



September brings us back to school. Back to the grindstone. Back to work mode. As you move into the fall season and prepare yourself for Q3 and Q4 and Monday Night Football, don't fret if it takes you a while to get back into the swing of things, especially if you're just coming back from that last minute vacation before the kids had to be back in school. While you're getting your bearings back and catching up with your coworkers, here are some fun facts about the month of September for some interesting office chatter!

- According to 17th century English astrologer and physician, Richard Saunders, it is good to eat pomegranates and drink goat's milk in September.
- The first Continental Congress was called to order on September 5th, 1874.
- Tell your grandparents how much they mean to you on Sunday, September 7th. It's National Grandparents Day!
- Avast, me hearties! September 19th is International "Talk Like A Pirate Day!" So shiver me timbers and show your colors!

4 WAYS TO KEEP YOUR DATA SAFE IN THE CLOUD

By now you might have noticed, Pact-One is a pretty big believer in the power of cloud computing. But we're not the only ones. In a 2012 study, Gartner predicted the total shift from offline PC work to mostly on-cloud by 2014. And it's definitely happening.

Businesses today are making the move from sending files via email or using a USB flash drive to carry documents but instead are uploading information to a cloud storage solution that can be accessed no matter the location or device. The cloud has become a haven for sharing information and building better businesses.

As we learn to trust the cloud and the benefits it provides, it is important to remember that just like any solution, the cloud does have its limitations and you must use it with caution. Here are four ways that you can make the most out of the cloud while still keeping your data safe.



- When it comes to passwords, complexity is key. Did you know that 90% of all passwords can be cracked within seconds? On average, it would take an advanced computer algorithm about 3 minutes to crack a moderately safe password. Imagine how much quicker it would be if that password was simple! Be sure to use different passwords on different sites, as using the same password on multiple sites can leave your important data exposed if a hack were to occur.
- Sending information via the cloud requires encryption while in motion. Whether its ePHI, PCI, or client information, encryption is vital for meeting compliancy and ensuring business safeguards. In addition, make sure that you only enter your data into websites with the https communications protocol. This moniker indicates that the site is secure, which is important especially with wide deployment over the internet.
- Whatever cloud company or storage solution that you use, be sure that they have superior security. Things like local encryption and decryption of your files in addition to storage and backup are features to look for. An AES-256 bit encryption and two-step verification process are additional things to require of your cloud storage solution. At the end of the day, your important data should be stored safely in the cloud and you have to be conscious of whom you choose to trust with that data.
- Once you have created a hard to crack password, lock it away and throw away the key! You'd be amazed to find out how much data has been breached simply because someone wrote down their password in a notebook or on a post-it note in their desk. While it's challenging to remember a difficult password, if you practice typing it out and getting it into your muscle memory, you'll find that logging in to your accounts will be easy.

When you make the move to the cloud, you're making the shift to an optimized business. But without a technology partner in your corner to ensure that your data is safe and secure, you might find yourself at risk. Contact Pact-One today to help you mitigate the risk of cloud computing and move your business into the future.

THE pact-one PULSE

YOUR TECHNOLOGY BEAT



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IT'S SEPTEMBER...DO YOU KNOW WHERE YOUR DATA IS?

If you are not on our #1 preferred backup solution, **please take 2 minutes to read this article** as it contains a very important message regarding your company's backup and your ability to be up and running fast in the event of a data-erasing natural disaster, server failure, virus attack or other "digital crisis." And since September is National Disaster Preparedness Month, we felt this was an appropriate time to remind you.

Three years ago, we discovered a tremendous backup and disaster recovery system. When we first found this solution, I was skeptical that it could deliver protection and security for a low price. But after doing a ton of research and testing, we found that this is by far an absolute necessity for all companies concerned at all about securing their computer data.

While many backup systems are "good," there are a lot of problems with many **older, inferior systems**. Problems such as:

- Not backing up ALL of your critical data off-site.
- If a problem were to disable your server(s), it could cost thousands to restore and would take a few days (minimum) to get you back up and running.
- It may not backup open files or do continuous backups; that means you could lose an entire days worth of work if something goes wrong.

• You have to do something manually in the process, leaving room for human error.



That's why we want to make the switchover a no-brainer for you. **When you replace your old backup system with this one by October 15, 2014, we will:**

1. Waive the setup fee (normally \$400 – \$1,500, depending on how many servers you have).
2. Give you up to 10% off the ongoing backup storage fees. And considering this off-site backup is already much cheaper than most, **you're going to save money.**

This is not about us making money – **it's about YOU** having the right backup in place to make sure you never have to deal with the costs and devastation of being "out of business" and without your data.



Dan Edwards, CEO & Founder
Pact-One Solutions

READ ALL ABOUT IT: HIPAA BREACHES ARE ON THE RISE

Each week you see in the headlines yet another story about a data breach. In fact, just last month alone we came across two articles discussing medical and dental data breaches that occurred between December 2013 and May 2014. While it is important to note that the situations in which each breach occurred were different, **one through a hacking and the other through a physical break-in**, they both feature a common flaw: a gap in security. These gaps have and will result in hefty fines for both health organizations. In the dental data breach specifically, while the article mentions encryption, the real reasons that the practice was fined in terms of a HIPAA violation were because they lacked a risk assessment, proper passwords, auto locking feature on the workstation, and a physically secure location.

It is important to remember that a data breach can occur at any healthcare or dental practice, no matter the size. Every practice is required by law to comply with HIPAA so when there is a violation, there are certain parameters that must be met in order to avoid large financial fines and prevent the breach of patient information. Below are just a few:

- Proper security systems must be in place to protect against hackers and prevent malware and viruses from attacking the systems. Malware is the most common way hackers attack systems and cause data breaches.

- A security solution that includes logging of access both inside your network and from outside. This can help more quickly identify potential breaches to limit the damage.

- Complete HIPAA training: Every staff member who comes into contact with Protected Health Information must complete HIPAA Workforce Training annually. The law also requires every covered organization to designate a Security Officer, or trained, dedicated staff member to help ensure compliance.

- A disaster recovery plan must be in place: As designated in HIPAA law, all covered entities (health care providers, health plan networks and clearinghouses) are required to have a disaster recovery plan in place to deal with potential security threats resulting in the least amount of patient risk as well as damages.

- A backup appliance must be utilized on the premise: In the instance of a data breach that causes a loss of patient data, a backup appliance would make all of the difference in recovering the stolen data as well as ensuring that proper care can still be given to patients.

Pact-One ensures that your practice is HIPAA compliant and safe with our HIPAA compliancy package, auto locking and physical security products. Pact-One is committed to providing our clients with access to high performance technology solutions to optimize their practices, which is reflective in our partnership with AuthAir, one of the leading providers of seamless security tools to keep your office secure and compliant. **Chat with us today at 866-722-8663** and ask us about AuthAir, the answer to all of your businesses security needs.



ATTENTION, ATTENTION: HAVE YOU RECEIVED A CALL FROM MICROSOFT?

The Pact-One team has received a couple of calls from our clients about representatives claiming to be from Microsoft and needing to remote in to their systems because they have detected problems. Our clients who received this call, directed the so-called reps to us and when asked for a name and number, the reps would provide false information. **We would first like to tell you that these calls are 100% scams.** If you receive a call from anyone claiming to be a Microsoft Representative, deny their request and direct them to us.

Call your Pact-One Representative at 866-722-8663 if you are unsure if this phone call is legit and report the fraud here.

Again remember, Pact-One has your IT covered and will ensure that your technology is working optimally and without errors.



4 TOOLS TO HELP YOU GET WORK DONE AND BE HAPPY ABOUT IT

In the technology centric world that we live in, mobility is everything. Whether you're collaborating on an important document while traveling or logging into your practice management software to share documents and update a patient file, remote access is vital for many businesses today. Keeping that in mind, it can be challenging to work in your business if you don't have access to your desktop features or software. A job is in and of itself, a job. It's hard work and requires a lot of time and energy in order to be successful. It's a lot more pleasant to work in an environment in which you are comfortable. Here are five applications to help you work freely, without limitations.



1. Dropbox for Business: Dropbox for Business combines the best of both worlds, as a cloud and desktop storage solution. Collaboration is enhanced with shareable files and folders with updates in real-time when a document is saved. Great for the mobile user, Dropbox for Business can be accessed anywhere, at any time, regardless of where and on what device the user is utilizing.



2. Echosign: Powered by Adobe, Echosign is an e-signature application that allows you to send, sign, and manage agreements from your iPad, iPhone or iPod touch. The need for carrying paper based contracts is eliminated. Users can access documents from their Dropbox account or from the mobile device itself and use Echosign to get them signed immediately and in-person. In addition, Echosign integrates with a variety of office software applications such as RocketLawyer, Dropbox, Microsoft SharePoint and many more.



3. RabbleBrowser: This iPad application makes sharing URLs, files and anything stored on Dropbox simple. Designed as a collaborative Web browsing and file share tool, RabbleBrowser works perfectly in meetings to allow an unlimited amount of iPads in a conference room to chat or share a browsing session. In other words, no more having to send last minute web addresses or email attachments to everyone in a meeting before you gather together. Rather, users can share information seamlessly and without limits.



4. Speaktoit: Move over Siri. Move over Google Now. Move over Cortana. Say hello to Speaktoit, the highest rated talking personal assistant to your smartphone or tablet. As you use Speaktoit, it adapts to your preferences, customizing your experience to offer the best suggestions and functions to fit your current schedule and location. From conducting a web search, checking the weather, putting in a reminder, playing music or videos, opening applications or documents, sending or responding to a text, or placing a call, Speaktoit has you covered, with a variety of features to help make your life easier.

Here at Pact-One we are always looking to better the lives of our clients—to help them optimize their technology so that they can work more efficiently and with less stress. By incorporating just a few of these applications into your workplace, you'll find your office just a bit less chaotic, making the workday more enjoyable. If you're looking to cut through the noise and implement technology solutions to make your job easier, contact the Pact-One team. We're ready and willing to help you build a better business with the technology solutions that drive your profitability.

Gadget of the Month: Navdy

When it comes to hands free devices, most people think of Bluetooth headsets or built-in car navigation systems. That is until Navdy burst onto the scene.



Designed as a transparent Head-Up Display (HUD), Navdy projects information as if it's floating six feet in front of you while you drive. Like Google Glass for vehicles, Navdy works with your existing apps on your iPhone or Android. Whether it's responding to a text message or answering a call, Navdy utilizes natural touchless gestures to function. No more looking down to fumble with knobs, buttons or touch screens. In addition, the device uses voice recognition to allow you to write a new text, compose a new tweet or call someone using the commands you are already familiar with such as Google Now or Siri.

Did we forget to mention that it also connects with your music and car's computer to allow you to stream music and check the performance and vital signs of your vehicle. From fuel economy and tire pressure, to RPM and a variety of other diagnostics, Navdy provides you with access.

To learn more or to purchase this device, visit www.navdy.com.