

"We make all of your computer problems go away without adding additional full-time I.T. staff!"

Ask about our fixed price service agreements — Computer support at a flat monthly fee you can budget for, just like payroll!

It's easy to get great help with multiple ways to reach JR-Tech Support!

JR-Tech Instant Support Center



Happy St. Patrick's Day!



506 W. Graham Ave. Ste. 207

Lake Elsinore, CA 92530

(951) 319-4040

JR-Tech.com

[Facebook.com/JRTechTimes](https://www.facebook.com/JRTechTimes)

[Twitter.com/JRTechTimes](https://twitter.com/JRTechTimes)

Help Desk Priority Glossary / Guidelines:

Low = General questions or end user support (business process can continue, one user affected)

Normal = Limited degradation of service / minor (limited number of users affected, business process can continue)

High = Significant degradation od service (large number of users or business critical functions affected)

Emergency = Full systems down / Full services unavailable with no acceptable alternative (all users and functions unavailable)

Give us a call today for your IT Service and Support needs!

JR-Tech Help Desk • (951) 319-4060

Happy St. Patrick's Day!

JR-Tech Times

Check Out The Back Page of This Newsletter!
JR-Tech Instant Support Center
Contact Information

March 2015



3 Ways To Turn Hard Luck Into Profitable Harmony

Big companies generally have large IT departments to assist them with technology installations, integrations, and maintenance keeping their systems running 24/7/365. Don't rely on luck when it comes to your technology needs. Partner with a managed service provider that can care for your technology like a corporate giant.

Don't Blame luck for your misfortune.

For many business owners, hiring a full-time IT manager in-house is out of the question. So, they often buy computers or servers based on the needs of their company and advise of friends or family who are self dubbed computer wizzes. Then one day, they fall on hard luck. The server crashes or computers become infected and their technology seems to hold their business hostage.

Businesses don't succeed because they are lucky. Luck really has nothing to do with success. Hard work and dedication are the roots of progress. Be proactive when assessing your company's needs. Develop a set of goals for your organization to achieve and create an actionable plan for your success. Here are three ways to turn your hard luck into profitable harmony.

1. Build a winning team. Your company's greatest assets are the people that fuel your operations and the tools they use to keep your organization running each day. If you want to retain the best employees provide them with encouragement, efficient tools, learning opportunities, clear roles, and your company's goals or vision. Develop an "open door policy" that encourages your employees to offer suggestions or ideas and give feedback. This will foster an environment of respect, high performance and collaboration.

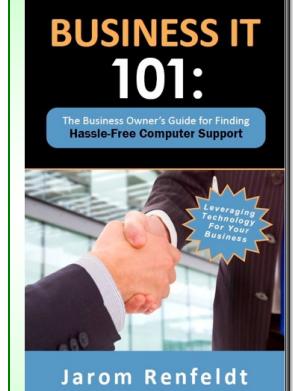
2. Give your company a competitive advantage with the right tools.

Regardless of the type of business you run, your company needs technology to thrive. However, tools like computers, printers, e-mail services, and specialty software require an in-

(Continued on page 2)



Free Book Offer!



What's Inside...

- ◆ 5 Tips To Keep A Good Charge On Your Laptop.....pg 2
- ◆ Break/Fix Or Managed Services...pg 2
- ◆ A Sound Server Migration.....pg 3
- ◆ Where's the Answer?pg 3
- ◆ NEW! JR-Tech Instant Support Center Contacts.....pg 4

Get a free copy of Jarom's book!
Call: 951-319-4081
Web: www.JR-Tech.com

Q & A: St. Patty's Day

It's the season for green all around. St. Patrick's day brings luck, Irish and celebrations abound. So, where did the legends begin? Check out our St. Patrick's Day question and answers to learn more.

Q: Where did the gold come from?

A: Vikings. Yep, Vikings inhabited Ireland many moons ago and stored hordes of treasure all over the land. Legend states, they left or forgot to take several stashes of gold. Later, the gold was found by leprechauns and divided among themselves.

They knew the Viking treasures were acquired through wicked deeds and didn't want humans to get ahold of it for fear of what the greed would do to them. So, they stored the gold in pots underground for safe keeping.

Q: Why are rainbows involved?

(Continued on page 3)



JR-Tech Referral Program

If you know a business owner or executive of a company with 10 to 500 employees, and can help us get an appointment to help them with their business technology, we'll give you a \$25 gift card. When your referral becomes a client, we'll give you an additional \$100 gift card

For more information about our referral program, please visit our website:

[JR-Tech.com/
about-us/
referral-
program/](http://JR-Tech.com/about-us/referral-program/)



3 Ways To Turn Hard Luck...

(Continued from page 1)

safe. Move away from paying for repairs and waiting for them to be done when things are horribly broken. Take a proactive approach and manage your IT before it manages your business.

Success shouldn't be about luck.

Your company wasn't developed on luck, why operate on it? Embrace technology as a pathway to achieve your goals not a necessary risk. Give us a call today if you would like to explore a Managed Services solution for your business.

JR-Tech
(951) 319-4040

5 Tips To Keep A Good Charge On Your Laptop

Sure, we all try to plug in when we're on the go, but you can do more. Here are some great tips to help you conserve your laptop battery life.

1. Activate battery saver mode or eco mode on your laptop. Manufacturers are now more conscious of battery life than ever. Every laptop is designed with a cluster of settings that will automatically make changes to lengthen your usable battery life.

2. Disable unused devices.

The quickest way to reduce your power consumption is to turn off things you are not using. Ever piece of your computer needs power to operate, but it doesn't mean you need them all powered on all the time. Start by disconnecting things like peripherals and turning off the big hogs like Wi-Fi, radios, and graphic processors. Visit the Control Panel and find the Device Manager to explore everything that is working behind the scenes.

3. Turn off extra applications too.

Hardware isn't the only part of your computer that takes juice. Your applications eat away at your battery life too. In windows systems, start by looking at your system tray just to the left of the clock to see what is running in the background.



Break/Fix Or Managed Services

Don't rely on luck to keep your businesses afloat. Review these questions, if you answer "no" to any of them, you're playing the break/fix game only addressing the bare minimum fixing current problems.

1. Do you find out immediately when your back-up has failed?
2. Do you know if your server and desktops have up-to-date anti-virus?
3. Do you know if you have the latest patches installed?
4. Do you know which machines in your office are running out of memory?
5. Do you have a number to call if you have a problem with your computers?
6. Do you only hear from your computer guy when something is broken?
7. Do you know what equipment on your network is aging and should be replaced?

If you answered "no" pick up the phone right now and take advantage of our

**FREE 27 Point
Network Assessment.**

JR-Tech
(951) 319-4040

Q & A: St. Patty's Day...

(Continued from page 1)

A: They show where the treasures where hidden by the leprechauns.

There really is no end to a rainbow. According to physics rainbows are really a full circle except the earth often gets in the way of its projection. Rainbows are said to fall right on the spot where a leprechaun has hidden a pot of gold as a marker of sorts so they can find their stashes again quickly.

1. Explore your options.

Even if you don't choose us, explore your options. Even Microsoft recommends that you start by looking at your workloads and evaluating how you use your server.

2. Assess your current situation.

Make sure to take an inventory of all your

Where is the answer? By Curtis Russell

"Where is the answer?"

Being on the phone as much as I am, I frequently ask myself the question above. Sometimes I even wonder, "When are they going to answer?"

The way a company handles their calls says a lot about how they perceive their callers. I hear plenty of 'on-hold waiting', 'music', 'search-the-company-directory' and 'leave-a-message in our general mailbox' ... but the MAILBOX IS FULL!

Shouldn't it be as easy to reach someone **after** you have purchased their services as it was when they were trying to sell you services?

What is your phone system telling your callers?

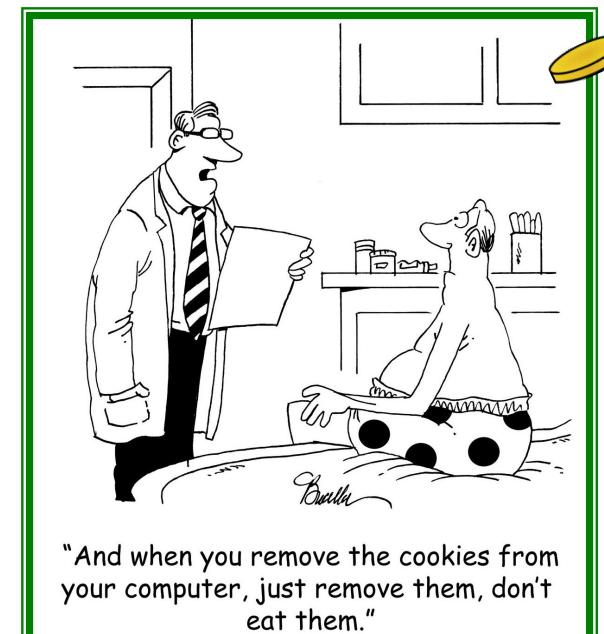
When our phone rings you are greeted with a hearty welcome and a... "Please stand by for a LIVE representative"... and that is exactly what you get. No roundabout system or dead-end voicemail. Always a Live person.

current systems. This will help you make a better decision and possibly consolidate some systems into one great solution.

3. Make goals and buy. Shoot for the stars. Create a plan that helps your company grow. If your migrating to a new server, why not have it do more?

4. Migrate. Schedule your migration early and pick a time that will cause the least interruption. New IT investments shouldn't cost you extra in down time. Partner with an IT resource that can take care of your migration after hours or on weekends for a smooth transition.

Give us a call, we're here to help!



"And when you remove the cookies from your computer, just remove them, don't eat them."