

# NetworkNews

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## Tech Support...STAT!

### NetBase services critical to hospital care

South Mississippi State Hospital's top priority is patient care. To ensure their patients receive the utmost care, the hospital depends on sophisticated technology to do everything from dispensing patient medication to providing high-level security at their facilities. NetBase Technologies provides the support and solutions SMSH needs to run a seamless operation.

NetBase Technologies provides the hospital with a host of services, ranging from network installation and maintenance to employee email. Sabrina Young, Information Systems Director at SMSH, and Lee Foley, Systems Administrator at SMSH, depend on the round-the-clock support NetBase offers.

"We only have two people in our Information Technology Department, and we're responsible for all of the computing needs at our locations in Purvis and Laurel," said Foley. "We need a partner to come in and offer the support for situations that a two-man team couldn't handle. We are just two people, but with them on our side, we have a whole support team," said Foley.

"Once we were able to build a relationship with South Mississippi State Hospital, we were able to analyze their IT requirements and present the solutions that fit their needs. Because of the many important services that SMSH



SMSH Pharmacist, Cindy Jackson, gets ready to load medications into the Pyxis machine.

provides to their clients, we understand their need for a network that is highly reliable, easy to maintain, and has a fast ROI," said Cliff Wilberding, NetBase Project Manager.

Two of the vital computer systems the hospital relies on are Pyxis and Amtel. Pyxis dispenses medication for the patients at the psychiatric hospital. If the system malfunctions and the nurses are unable to log in, the patients cannot receive their medication.

The psychiatric illnesses that patients at the hospital deal with make security a vital part

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# NEW CLIENTS

*Thanks for allowing  
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# Do you Google? A few tips to Google better.

## Boost Search Speed. Improve Results

*Zack Stern, PC World Business Center*

I use Google many times a day, a big part of answering work questions, doing research, or otherwise finding information online. This search engine became a mainstream tool partly because of its simple, powerful results. But hidden, advanced techniques can get you better information with less hunting.

These are some of my favorite Google tricks, among many. Just enter your terms in a browser's Google search bar or directly at the site.

- **And searches:** If you're familiar with Boolean search operators, Google uses "and" to include every listed term. Google also weights the first terms more than the last, so type them in the order of importance. If you include a common word, such as "the," or "I," it'll ignore that term. Be sure to manually add that item by adding "+" directly in front, without a space. (Additionally, you can put quotation marks around a full phrase to specific that exact string.)
- **And not searches:** Google's advanced search page can omit results containing certain words, but you can do the same thing in a standard search. Just type "-[your word]" to toss undesired results, such as the full search term "bass fishing -music".
- **Search specific sites:** Google often gives better results than a site's built-in search function. Or avoid hunting for that little box on an unknown site. Just type your search term and then add "site:[domain name]", such as "router review site:pcworld.com".
- **Make conversions:** Convert all sorts of units, including weight, currency, and distance. Type the known item, "in", and the unknown unit, such as "10 km in miles" or "10,000 U.S. dollars in yen".
- **Track packages:** Just enter a shipper's tracking number to get tracking results and links for major delivery companies.
- **Dictionary and spellcheck:** Often handier than reaching for another reference--or searching for one--Google can look up definitions and spellings. Define words by typing "define:[word or phrase]" such as "define:maverick". Spellcheck just by typing your guess as the search term, and see if Google asks if you meant something else.

# NetBase Adds More Expertise to Employee Base



Brad Thurston

To continue as the south's most trusted provider of network service and support, NetBase Technologies has recently added more qualified technicians.

Brad Thurston recently joined the NetBase staff as a technician. He received his Bachelors of Computer Science from USM in 2000. Along with the CCNA and CCDA certifications Thurston has key skills including

- Cisco Advanced wireless LAN design specialist, routing and switching field specialist and IP Communications Express Specialist
- Symantec certified specialist
- EMCST, EMC Storage Technologist

Kalyn Ulmer joined the NetBase staff in January. He received his Associates in Applied Science Degree, Computer Network Support Technology from Pearl River Community College. Ulmer holds special certifications in Comptia A+ 2008, IT Technician Pathway and is a Cisco Certified Network Associate. His key skills include

- configuring Cisco routers and switches
- configuring and administering Windows Server 2003
- planning and setting up a LAN
- Linux
- C++ and Visual Basic Programming
- system maintenance and computer hardware



Kalyn Ulmer

We are pleased to have these skilled professionals on staff ready to apply their expertise to your business.

**CUT CONSUMABLE COSTS NEARLY IN HALF WITH THIS SIMPLE, EFFECTIVE PRINTING TRICK.**

## Save Ink and Paper Every Time You Print

Here's a quick trick to cut down on printer consumables: downsize your output so that two pages fit on single sheet of paper. ("Honey, I shrunk the Word document!") It's easy to do, and it can save you up to 50 percent on your printing costs.

The "2-on-1" approach works like this: Each page gets reduced in size and rotated 90 degrees, so that two pages can fit side-by-side on one sheet (think: booklet). Programs like Word and Adobe Reader give you this option right in the Print menu. In programs that don't (like Firefox), you can venture into the Properties menu for the selected printer and look for a "page layout" or "page scaling" option.

Obviously this won't always be practical; there are times when you need full-size, full-page prints. But for situations when you just need to review document layout or keep printed materials on hand for reference, the shrunken pages work just fine.

Of course, the best way to save paper and ink is to bypass them entirely. Whenever possible, "print" your documents to PDF files you can store on your PC or e-mail to others. CutePDF Writer is one of many freeware "printer driver" that will turn virtually any document into a PDF.

Source: PC World





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

## Why should you choose NetBase?

Here's what a few customers had to say...

*"NetBase techs are specialized in all areas. Usually, one guy can do the job instead of several techs who only do one particular thing. This makes for a quicker fix."*

*"Instead of dealing with out of state vendors, NetBase allows for a localized approach which means better support."*

Call today to find out how you can become a satisfied NetBase customer.

## NetBase Services Critical contd.

of the organization. Amtel assists with security measures by allowing the hospital to track where all patients are at all times. As part of the system, employees must swipe a badge to enter and exit all doors, ensuring the safety and well-being of the patients.

"If something goes down, as a hospital we can't afford to wait days for someone to fix it. We knew NetBase could come in right away and fix our problems," said Foley.

The computer systems are also vital for the hospital's electronic medical records, on-line paperwork and employee communications. "Email is our main form of internal communication," said Foley. "Each employee has an email address and access to a computer. This is how our employees receive their pay stubs and important notices," said Foley.

"We chose NetBase because they are a local company with affordable prices and are very professional," said Foley. "NetBase is a great partnership for us. They balance us out. David (Purser) and Cliff (Wilberding) have a great team and have always been willing to help since the beginning. Their credentials are great and their customer service is spectacular," said Foley. "With NetBase, you aren't at the mercy of someone else," said Foley. "They come in, find the problem and offer solutions to help you."

"By utilizing our vendor status with the Express Product List (the state contract for technology items) and our trained network engineers, we were able to consolidate their nine physical servers into four (using virtualization technology), increase the speed of the network backbone (using Cisco layer 2 and 3 switches), implement an in-house email solution (using Microsoft Exchange), and add an additional layer of security for email and internet access (using Websense)," said Wilberding.

For more information on how NetBase Technologies can provide solutions for your company, contact Kenny Lance at 601-264-1606, ext. 101 or [Kenny@nbtol.com](mailto:Kenny@nbtol.com).



*SMSH Campus Police Officer Marion Greene instructs a new security officer, Jerome Paul, in the use of the hospital's electronic monitoring equipment.*