

"AS A BUSINESS OWNER,
YOU DON'T HAVE TIME TO
WASTE ON TECHNICAL AND
OPERATIONAL ISSUES.
THAT'S WHERE WE SHINE!
CALL US AND PUT AN END TO
YOUR IT PROBLEMS
FINALLY AND FOREVER!"

Dan Edwards
CEO & PRESIDENT
PACT-ONE SOLUTIONS

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increase your cash flow and save on taxes with this **4-LETTER WORD**

If you dread writing checks for a network upgrade because it hits your cash flow in a big way, then you'll want to look into HaaS or "Hardware as a Service."

HaaS is becoming a more common option for dental offices and other businesses because it allows you to pay for ALL your IT services – hardware, installation, security, backups, applications, Internet, support, etc. – as a flat fee service, thereby eliminating the heavy cash-flow hit for upgrading or expanding a computer network and giving you the ability to write off 100% of your IT expenses without having to depreciate those assets over time. Additionally, your IT provider takes total responsibility for the maintenance of your network.

HaaS is particularly popular with startup practices who need to direct the majority of their cash towards marketing and build-out, but many practices are opting for HaaS over installing a traditional network because:



- 1) **NO MORE EXPENSIVE SURPRISE UPGRADES.** With HaaS, your computers are automatically replaced with new ones every 3-4 years, ensuring compatibility with almost any software refresh or digital x-ray upgrade. No end-of-lease buyouts of outdated equipment or ever having to re-lease equipment again.
- 2) **WARRANTIES ARE A THING OF THE PAST.** With a HaaS program, you get your equipment AND the service included in the monthly cost. Anything that goes wrong with the computer (like the inevitable computer crash just days after your warranty expires) is our problem to resolve. Plus, since HaaS computers are replaced on a regular schedule, you don't have to settle for refurbished parts or old computers for long.
- 3) **ONE EASY INVOICE.** Purchasing via a HaaS program is like having a condo. You get control of what goes in it, but don't have to worry about maintenance, building code issues, or updating the façade. Everything in one low monthly fee.

Looking to upgrade equipment while saving cash? Call us to learn more about HaaS and find out if it's right for you.

a new favorite way HACKERS ARE GAINING ACCESS to your pc

Do you have Java turned on in your web browser? If your answer is "Yes" or "I'm not sure" then it's time to take action to find out. Why? The biggest threat to your computer systems in 2013 (and beyond) is no longer Microsoft Windows - it is Oracle Java.



After 20+ years as the poster child for insecure software, Microsoft's newest

operating systems (Windows 7 and 8) have gotten their act together. Cybercriminals like to get the greatest bang for their buck and therefore they're attacking the Java platform because of its huge market share and because it's an easier platform to hack than the Microsoft operating system. Java is now installed in over 1.1 billion desktops and 3 billion mobile phones. That's a big target that is very attractive to hackers. Hackers also love that Java is multi- platform, which means it's capable of corrupting PCs running Windows, Mac OS X or Linux. And since many Mac users don't have anti-virus, hackers were able to infect over 600,000 Macs with serious malware via the Java software installed on their machines.

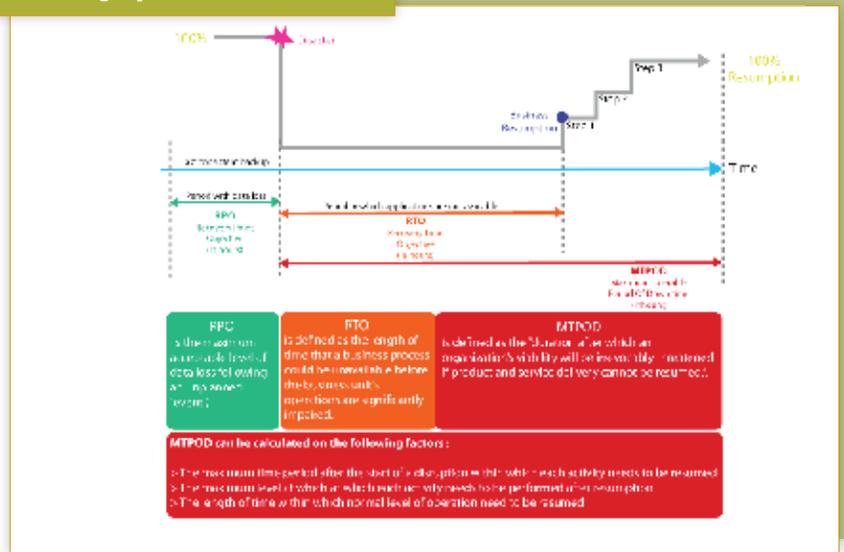
Right now, cybercriminals are aware and exploiting any security flaws in Java that could lead to infections on your computer. There are even automated kits now available to capitalize on any security hole found within days, if not hours of them becoming known. It's not unusual to see hackers use Java as a first attack to weaken the defenses before serving up an Operating

rpo, rto and mto OH MY!

Most businesses make the HUGE (and costly) error of mistaking a "backup" with data recovery and business continuity. NOT true! Simply having a copy of your data stored somewhere does not automatically guarantee you'll be back up and running again like you were before. To give our readers a better idea of this concept, we've included a diagram (below) from the BCM Institute explaining three key concepts: Recovery Point Objective (RPO), Recovery Time Objective (RTO) and Maximum Tolerable Outage (MTO). In order to choose the RIGHT type of back up for your company, you need to know what these three acronyms mean.

First, the RPO or Recovery Point Objective is the point to where you want your data restored. So, if you can't afford to lose a day of work, your RPO may be practically "instant," requiring a snapshot of your workstation or server every 15 minutes. If you can afford to lose

defining rpo, rto and mto



a day of work, you only need a backup every night. Next, the RTO or Recovery Time Objective is the length of time you will be down after a disaster while your workstation or network is restored. Again, different backups will provide shorter (or much longer) RTO depending on what it takes to restore the data. For example, many businesses are shocked to discover it could take 5-7 days or more to restore all their data from a Carbonite or Mozy backup, plus another couple of days to rebuild everything; and since most businesses cannot afford to be down that long, another type of backup is needed.

And finally, MTO or Maximum Tolerable Outage is the "code red" point in time where you MUST have your data, operations, e-mail and applications back online and functioning before it would severely threaten your company's survival. In some cases, businesses cannot afford certain processes to be down for more than a couple of hours, such as online ordering during the holidays for an e-commerce company or payroll processes for a HR company. And often a company can do without their file server for a couple of days, but couldn't afford to have their call center down that long before they would start losing business and clients.

The key is to know WHAT data and business processes are MOST critical to you so the proper backup and disaster recovery solution can be put in place now before everything goes kaput (that's the technical term for "goes wrong"). To get your data recovery handled properly, call us to discuss a Disaster Recovery Review to determine if you truly COULD be back up and running again as fast as you expect, and what you need to do now to guarantee zero unpleasant surprises.

CONTINUED ON PAGE 4...

shiny new gadget
of the month:
MAGICFUTURE.COM

Have you ever wondered how much money you need to have in order to quit work forever? Well wonder no more!

Thanks to a new online tool developed by a veteran financial advisor to multi-millionaires, Stefan Wissenback, this site will help you determine what your “magic number” is, or more specifically, the exact amount of money you need to have so you can quit working forever.

Unlike many retirement planning calculators, this tool will factor in a number of factors such as the type of vacations you want to take every year, what type of legacy you want to leave your children and even the monthly cost of your favorite hobbies.



Then, based on WHEN you want to “retire” so work is optional, it will tell you how much money you need to invest or save in order to attain your goal.

Unlike other sites, it won't try and sell you anything—and you can try the tool out for 21 days at no cost. We definitely recommend giving it a try—you might be surprised to find out the amount of money you thought you needed is actually a lot lower and very attainable!

www.magicfuture.com

THE HIPAA POLICE WOKE UP 5 things you must do



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HIPAA has not been aggressively enforced for years, but that is changing along with the rules. With the changes from film and paper to all-digital, you can no longer afford to sit back. The ‘HIPAA Police’ are waking up, and your risks are higher than ever.

THE ‘HIPAA POLICE’: The HITECH Act of 2009 funded \$36 billion towards Electronic Health Records programs for doctors and hospitals, along with many changes to basic HIPAA rules, and enforcement multiplied by 50 when state attorney generals were given authority. Changes to HIPAA came out in January modifying the original Privacy and

Security Rules. Business Associates and their subcontractors have to comply with HIPAA, and are liable for data breaches that occur. These changes require that Notices of Privacy Practices and Business Associate Agreements be updated. The data breach laws were changed, increasing your risk of incurring a large penalty if you lose an unencrypted laptop or other portable device containing patient data. Finally, as HIPAA was funded and the enforcement agency was told they could keep any penalties, the first thing they did was hire a former federal prosecutor. He has gone after small practices, hospitals, government agencies, and even a hospice, levying fines such as \$1.5 million for a lost laptop, \$1.7 million for a lost backup drive, \$100,000 for using Gmail to send patient records, and \$400,000 for a failed network firewall.

5 THINGS YOU NEED TO DO

- 1)** You will need to give a new Notice of Privacy Practices (NPP) to new patients, but luckily, you do not have to send the new policy to your existing patients. However, be sure to post the new policy in an easily accessible location in your reception area.
- 2)** You must get control of your Business Associates. Each vendor that has access to any patient data must sign a Business Associate Agreement containing new wording that was released in January. Each Business Associate must comply by September 23, 2013 and ensure that any subcontractors they work with are also compliant. The new rule requires that paper storage companies, data centers, online backup providers, and cloud service providers comply as Business Associates even if they never look at your patient data. You must replace your current agreements by September, 2014.
- 3)** Have a competent technical company review the security of your workstations and your network. Computers that have consumer-level operating systems will not protect patient data. Network devices must be tested to ensure their security is working (note a recent \$400,000 penalty for a firewall that silently failed, allowing the leak of 17,000 patient records). Have your network checked for security vulnerabilities and get them fixed. Work with a competent IT company that provides Managed Services, ensuring you remain secure.
- 4)** Get your entire staff trained. People who do not know what to do cause most HIPAA breaches. HIPAA requires training and your managers need to understand the rules, how to prevent data breaches, and what to do if one occurs. Your workforce needs to know proper behavior—what they should and should not do to minimize the risk that patient data will be lost or accessed by an unauthorized person.
- 5)** Stop your bad habits immediately. Never send patient data (words, voice files, or images) to anyone using web mail (Gmail, Yahoo!, MSN, etc.) Never, ever, send patient information by text message. Make sure the email you are using is secure and encrypted and your users each have a unique login and password. Also make certain that your computers are automatically secured. Security can be inconvenient but the risks require it.

Contact PACT-ONE to discuss how we can help you build HIPAA-compliant policies and procedures; train your managers and workforce; and provide ongoing technical services to protect data and avoid fines.

CONTINUED FROM 2...

HACKER FAVORITES:

System specific attack. Even the Department of Homeland Security suggested that "To defend against future Java vulnerabilities, their users should consider disabling Java in web browsers."

Here are 3 steps you can take today to minimize your risk:

- 1) Disable or uninstall Java wherever you can. If you don't need it, remove it.
- 2) Where Java is necessary, use a separate web browser only used for Java based websites and be sure to patch Java regularly.
- 3) Have your staff report the first signs of slowness, possible infections and web browser popups to your IT guy as soon as they happen.

WHO WANTS TO WIN A \$25 STARBUCKS CARD?

Here's this month's trivia question. The fifth person to respond with the correct answer will receive a \$25 Starbucks card!!

Which musician died in August of 1977, leaving behind a huge following of fans who still adore him to this day?

- a) Jerry Garcia
- b) Jim Morrison
- c) John Lennon
- d) Elvis Presley

CALL NOW WITH YOUR ANSWER!
866-722-8663

CLIENT SPOTLIGHT:

"PACT-ONE has been superb in every aspect for my practices. Here in Las Vegas they created the infrastructure of my super high tech office in 2008. They were precise, on time, efficient and always came for any tech emergencies I encountered the same day. They assisted and relocated my practice just three months ago. Perfect A+ was the outcome. They did my Phoenix practice as well. I highly recommend Pact-One. All of their computer experts are a pleasure to work with and it has been fun seeing all and meeting the new crew as well. If I was to create a new office Pact-One would be right there by my side."

Dr. Farshad Athari

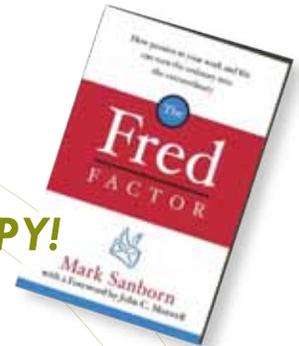
ten ideas you need if YOU WANT TO SUCCEED



by Mark Sanborn

- 1) Do what you need to do now so you will eventually get to do what you want to do later.
- 2) Discipline is the ability to get things done regardless of how you feel about doing them.
- 3) Passion only pays off when channeled into productive effort.
- 4) Others may believe in you, help you and support you, but ultimately nobody will do it for you. You are responsible for your own life.
- 5) If you don't do your job any differently than anybody else who does it, you won't get paid more than anybody else.
- 6) More often than not, you succeed in spite of not because of your circumstances.
- 7) If you think a little better and work a little harder you will always accomplish more than others.
- 8) If you can't control it, get over it.
- 9) If you don't appreciate where you are at, you won't appreciate where you are going.
- 10) Get clear on what really matters to you and then get busy pursuing it.

We've found Mark Sanborn's work to be incredibly helpful and want to share with you! The first three readers to call Dan Edwards at 866-722-8663 will receive a free copy of "The Fred Factor". To learn more insights into how to turn the ordinary into the extraordinary, go to marksanborn.com



first three callers get a **FREE COPY!**

just a few of OUR SERVICES

Support Agreements

Managed Services

Managed Security

Backup Solutions

Backup and Disaster Recovery Options

Offsite Backup

Cloud Solutions

Monitor Mounts

Computers, Monitors

Website Design

Search Engine Optimization (SEO)

IT Consulting

VOIP Phone Solutions

HIPAA Consulting

HIPAA Compliance

PCI Compliance

Secure Email