Thanks for taking time out of your busy day to spend a few minutes with us. Each month in "Technically Speaking" you will find: new articles that highlight our clients as well as our technology partners, insightful messages from our owners Tim & Dan, plus helpful tips and hints from the ToSolution team.

Finally, some good news!

Are You Tired of Playing Tug-of-War?

If you’re on a Time & Material, Break/Fix or Block Plan with your current IT provider you aren’t pulling in the same direction. The reason is because your IT provider doesn’t make any money unless they can bill you for problems they’ve fixed. And, I’m assuming, you want to have as few problems as possible. If that is the case, then you’re playing tug-of-war with your IT company and you need to ask yourself, who’s winning?

Think about it. If you don’t call them to fix a problem they don’t make any revenue from you. I am not suggesting that your provider would ever sabotage your computer network but it is true that if they try to make your IT as trouble free as possible they’ll be working themselves right out of business.

That's not the case with a flat fee, managed service plan like ProVision. With plans like these – if they are good flat fee plans - you pay a monthly fee that covers all of your IT problems. It doesn’t matter if the provider has to spend 7 hours or 70 hours that month fixing issues. You pay the same monthly rate. I tell our clients that some months we may lose, but most months we win. We have to win most months or else we’d be out of business.
This is the big difference! We'd go out of business if you have too many problems, they go out of business if you don't have enough problems. Now who do you want working for you? A company that thrives when you have less IT issues or the one that thrives when you have more?

When you’re under a flat fee plan like ProVision, we don’t want you to have any problems. That's the same thing you want, right? We’re on the same team as our clients, both pulling for the same thing and in the same direction. Our team does have to spend some time fixing IT issues, but they spend even more time preventing them. With a proactive approach to maintaining our clients technology we prevent most problems from ever occurring. Doesn’t that make more sense?

7 Reasons to Make the Switch to Office 365

Many clients ask if they should consider hosted email solutions like Office 365 instead of traditional, on-premise Microsoft Exchange servers. Others want to know why they should consider Microsoft’s email solution over other hosted email solutions out there. There are a lot of advertisements floating around lately for Office 365, whether from Microsoft direct or partner companies. I wanted to take some time to answer some common questions about Office 365 hosted mail, in order to help you make an informed decision about whether Office 365 is the right choice for you.

The first thing I'll point out is, if you run your own email in-house, you should know that the total cost of ownership (TCO) is much more than just the cost of an Exchange server, licensing, and installation. You should consider everything, including:

- Cost of the Exchange server
- Cost of hardware to run the Exchange server (server, disk, RAID, power, heating, cooling, backups)
Cost of bandwidth (Internet)
Cost of the licensing and client access licenses (CALs)
Cost of installing and configuring the Exchange server (it’s not as easy as 1..2..3!)
Cost of security (SSL certificates)
Cost of maintaining and updating the hardware and operating system (server maintenance contracts and upgrade insurance)
Cost of downtime for any hardware or Internet failures
Cost of Exchange consultants if you do have any issues

In all my years of being in the IT field, I have rarely seen a problem with an on-premise Exchange server that is an “easy fix”. And trust me when I say that I’ve seen plenty of misconfigured Exchange servers, too. Exchange and other on-premise mail systems tend to be complex with a lot of moving parts and require specific expertise. They require a lot of TLC to keep them operating properly and in tip-top condition. Our team at ToSolution has spent enough time installing, configuring, and troubleshooting Exchange transport services and log files to know that there can definitely be benefits to moving Exchange servers offsite to Office 365, especially for small business. So what are some of the benefits of Office 365?

1. By moving to Office 365, you get pay-as-you-go pricing, which provides predictability and flexibility. Buy as many licenses as you want. Scale up, or scale down. It’s really a lot simpler than running an on-premise server. This can save a lot of up-front cost.

2. Office 365 is financially backed by Microsoft, a trusted name, with more up-time, geo-redundancy, disaster recovery and powerful security. At ToSolution, we recommend best-of-breed, robust, and mature solutions, not fly-by-night or “cheap” hosting plans. Microsoft is a trusted name in technology, and they have invested a lot of their dollars into an enterprise infrastructure to run Office 365.

3. Get only the licenses you need for each user. This can be a particularly good idea for seasonal businesses or those who have a need to expand and contract the number of users on the email system.

4. Office 365 is backed by ToSolution’s exceptional client care, US (Waukesha)-based support that is available when you need it. Our Office 365 clients enjoy the same support benefits as our ProVision clients.

5. Upgrades happen automatically so your IT management costs go down. To stay secure and reliable, Exchange needs to be patched and updated regularly. The problem with on-premise servers is that each of these upgrades (especially service packs) can take the server offline for hours at a time. And what happens when patches and updates go wrong? With Office 365, Microsoft handles all updates in a way that doesn’t affect availability. In other words, email stays up, even when updates happen.

6. Standardized tools mean you don’t need to remember multiple log-ins or learn new applications for each device. Reduce passwords! With Office 365 single sign on (SSO), you have the same username and password to access email, SharePoint,
OneDrive, and your Office apps.

7. Scale up as your business grows with a simple phone call. When you need more licenses because you hire additional staff, just give us a call, and we can add a user quickly. Just like that, you have a new user set up with email, SharePoint, OneDrive, and office application access.

One of the more confusing aspects of moving to Office 365 can be the various options that exist. For example, did you know there are several different email/SharePoint/OneDrive/Office plans to choose from, each with its own set of features? And guess what? Some of them aren’t that easy to find on Microsoft's website. Different plans include different combinations of mailbox-only, mailbox and Office suite, OneDrive, Yammer, Delve, Skype, and SharePoint. Also, there are other plans that can be leveraged by businesses, including Office 365 Kiosk plans. These are perfect for shared users (for shift workers in warehouses, as an example).

Finally, one of the biggest advantages of moving to the Office 365 platform is that you can get the entire Microsoft Office suite with your email plan. This means that you get not only your mailbox, but a full copy of Microsoft Office (different versions available, depending on the plan you choose). It simplifies licensing dramatically, since you no longer have to deal with purchasing box or open license copies of Microsoft Office on the fly or as needed. And, your Office suite is always up-to-date on all your devices – PC, Mac, iPhone, Android…it doesn’t matter!

If I can help in any way with your Office 365 decisions, let me know. Give me a call at (262) 737-4774 x2721, and we’ll set up a time to talk or visit to discuss your Office 365 questions and develop the right strategy for you. ToSolution is part of Microsoft’s Cloud Partner program, which means that we have expertise in all areas of Microsoft’s cloud solutions, which include Office 365 plans and programs. Other Microsoft Cloud offerings include Microsoft Azure and OneDrive, among others. One thing is for sure – the world of “cloud” and “hosted” solutions can be confusing, and our #1 goal is to take the headache and confusion out of purchasing and strategy decisions like this for our clients!

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**Client Spotlight**

"Inspirio has a mixed relationship with technology." - Joe Nettesheim

In this month's "Client Spotlight" we are happy to share with you one of our non-profit clients, **Inspirio Youth Ministries**. One of the reasons we enjoy working with non-profit organizations is because they are deeply invested into the vision and purpose of their organization, Inspirio is no different. With a deep commitment to their vision comes a strong desire to shape everything in a way that assists the organization in making their vision a reality. This includes their technology. There are many ways that technology has and will continue to help move Inspirio forward but there can be hurdles involved with technology too. We are grateful that they chose us to help them find the
balance they are looking for when it comes to providing technology for their staff, as well as for their visiting students and families. - ToSolution Team

Inspirio is dedicated to the faith formation and character development of youth, empowering them to reach the fullness of their potential as individuals created in God's image. Our philosophy is that by helping youth discover their authentic selves as children of God and introducing them to adults that mentor character and integrity, they will have a promising future and become contributors to society.

Inspirio has a mixed relationship with technology. We believe that limitless, unmonitored access to technology and social media can be a threat to the social, spiritual, and psychological development of youth. Recent examples of the problems with "no-limit technology" can be seen in news stories everyday. From applications that allow youth to hide inappropriate pictures on their phones to being Cyber-bullied by their peers, these are challenges most young people face as they are growing up. Our ministry focuses on how to help youth develop social skills and have proper boundaries when using their phones and social media.

We also know that technology can be a great way for us to connect with youth. Even simple technology, such as being able to teach using videos, music and other applications is important for sharing the Gospel message, especially to a young generation. For example, adding Wi-Fi capability to our facility has allowed us to use YouTube and better integrate music into our youth retreats. As a nonprofit, with a limited budget, technology is often an underutilized tool. ToSolution has provided us with great support in modernizing our network and helping Inspirio to take significant steps in our use of technology.

Contributor:
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“My computer is very slow today and I can’t get anything done!”

We never like to hear this but unfortunately it happens. Troubleshooting an issue that's making your computer slow can become more complex than one might think. Generally, when a client reports that their system is slow, they perceive it as everything on their computer is slow. In reality there are multiples areas that could be the cause, making it seem like everything is slow. For example, it could be related to the network your computer is connected to or it could be related to a single piece of software using too much memory or too much CPU. Sometimes it’s a combination of things, which can
make troubleshooting tricky.

Luckily, there are some pretty neat utilities that make it possible for us to troubleshoot these problems quickly and get you back up and running at top speed. Sysinternals offers a utility named Process Monitor. Process Monitor displays all the current processes that are currently running on a machine so we can see everything at once. By looking through this list, we can see every directory and location in which a program or application is running. This tool allows us to find items that are using more resources than they need. Sometimes an application needs more resources at one moment of it process that at others but hasn’t relinquished those resources to be used by other programs, this can slow things down. Process Monitor can also indicate that something is running in the background that shouldn’t be, like Malware, Spyware, or Viruses.

We know you don’t like it when your computer is slow, truthfully, we don’t either. When you have an issue with your computer, we want you to call us. That way we can get things working the way they should be as quickly as possible.

Contributor:
Shawn Olson | To Solution, Inc.
Lead Engineer, Network Services

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ToSolution is thrilled to announce the promotion of Shawn Olson to Lead Engineer of our Network Services Team. Shawn joined ToSolution two years ago and has consistently demonstrated a keen ability to deliver superb client care and technical solutions to our clients.

As part of this new role, Shawn will be responsible for scheduling onsite visits and coverage, service delivery and issue prioritization for our ServiceDesk. Shawn will also be more active in steering and coordinating client on-boarding and project initiatives.

Please join us in welcoming Shawn to his new role as Lead Engineer and congratulating him on this promotion! shawn@tosolution.com

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PartnerPick

We Love WatchGuard

WatchGuard appliances are designed and built to do one thing, and one thing well, protect your network at the gateway and perform as security devices. When scaled properly, these devices stop spyware, malware, viruses, spam, and other threats at the gateway with ease. In 2015 WatchGuard was recognized as a "Visionary" in Gartner's
"We are thrilled to be recognized by Gartner. We believe this validates our ability to provide widely deployable enterprise-grade security to SMB and Mid-Market customers," said Prakash Panjwani, chief executive officer at WatchGuard.

As some of you already know, ToSolution promotes WatchGuard firewalls, unified threat management (UTM) devices, and access points (APs). We proudly carry, support, and consult on this excellent line of security products. All our network engineers have been XTM certified since early 2010, and we have two certified Sales Professionals on staff to help you with all of your needs. We stay current on WatchGuard’s training, and we are dedicated to the product line, because we take our client’s network security very seriously.

If you are concerned about your network security, or lack of it, don't hesitate to contact us and discover how WatchGuard and ToSolution will make your network safe and secure.

Check out how WatchGuard is making the internet safe for kids!

Get Organized with Multiple To-Do List Apps

I like getting things organized, but the real trick is keeping them that way. Even the best To-Do List app can get convoluted with too much information. And in today’s fast-paced world, our to-do lists can grow out of control quickly. That’s why I advocate using two, one app for work, and one for your personal life.

There are at least a dozen really good apps (hundreds if you count the crummy ones) that can help you get organized and help you to stay on top of your to-do lists. I prefer Wunderlist and Google Keep to all the others I’ve tried. Wunderlist was recently purchased by Microsoft, which has the potential of making a great app even better. And Google Keep is really intuitive, especially if you’re an Android user and already tied into everything Google.

http://us11.campaign-archive1.com/?u=649adb34dd34ecca1dfdc7f63&id=0d1f466674
A recent advancement to Wunderlist has allowed for integration with Outlook 2016 (the Office 365 version ONLY) making adding a To-Do from your work email super easy. With the Wunderlist Add-In you get two options; you can "Quick Add" any email to your Wunderlist Inbox or add any email to a specific location in your Wunderlist Folders. Wunderlist syncs across all my devices and so I should never miss another to-do (at least in theory). I've decided to use Wunderlist for work because of it's integration with Outlook and it's robust feature set.

Since Google Keep is so easy to use and voice accessible on my phone I'm going to use that for leaving myself quick notes. If you're an Android user you can just open your Google Now app and say "Ok Google" ... "Note to Self" (the first time Google will ask which app to use as a default, choose Keep - if you need to install it, it's in the Play Store). Then just say whatever you want. "Here are 3 reasons that we should get another puppy..." - and that's it, your note is kept, in Keep. I use Keep for personal items I don't want to forget. With Keep you can create voice notes, check lists, take photos, even use handwriting.

Contributor:
Mark James | To Solution, Inc.
Director of Business Development
You can update your preferences or unsubscribe from this list.

Stop forgetting and misplacing passwords
Stop using "Sticky Note" password security
Start saving time and money with PassPortal

Contact Us Today and Get Setup with Your Own PassPortal Account