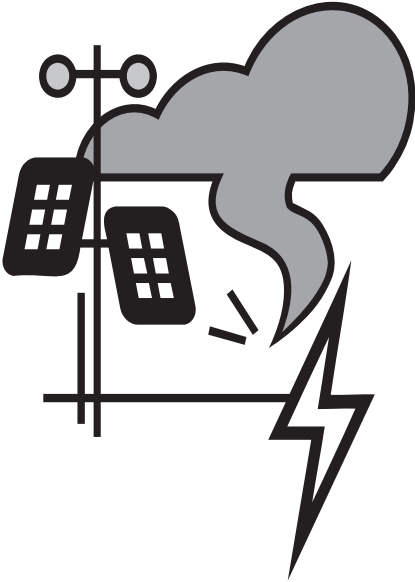
■ **CD-ROM:** an acronym for Compact Disc Read-Only Memory.

■ **Clipboard:** a portion of memory where the PC temporarily stores information. Called a Copy Buffer in many PC applications because it is used to hold information which is to be moved, as in word processing where text is "cut" and then "pasted."

■ **Control Panel:** a program that allows you to change settings in a program or change the way a PC looks and/or behaves.

■ **CPU:** the Central Processing Unit. The processing chip that is the "brains" of a computer.

Is Your Business Prepared For A Disaster ?



In the aftermath of Hurricane Katrina, many businesses discovered they had lost valuable data, important documents and records, and expensive equipment. Could this have been prevented? In most cases the answer is yes!

A hurricane plan should be considered and every employee should “stick to the plan.” This will help ensure your business and your employees are safe from the outcome of most disasters.

NetBase Technologies has devised a checklist to help you get your business ready for hurricane season.

❑ Update Employee Information: For example, if your employees are evacuating, find out the name, address and all phone numbers where they can be reached to reassure their safety. If your employees are not evacuating, update their personnel information. It may also be beneficial to have a map or written directions to their home. Employees are one of your most valued assets.

❑ Update Your Inventory List: Some of this can be done months ahead of time. Obtain and maintain documentation and photographs of your inventory. Take your inventory information as well as your insurance policies with you. (Be sure to photograph the interior and exterior of your business as well.)

❑ Establish A Rendezvous Point And Time For Employees: In some areas, it was weeks before telephone and cell phone communications were restored after Hurricane Katrina. It is best to have a rendezvous point and time established ahead of time for employees to verify their safety and deploy a plan to aid your clients as quickly as possible.

❑ Establish An On-Site Support Plan: If you have a service providing business and may be needed immediately after the storm, prepare for your “camp out” employees. Keep on hand water, non-perishable food, sleeping bags, and toiletries. You may even suggest those particular employees keep an extra change of clothes in their vehicle.

❑ Implement An Effective Communicative Strategy: If you are a service providing company, ensure your clients have an effective means of communicating with you. E-Mail is a great way if your clients have access to the Internet.

❑ Obtain Uninterruptible Power Supply: Batteries, generators, fuel for the generators.

❑ Back Up All Data: Once all data is backed up, take the backup tapes or discs with you along with any other important documents. If you do not have a backup system, call your IT organization to back up that data for you. Most IT organizations will even store that backup data for you.

❑ Protect Your Electronics: Raise computers off of ground level and use surge protection appliances.

❑ Secure Heavy Objects: Make sure your equipment is secure and any heavy or fragile objects are lowered, secured and moved away from windows.

❑ Operate Remotely: Modern technology has allowed for businesses to access important data from remote locations.

Backups, internet access through satellite, and phone access through satellite are services offered by NetBase Technologies to help you get your business back on track after any disaster strikes. For more information on backups or satellite internet and phone service, contact Kenny Lance at NetBase at 601.264.1606, ext 101 or email him at kenny@nbtol.com.



5 Shoreline Blvd.
Hattiesburg, MS 39402
Phone: 601-264-1606
Fax: 601-264-2420
www.nbtol.com

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

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.

McHARD AND ASSOCIATES, PLLC

Erica McHard
32 Millbranch Road, #40
Hattiesburg, Ms 39402

LIVWELL HEALTH SERVICES

Karen Wilkins
518 Main Street, Ste. 204
Hattiesburg, Ms 39401

Pine Belt Oil Continued

ers, wired and installed the corporate phone system and installed accounting software and broadband connections for 14 remote store locations. Each member of the administrative staff arrived to work on Monday morning at the new Purvis facility to find the office up and running and ready for business.

"We were amazed at their ability to put together a technical team to pull that project off," said Allen Morgan, President of RAMCO. "Their work was impressive. When we arrived at work on Monday, the administrative staff was ready to go to work."

"Considering the diversity of our business, phone lines are the lifeblood of our organization, and we depend on our phones and computers working properly to keep our company running smoothly," said Dan Ellzey, Vice President of Operations for RAMCO. "NetBase coordinated our move with BellSouth, including the seamless transition of our phone numbers and the set-up of our phone system."

"Now days, technology drives the way we do business. We aren't in the IT business and we need someone to partner with us to keep us up-to-date on technology," said Ellzey.

"That's where Kenny and his staff come in," said Morgan. "They have a wide array of customers, which affords them the opportunity to find and apply situations and solutions for us that may have also worked for another customer. The expertise and knowledge they have...you couldn't get in an in-house IT person," said Morgan.

"They tell you what is available, but they don't oversell you," Morgan said. "They assess your problem and tell you what you need to do your job."

"We have enjoyed our relationship with NetBase. RAMCO is a business that's multi-faceted. NetBase has a broad-enough customer base. They can handle it. We haven't had anything that they are afraid to tackle," said Morgan.

For more information about the services and solutions NetBase Technologies can provide for your organization, contact Kenny Lance at 601-264-1606, ext. 101, or kenny@nbtol.com.