

NetworkNews

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NetBase Responds to Pearl River County EMA's Call for Help

Hurricane Katrina was an unprecedented storm that resulted in unprecedented disaster in South Mississippi. Pearl River County Emergency Management Agency responded with unprecedented measures of preparation for the future.



Bobby Strahan, MCEM Director
Pear River County

"Through Katrina as our communication lines went down, we had nothing to communicate with other than ham radio," said Bobby Strahan, MCEM, Director of Pearl River County EMA. "As far as Internet access, fax or phone, we couldn't operate. When everything calmed down after Katrina, we knew we had to have a backup plan. We knew we couldn't find ourselves without communication again," said Strahan.

Strahan and his staff embarked on this monstrous task by investigating solutions to their problem. Their investigation led to a handful of options and companies who sought to be that solution. NetBase Technology's expertise and reputation for quality service earned them that right.

NetBase joined forces with the Pearl River County EMA to implement a communication system that could withstand any disaster, manmade or natural. Part of the result is an in-house satellite-based communication system that is fully-functional within ten seconds of the failure of commercial communication lines.

The in-house system supports Pearl River County's National Instant Management System operations room. The operations room is manned

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What's Inside

NetBase Elite Member



Geek Greek



New Clients



File and Data Safety





What would you do if all of your data was stolen?

What if you walked into your office tomorrow and discovered that a virus, hacker or system crash deleted every file, data base and email on

your entire hard drive. How confident are you that your data could be restored? If you are not backing up your network, or if you are but have never tested your backups by performing full system restore, you are at high risk for losing irreplaceable company files.

If the information on your network or PC is important to you, we can help you set up a reliable backup system to make sure you never have to worry about losing your files. We can also create and store a complete offsite backup of your network so you never have to worry about losing your irreplaceable files.

If you would like to know how NetBase can help protect your important data, contact Kenny Lance at NetBase at 601.264.1606, ext 101 or email him at kenny@nbtol.com.

GEEK GREEK

Understanding the Language of NetBase Staff

Commonly used words in this world of technology.

- **crash** - a system malfunction in which the computer stops working and has to be restarted.
- **defragment** - (also - optimize) to concatenate fragments of data into contiguous blocks in memory or on a hard drive.
- **download** - to transfer data from one computer to another. (If you are on the receiving end, you are downloading. If you are on the sending end, you are uploading).
- **drag and drop** - a feature on the PC which allows one to drag the icon for a document on top of the icon for an application, thereby launching the application and opening the document.
- **driver** - a file on a computer which tells it how to communicate with an add-on piece of equipment (like a printer).
- **hard drive** - a large capacity storage device made of multiple disks housed in a rigid case.
- **memory** - the temporary holding area where data is stored while it is being used or changed; the amount of RAM a computer has installed.

FREE

Security Audit Gets You Started

As a prospective customer, NetBase Technologies offers a complimentary security audit to pin-point where you are most vulnerable to virus infection, hacker attacks, and data loss. We'll also show you how to stop spam from eating up your network resources without interfering with legitimate e-mails you want to receive.

To ask about a free, no-obligation security audit, contact Kenny Lance at NetBase at 601.264.1606, ext 101 or email him at kenny@nbtol.com.

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.

SOUND INSURANCE

Gary Everheart
P.O. Box 6949
Gulfport, MS 39505

ADVANCED HEALTHCARE MANAGEMENT

Gwen Johnston
402 5th Avenue SW
Magee, MS 39111

FORWARD HEALTH SOLUTIONS

Rebecca Boyd
6242 Hwy 98 W, Ste. 60
Hattiesburg, MS 39402

NetBase Technologies Member of National Group

NetBase is member of TechSelect, a national community of solution providers in the IT industry. TechSelect is a unique cooperative effort that helps NetBase deliver technology solutions that meet the needs of clients.

Membership in TechSelect is by invitation only and comes after careful consideration and with the recommendation of current TechSelect members, Manufacturers and Tech Data management.

Because of TechSelect's unique focus, certain requirements need to be met by a value added reseller prior to admission including:

- Have a minimum of two technicians on staff
- Have a minimum of three industry recognized certifications including one operating system and two hardware certifications or technology certifications
- Have a minimum of three industry recognized vendor authorizations (IBM, HP, Microsoft, etc.)

Of course, the staff at NetBase Technologies far exceeds these requirements with 6 System Engineers on staff with a variety of vendor authorizations and certifications to their credit.

Membership in TechSelect provides a variety of networking, training and marketing support opportunities.

If you would like to know how your business can benefit from NetBase's TechSelect membership, contact Kenny Lance at NetBase at 601.264.1606, ext 101 or email him at kenny@nbtol.com.

New NetBase Employee



Peter Caruso

Meet our newest technician, Peter Caruso. He joined the NetBase staff in August.

Peter is a graduate of Pear River Community College with a degree in Network Administration.

In keeping with the NetBase tradition, Peter has attended a significant amount of specialized trainings. Welcome aboard Peter!





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of Network Service
and Support*

Happy Holidays

*May the good things of life be
yours in abundance, not only
during the holiday season but
throughout the coming year.*



Pearl River County EMA story continued

by 38 people who serve in specific capacities when emergencies strike. Communication is vital for each person to fully function and provide the critical support their residents need. This backup phone system is a voice-over Internet provider (VOIP) system that runs over satellites when the building that houses the operations room loses land lines.

“We are confident that the system will meet our needs if we ever go down again,” said Strahan. “We tested it in a pretty good thunderstorm recently and it did well. It stayed up and kept right going. Even when the television satellite went down, this one stayed up. It was money well spent – definitely well worth it. This new system has given us a reassurance,” said Strahan.

The second part of the solution is a remote-controlled mobile satellite system, which is mounted onto an 18-wheel trailer. Communication access through a VOIP wireless phone is readily available throughout Pearl River County, as well as in any other county or state. The system runs in conjunction with the server located in Pearl River County.

“If necessary, we can take the 18-wheeler out of harms way, then bring it back in after the storm passes,” said Strahan. When everything local or commercial is down, we are able to function. The mobility of that is impressive. We move it around to test and make sure we are working in different locations,” said Strahan.

Strahan says the new system installed by NetBase makes him feel better in his ability to protect the residents of Pearl River County during a disaster. “We didn’t realize what a loss it was until it happened,” said Strahan. “This gives me the added security to know that I have something to back up on – I will not fail in the communication system. We will be able to communicate with the media to get information out to the public,” said Strahan.

Pearl River County Emergency Management Agency is one out of only about a dozen EMAs in the state that currently has this advanced communication capability.

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.