

# NetworkNews

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## Engineering the Future of Technology

Ask anyone at Shows, Dearman and Waits what the hallmark to their success is, and they will tell you it is their client service, which is equaled only by their commitment to excellence. Since 1963, the company has prided itself on efficient, economic service.

When the time came to make the switch from pencil and paper to computers, the civil engineering firm sought the expertise of a company with similar goals and an equal commitment to customer service. The firm soon began a relationship with NetBase Technologies that has met and exceeded all of their computer needs.

Rick Sullivan, Senior Design Technician and IT Director with Shows, Dearman and Waits, says that contracting outside IT support is the only logical choice for a moderate-sized company such as theirs. "I can't imagine running our business without them," said Sullivan. "Everything we have is on a deadline, so everything has to work all of the time. We can't afford down time. Everything we do is on a computer," said Sullivan.



Right: Cliff Wilberding, Sales and Project Manager with NetBase Technologies, reviews system equipment with Rick Sullivan, Senior Design Technician and IT Director with Shows, Dearman and Waits. Shows, Dearman and Waits is a civil engineering firm that has been in business in the Hattiesburg area for more than 45 years.

NetBase Technologies provides a variety of services to the firm. NetBase provides network security, which includes the administration of software that prevents viruses and other threats to the general com-

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## What's Inside

**The Scoop on  
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**[www.nbtol.com](http://www.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. Cliff Wilberding, Project Manager, recently completed the following trainings:



Cliff Wilberding  
NetBase Project Manager

## XChange Solution Provider

Wilberding was selected as one of only 225 executive-level solution providers to attend this training. Agenda items included:

- Evaluated new products
- Reviewed new technologies
- Networked with peers to learn best practices

## Tech Select University: Taylor Business Group Systems Management Services Workshop

Topics covered included:

- The 13 steps of a successful installation
- Business system software requirements
- How to measure the performance of the service department

Employees will continue to attend conferences and trainings specific to improving the service provided to NetBase customers.



## HOT TOPIC: VIRTUALIZATION

A topic among among the new products and technologies reviewed at the XChange Solution Provider training was virtualization. NetBase Technologies is currently offering two products for server virtualization - Citrix Virtualization and Microsoft Virtualization.

### Microsoft Virtualization Delivers

Virtualization is much more than simply consolidating physical servers and cutting data center costs. Virtualization means helping IT departments maximize ROI and cost savings across the enterprise while powerfully improving business continuity. That's why at NetBase Technologies we provide a portfolio of products that address all aspects of server virtualization that can be easily managed through a centralized console.

We make it easier for you to implement enterprise-wide virtualization by delivering technologies

that not only are designed to work together efficiently, but that also integrate with your existing Windows infrastructure. The virtualization products are also based on familiar Windows interfaces and work with well-know Windows-based technologies, which minimizes the need for training of your staff and decreases the time necessary to get your system up and running.

With our virtual data center, and management technologies, you can maximize server utilization and consolidate hardware;

automate many time-consuming tasks such as application and OS provisioning, clustering, and load balancing; and efficiently handle patch management and virtual testing.

Virtualization is key to helping our customers achieve our long-standing vision of Dynamic IT, where people and computers get the resources they need the moment they need them.

- Adapted from *About Microsoft Virtualization* from [www.microsoft.com](http://www.microsoft.com)

# NEW NETBASE CLIENTS

## CUSTOM CREATIONS

Lacey Branch  
11 Huckleberry Drive  
Hattiesburg, MS 39402

## DELOIS SMITH ALL STAR TEAM

Amelia Watkins ■ Brandon Brewer  
4 Willow Bend Drive, Suite 2A  
Hattiesburg, MS 39402

## H&M CONSTRUCTION, LLC

Lisa Byrd  
157 Buck Creek Road  
New Augusta, MS 39462

## Engineering... contd.

puter network. NetBase also administers a Barracuda Spam Firewall that filters all incoming email.

"We call them in when we have a problem that can't be fixed in house, or if we have an abundance of problems," said Sullivan. "Whenever we call with an emergency, they usually have adequate staff we can access to meet our needs efficiently. They are also invaluable to us in providing recommendations for upgrades to our system," said Sullivan.

Shows, Dearman and Waits recently added to the list of services they receive from NetBase to accommodate their ever-growing business. "Our business became overwhelmed post-Katrina, and it was cumbersome for our staff to deal with their work responsibilities and meet our IT needs," said Sullivan. "Contracting NetBase as our network administration service took that burden off of our employees," said Sullivan.

"Shows, Dearman and Waits, Inc. has exclusively used Netbase Technologies since the beginning of the computer technology age," said Kyle Wallace, P.E., Vice President of Shows, Dearman and Waits. "As a company in business for over 45 years in the Hattiesburg area, we have been pleased with the expertise that NetBase has shown to us and the reliability to address issues with our equipment, which allows us to operate in an efficient and professional manner," said Wallace.

NetBase Technologies has customizable computer and IT programs available for any size business, in addition to other business solution systems that can be tailored to meet your needs. For more information on how NetBase Technologies can revolutionize your business, contact Kenny Lance at 601-264-1606, ext. 101, or [kenny@nbtol.com](mailto:kenny@nbtol.com).



Kyle Wallace, P.E., Vice President of Shows, Dearman and Waits

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-Kyle Wallace, P.E., Vice President,  
Shows, Dearman and Waits



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and Support*

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- Network Security
- E-mail & Internet Solutions
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- 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**.

## How Do I Know if a Wireless Network is Secure?



There is no way to guarantee complete security on a wireless network. However, there are precautions you can take to help minimize security risks when you use a wireless network.

- Whenever possible, only connect to wireless networks that require a network security key or have some other form of security, such as a certificate. The information sent over these networks is encrypted, which can help protect your computer from unauthorized access. When you view available wireless networks in Connect to a Network, you'll see text indicating if a network has security enabled or not.



- Before you connect to a network provided by a wireless Internet Service Provider (ISP), such as a public network in a coffee shop or airport, read the privacy statement carefully and make sure you understand which files, if any, are saved to your computer and what type of information the network provider collects from your computer.



- If you connect to a network that is not secure, be aware that someone with the right tools can see everything that you do, including the websites you visit, the documents you work on, and the user names and passwords you use. Make sure that you don't work on any company-sensitive information or visit password-protected areas of your business network while you are connected to that network.

- Source: [www.microsoft.com](http://www.microsoft.com)