



News from WA

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Welborne Associates Provides Hassle Free IT for SMBs

Productivity Assurance Services® (PAS®) offered by Welborne Associates is a menu of products and services which when configured for Small to Medium Businesses (SMBs) can literally allow Welborne Associates to be an SMBs IT department.

Capitalizing on 19 years of IT experience as an SMB Welborne Associates can provide remote and onsite services tailored to meet the needs of organizations utilizing 5 to 250 computers.

Remote Monitoring and Management (RMM) was described in the February newsletter as providing the

information, data, network performance trending analysis and security vulnerability information critical to servicing, planning and managing an SMBs IT environment.

RMM minimizes the necessity of dispatching personnel to a client's location since it provides many tools to diagnose and fix problems remotely. However when necessary, Welborne Associates can dispatch a Support Engineer to a client's location within 4 hours in our Northern Indiana and Southwest Michigan coverage area.

Our goal is to be your one-stop source for small busi-

ness IT services and web solutions, and a key partner for your business computer consulting needs. It's like having an entire IT staff right at your fingertips.

We are proud of our outstanding customer service and quick response.

Jim Welborne, a Microsoft Certified Small Business Specialist and Owner of Welborne Associates, invites you to contact him via phone (219-879-3584) or e-mail (Jim.Welborne@welborne.com) to discuss your IT needs and any assistance Welborne Associates may provide.

RIM Offers Free BlackBerry Server Software to SMBs

The barrier to entrance for some small businesses using BlackBerrys has been the cost of the BlackBerry server. In order to properly use all of the calendaring, contacts and shared mail integration to Exchange, the server and licenses were required. Now Research in Motion, BlackBerry's parent company, will begin offer-

ing free server software that will wirelessly and securely synchronize BlackBerry's smartphones with Microsoft Exchange or Microsoft Small Business Server.

The new BlackBerry Enterprise Server Express software offers economical advantages to small and medium-sized businesses who

desire the enterprise level security and functionality of the BlackBerry Enterprise server but don't need all of the advanced features. It provides a cost-effective solution that enables IT departments to meet the growing demand from employees

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Please help us to continue to provide excellent service to our clients by filling out the questionnaire at:

welborne.com/survey



A folder for each e-mail address

Do you get e-mail sent to your inbox addressed to more than one e-mail address? For example I get e-mail sent to info@welborne.com as well as Jim.Welborne@welborne.com.

Did you know you can setup folders in your inbox and have the system automatically put the e-mail sent to the different address into a separate folder? Here's how:

First, setup the folder in you inbox as follows:

1. Open Outlook
2. Point to your mailbox usually named "Mailbox - Your Name"
3. Right mouse click and choose New Folder
4. Enter a name for your folder such as "Info"
5. Click OK

Second create a rule to put incoming mail addressed to

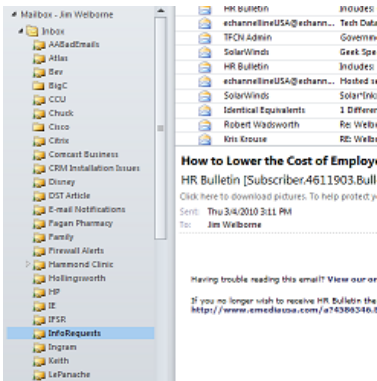
the different address into the folder you created above.

1. In Outlook click the Tools menu item located near the top of the Outlook window.
2. Choose Rules and Alerts...
3. Click on New Rule...
4. Near the bottom of the list you will see Start from a blank rule. Click on Check messages when they arrive located just below the Start from a blank rule line.
5. Click Next>
6. Look for the line that says "with specific words in the message header" and check the box the left of the statement
7. In the box marked Step 2: Edit the rule description, click on the underlined words specific words
8. In the box labeled "Specify a word or phrase to search for in the message header:"

type in the different e-mail address e.g. info@welborne.com.

9. Click Add
10. Click OK
11. Click Next>
12. Check the box to the left of "move it to a specified folder"
13. In the box marked Step 2: Edit the rule description, click on the underlined word specified
14. Find your folder in the Choose a folder" list and click on it
15. Click OK
16. Click Next>
17. Click Next>
18. Type in a name for your rule e.g. "Mail to info@welborne.com"
19. Click Finish
20. Click OK

Now any mail address to the different e-mail address will show up in your new folder.



PAS® Mobile Support

Traveling on business or pleasure? Beginning in February Welborne Associates began providing support to clients on their Windows PCs no matter where the client was located as long as there was an Internet connection.

If you are in need of support while out of the office simply

call our 800 number and our technician will guide you through connecting to our website and choosing "support".

Once the support program is downloaded and running on your computer, just click on the support link listed on the connection box.

Our technician will now be

able to see and control your desktop allowing them to assist you while you observe the solution to your problem.

For more information call us at 219-879-3584 or send an e-mail to info@welborne.com.



Cyber Security for the Home & Home Office

The typical firewall used to connect to DSL or cable internet services at homes is nothing more than a router without any effective protection. This firewall simply extends the Internet into our home so that connecting to the Internet is as risky as driving on the "Interstate" highway with bald tires on a snowy, New Year's Eve!

Cyber-crime is a big business which is estimated to be larger than that of illegal drugs. This goes beyond inappropriate content and disgusting emails and the goal is to get your personal information. For example, a valid email address from your Outlook contacts can be sold for five dollars but your email address, logon and password is worth \$350.00.

Once it was large universities and corporations who were the target of viruses. Hackers were

motivated by fame for the crippling attacks that they perpetrated, as if it were a bizarre game of chess. Profit was limited to some corporate spying and altering financial records or school grades. But, the motive quickly changed to greed as the goal became spyware based pop-up ads on any PC.

When universities and corporations invested in "Enterprise" quality firewalls the hackers focused their threats against the less protected servers and networks used by small to medium sized businesses. These servers provided a wealth of information, such as email addresses used to spam more PCs and a more powerful platform than a PC with which to launch new attacks against universities and corporations.

Our home and home office computers are next. A wave,

literally a Tsunami, of virus and other malware is heading for the computers and Wi-Fi devices in our homes and home offices. It is only a question of when, not if, anyone's personal computer or smart phone is compromised.

There are other costs beyond identity theft. It is also the crippling damage which can be caused by viruses and spyware trying to elude detection and removal by signature based anti-virus programs, many of which were designed and created two decades ago.

Welborne Associates has found a firewall with protection which is Enterprise quality and can be affordable.

Learn more at welborne.com/HomeFW.



SonicWall's TZ100 is a great fit for home and home office protection.



Get funds from Microsoft!
Go to welborne.com/BigEasy

RIM (from Page 1)

to be able to connect their personal smartphones to their work email, calendars and access business systems behind their company's firewall. The software offers a Web-based interface that allows remote administration and makes the software easy to install, connect BlackBerry smartphones and apply usage policies. While the BlackBerry Enterprise Server Express has some limitations on monitoring

and high level security features, it is a great solution for SMBs who want to empower their employees with mobile access without compromising security or manageability. Look for the software to be available in mid-March.

Want the all of the benefits of a corporate communications solution but don't want the hassle of owning and managing your BlackBerry

server? Welborne Associates PAS™ Hosted Exchange may be a perfect solution for your business. Offering full-featured Microsoft Exchange 2010 accounts in 2GB or 5GB, with access to email, contact, calendars, and tasks, our hosted solution provides ActiveSync and support services for BlackBerrys allowing employees full functionality and connectivity with their mobile devices.

"While the BlackBerry Enterprise Server Express has some limitations on monitoring and high level security features, it is a great solution for SMBs "



Welborne Associates

Enterprise Solutions for Small Business

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welborne.com

What's New in Office 2010? - Part 1

Office 2010 is scheduled to launch in April of this year. This is the first of a series of articles highlighting what's new.

Office 2010 delivers the ability to use Office virtually anywhere—across the PC, phone, and browser.

•Office Web Apps are online companions to Microsoft Word, Excel®, PowerPoint®, and OneNote® that let you review and make light edits to documents from a supported browser. Feel confident with your

data since document formatting and content are maintained when edits are done in the browser. Office Web Apps can be hosted on premises, running on Microsoft SharePoint®.

•Microsoft SharePoint Workspace 2010 lets you keep your important SharePoint documents and lists available offline. It automatically syncs only the changes, so you get them fast even over a low-bandwidth connection.

•Office Mobile gives co-

workers in different locations the ability to share, edit, and comment on documents with their smartphones, using a familiar Office experience that is optimized for mobile devices.

Note: Right now a customer who renews 20 copies of Office Pro Plus can get Office 2010 and could save more than \$4000* off the cost of purchasing it later through Open Business!

Contact Welborne Associates for details.

It Pays to Trade to ProCurve

Trade in any hub, switch, router or wireless device from November 1, 2009 through April 30, 2010, and receive 5% off your HP ProCurve purchase with the HP ProCurve It Pays to Trade program.

The HP ProCurve It Pays to Trade program provides a simple way to purchase newer technology more affordably while ensuring that outdated equipment is reused or recycled in an environmentally friendly way. Reduce the costs of disposing gear and save on new HP ProCurve purchases at the same time.

It Pays to Trade Program Steps:

1. Purchase eligible HP

ProCurve product(s) with an invoice date either 30 days prior to the Claim Submission date or 30 days following the claim submission date.

2. Trade-in your networking device by completing the online claim form.
3. Fax your purchase invoice for your new HP ProCurve product(s) within 30 days from claim submission date to (770) 925-9064.
4. You will receive return shipping instructions for your old device. The trade-in unit(s) must be shipped within 60 days from the claim sub-

mission date.

5. Trade-in checks will be issued within approximately 6 to 8 weeks after purchase invoice has been validated and receipt of your traded product(s) has been completed, whichever is later.

The maximum rebate per company is \$50,000 per HP fiscal year.

Contact your Welborne Associates at 219-879-3584, or visit www.welborne.com/ProCurve for claim form and all terms and conditions.

