OCTOBER 2011

PTD CHAT

PENTELEDATA'S CUSTOMER NEWSLETTER

Contents

PARTNER IN BUSINESS
Apprise Software

Apprise Software is a global leader in enterprise resource planning software for consumer goods distributors and manufacturers. From their headquarters in North America, and global locations in Asia, Australia and Europe, Apprise Software provides whole business solutions, support and services for hundreds of global companies responsible for bringing some of the world's most recognizable consumer brands to market every day.

In the fall of 2010, Apprise opened an office in the Czech Republic. That location has overlapping office hours with the headquarters in Bethlehem. This led to Internet connection saturation on their permanent site-to-site VPN connecting the two offices. A couple of months ago Apprise Software upgraded their connection which helped resolve the congestion issues and maintained high productivity.

David Wassenar, Vice President of Internet Technology at Apprise Software, explains why they chose PenTeleData over another provider to help with the project, "PenTeleData provides fast and reliable services that are also economically competitive. They provided the fastest and most reliable connection to our office building with the direct fiber connection to their backbone that was wired to the building. In fact, their uptime and reliability has been better than any prior service we've had."

PenTeleData provides Apprise Software's connection for Bethlehem, PA, IP addresses and support for their routers and DNS hosting. This allows them to serve their global websites and provides VoIP and interoffice connectivity. They have five offices throughout the world and the PenTeleData connection allows all of the locations access to servers and information from their headquarters in Bethlehem, PA via site-to-site VPNs. In addition, many of their team members are able to work at home a few days each week using IP phones and VPNs that connect them with the office. Apprise Software has team members all over the world yet working like they are all in the same location. Wassenar adds, "If our connection wasn't reliable or fast enough, none of that would be possible. Our Czech office also greatly benefits from the fast pipe that we have because of the site-to-site VPN."

Of course, when there is a question or concern, Apprise Software can count on PenTeleData to find a solution. According to Wassenar, "The support staff has been extremely knowledgeable, especially with problems related to configuring our routers."

At PenTeleData, we're proud to serve Apprise Software and as they expand and open more offices around the world, they can count on us to provide state of the art technology at competitive prices.

We are **PenTeleData**

Letter from our GM

Dear Valued Customers,

Welcome to the autumn edition of the *PTD Chat*, PenTeleData's quarterly newsletter. I'd like to thank everyone who stopped by to visit us at the fairs and summer events. We really enjoy meeting our customers and gathering feedback to bring back to the office.

If you'd like to know more about what's going on here at PenTeleData, and don't want to wait until our next newsletter, visit our website at www.ptd.net to like us on Facebook and follow us on Twitter. We'll share important information, about current events, industry news, Internet security alerts and some exciting contests.

With the holidays just around the corner, consider a gift card from Computer Patrol "The Store". It's one way to get the perfect gift for that person who already seems to have everything they need. After all, who doesn't eventually need printer ink, a new PC, or another computer accessory? Visit their website at www.cpthestore.com to see all "The Store" has to offer.

Sincerely,

John H. Williams
General Manager
PenTeleData

AN UPDATE ON OUR NEW MAIL SERVER…

BY NOW YOU'VE PROBABLY HAD A CHANCE TO USE THE NEW AND IMPROVED PENTELEDATA WEBMAIL. IF YOU HAVE, THEN YOU ALREADY KNOW THAT THE NEW LOOK IS VERY SIMILAR TO MICROSOFT OUTLOOK, WITH A PERSONAL CALENDAR, AN OPTION TO USE A MOBILE VERSION, AND THE ABILITY TO CREATE RULES.

If you haven't seen it, then now is the time to try it out. Just visit webmail.ptd.net. Simply enter your email user name and password and you're set! While you're at home, on vacation or simply waiting for an important response, your e-mail will be ready. E-mails that you have already downloaded with a desktop client such as Outlook, Live or Macmail will not be included, but, as you'll see below, we recommend you using desktop clients and use our webmail from home, work, coffee shop or mobile phone moving forward.

Utilizing PenTeleData Webmail in place of other mail clients is beneficial in several ways. Here's why:

> Access from any computer with Internet and your folders, sent mail, contacts, and calendar will be synchronized.

> All mail that is identified as Junk will automatically go into a Junk folder and is deleted after 30 days. In fact, we've recently changed our system so none of that junk mail is going to your Outlook, Live, MacMail or phone (if using POP). It only goes into Webmail. (With this in mind, remember to periodically check webmail's junk folder.)

> Trash is automatically deleted after 30 days.

If you do need to continue using another mail client and/or if you have a smartphone that downloads mail, you should switch over to IMAP which will make your junk mail available and synchronize the mailboxes and folders for all computers. For more information on how to make this change please visit http://ptd.net/tiki-index.php?page=Imap_setup

UPCOMING EVENTS

October 6-7, 2011

Manheim Chamber of Commerce Business Expo
BUSINESSES:
Thursday, October 6th
Noon – 8PM
COMMUNITY GROUPS:
Friday, October 7th
9AM – 2PM
Manheim, Pa.

October 15-16, 2011

Walnutport Canal Association Creature Feature Night
Walnutport, Pa.

October 20, 2011

Ephrata Area Chamber Business Expo
Open to the business community
3PM-8PM
Ephrata Recreation Center
Ephrata, Pa.

October 26, 2011

Sussex County Chamber of Commerce Business Expo
Open to the business community
3PM-8PM
Crystal Springs Resort
Sussex, NJ

We are
PenTeleData

Could a Hacker Cause a Significant Financial Loss for Your Company?

If you're a business owner, then you should be very aware of the liability that hackers can cause for your company. No one is completely immune. Companies like TJMaxx and Sony are some of the most recognized organizations who have fallen victim to attacks from hackers, but there are many others who have also been targeted. These attacks are often costly and can cause significant financial distress for small to medium sized businesses. Most insurance carriers don't cover the costs involved with identifying malware, fixing it, or the costs to vendors, payment processors, customers and regulatory oversight. Instead, it is best to take a proactive approach. Whether your company needs a firewall, a Network Intrusion Detection System or a Virtual Private Network, PenTeleData can help.

A firewall is a piece of hardware or software that acts as a protective barrier between a computer or network and the Internet. The term firewall comes from the manner in which the firewall divides a network (the Internet is essentially a very large network) into smaller sub-networks, confining any damage and controlling access to one segment of the network just like a fire door or firewall confines a fire to one area of a building.

A PenTeleData Network Intrusion Detection System (NIDS) performs the same function as a sophisticated alarm system. NIDS, however, monitors and inspects your organization's most coveted property: access to the network and its precious contents. Where any routine property alarm system detects noise, motion or a break in a circuit surrounding a door, PenTeleData's NIDS inspects, analyzes and catalogs intruders' patterns of attack, interprets slight – or not-so-subtle alterations of the vital signs of the computer network's system.

A Virtual Private Network (VPN) is a private data network using the public telecommunication infrastructure to privately share information between locations. It authenticates users and encrypts data to prevent unauthorized access to the information being transmitted.
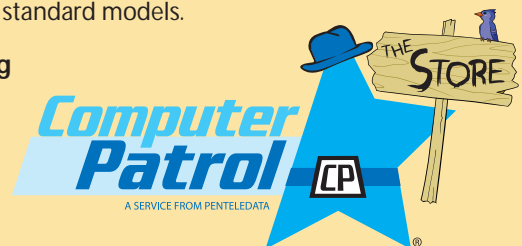
If you'd like to learn how your company can take advantage of these and or many other industry-leading technologies call us today at 1.800.281.3564.

REPLACE OR REPAIR?

IF YOUR COMPUTER ISN'T WORKING PROPERLY, WHAT SHOULD YOU DO, REPLACE OR REPAIR IT? WELL, THAT DEPENDS ON A NUMBER OF FACTORS. FIRST, CONSIDER THE AGE OF YOUR COMPUTER. IS IT LESS THAN A FEW YEARS OLD? THEN, CONSIDER THE COST OF REPAIR VS. THE COST OF REPLACEMENT. ARE THE REPAIRS COST PROHIBITIVE? ALSO THINK ABOUT YOUR EXISTING COMPUTER – IS IT TOP OF THE LINE OR WAS IT A LEMON FROM THE START? DOES IT HAVE ENOUGH MEMORY AND PROCESSOR SPEED? DOES IT MEET THE SYSTEM REQUIREMENTS FOR PROGRAMS YOU'D LIKE TO ADD? ALL OF THESE NUMBERS AND DETAILS CAN HELP YOU MAKE THE DECISION.

Many computer problems are due to malware or hard-drive failure. Using anti-virus software and keeping it current can help. Some manufacturers have tried moving the hard drive to a non-data section of the disk to reduce the risk of damage if the computer is dropped. A few rugged laptops can withstand all sorts of abuse, with magnesium-alloy cases, shock-mounted hard drives and spill-resistant keyboards, but these can cost significantly more than standard models.

If you would like personalized assistance regarding repairs or the purchase of a new computer, feel free to stop by Computer Patrol "The Store" located at 528 Delaware Avenue in Palmerton or call 1.877.610.9090 to have a technician come to your home or business.

We are
PenTeleData

Computer Patrol
A SERVICE FROM PENTELEDATA
THE STORE

JULY 2011 CONTEST WINNER!

Congratulations to Clara L. Good of Reamstown, Pa.

Clara was the winner of a Family 4-Pack of ride tickets to Knoebel's Amusement Resort in Elysburg, Pa.

QUESTION: If a plane crashes on the border of the US and Canada, where do you bury the survivors?

ANSWER: you don't bury survivors

Do You Keep Your Computer Protected?

YOUR COMPUTER PROBABLY STORES SOME OF YOUR MOST CONFIDENTIAL AND IMPORTANT INFORMATION, INCLUDING FINANCIAL RECORDS AND FAMILY PHOTOS. ARE YOU AWARE OF HOW TO KEEP YOUR COMPUTER SAFE? HERE ARE SOME IMPORTANT TIPS, AND ALTHOUGH YOU MAY HAVE SEEN THEM HERE IN THE PAST, THEY ARE ALL WORTH REPEATING:

> Use antivirus and anti-spyware software and keep it current.

> Be careful about opening attachments or downloading files unless you know for certain what they contain.

> Set-up automatic updates for your operating system software to be sure that it downloads and installs security patches as soon as they are available.

> Use a firewall to protect your computer from hacking attacks while it is connected to the Internet.

> Disconnect from the Internet when you're away from your computer.

> Download free software only from sites you know and trust.

> If your computer has been hacked or infected by a virus, disconnect from the Internet right away. Then scan your entire computer with fully updated anti-virus and anti-spyware software. In addition, change any passwords that may have been compromised.

> Use strong passwords and change them often. Though it's very tempting, reusing passwords is a security risk to your account and/or personal information.

> If you use a wireless router, set a password to be sure that others are not sharing your network connection.

DO YOU KNOW SOMEONE WHO NEEDS A NEW COMPUTER?

Maybe it's time for a new printer or a wireless hot spot. If so, Computer Patrol "The Store" offers gift cards for any occasion!

Stop by 528 Delaware Avenue in Palmerton or visit us online at www.cpthestore.com.

FUN FACTS

Miami Beach pharmacist Benjamin Green invented the first suntan cream by cooking cocoa butter in a granite coffee pot on his wife's stove, and then testing the batch on his own head. His invention was introduced as Coppertone Suntan Cream in 1944.

The game of Monopoly is the best-selling board game in the world, licensed or sold in 80 countries and produced in 26 languages including Croatian.

In Tokyo, a bicycle is faster than a car for most trips of less than 50 minutes.

The rush of air produced by a cough moves at a speed approaching 600 miles per hour.

The invention and development of the telegraph in the 1840s made possible the swift collection of information from widespread weather stations, and thus enabled the first weather maps to be drawn.

A whirlpool below Niagara Falls iced over for the first time on record, on March 25, 1955. A huge ice jam in Lake Erie caused more than $6 million in property damages near Niagara Falls, New York.

Pollen grains are so tiny and uniform they have been used to calibrate instruments that measure in thousandths of an inch. Forget-me-not pollen grains are so small that 10,000 of them can fit on the head of a pin.

Often a child's first solid food, one of every 11 boxes of cereal sold in the U.S. is Cheerios.

Using a graphite tennis racket reportedly helps prevent the onset of "tennis elbow."

We are PenTeleData