How secure are your company computers?

- Do you have a reliable antivirus software installed and up to date?
- Are your Windows Updates installed on all of your computers especially your server?
- Do you know if there is anyone trying to login to your server that shouldn't be?
- How much space do you have left on your computer that stores all of your critical data?
- Do you have an offsite backup?

Are Windows Updates really necessary?

Windows Updates are fixes for problems with the operating system, security problems, or other issues with your computer. If you don't install updates, you're just at a greater risk of getting viruses, or for decreased computer performance, if anything, as time goes on. If you ignore the updates, your system will be out of date.

If Windows Updates are set to install automatically why do I need to check them?

Important updates typically are released on the second or fourth Tuesday of the month but updates can be released any time. If you have this setting turned on most security, reliability and compatibility updates will be downloaded and installed automatically. Many updates, however, aren't installed automatically. This includes optional updates and updates that require to accept new terms of use. You would have to go to Windows Update to check for updates that need to be installed manually.

What about the other software updates such as Adobe PDF or Java, do I need them?

Most programs such as Adobe PDF and Java also send out updates regularly to update security issues. Sometimes if you do not have these updates you may not be able to open certain documents or visit websites. Java is used on many websites and is a requirement sometimes. It is highly recommended that you keep the software up to date for it to function properly and get the best security.

Cost effectiveness of our packages for your business

Your Company has an office worker that makes approximately $10 hourly and there are 5 workstations and 1 server in your business. One of the responsibilities of this office worker is to go to each computer one day a week to make sure that Windows Updates are installed and that everything looks ok with the antivirus software (no viruses have been found and it is up to date). Although you have Windows Update set to automatically install updates there are updates that are optional that do not get installed so this office worker will need to install these updates. Also if there are any Java Updates, Adobe Updates or other software updates they will need to do the installation for those. So let's average out the time spent on each computer to around 2 hours, which is very likely. At this point they would have spent 12 hours if things go well to handle just the maintenance of the computers and their job that they were normally paid for is on hold until they can get back to it. So you have spent roughly $120 dollars on keeping your systems maintained so far which would be $480 per month on average. Keep in mind that they didn't check on the hard drive space or anything other than the updates for the software and you still aren't aware if there is anyone trying to access your server or where you store your critical data that shouldn't be. You also are still paying for your antivirus subscription which is on average a cost of $35 a user and then $470 for your server per year. It is likely that the person that you are paying to go around and do this is not a highly skilled technical person but you are giving this person access to all of your data and administrator rights to every computer on your network. So you need to have a lot of trust in this person and you need to know that they will make good decisions in regards to installing software and what needs to be done on your computers if things are not status quo per say. It is likely that you will have more time that is being spent if you just allow each employee to install their own updates and it is more likely that is not happening on a regular basis if at all. Let's take a look at what happens if you have the scenario listed above.

Scenario 1   5 workstations and 1 server

	Your Company Employee	MCS Silver Package	MCS Gold Package
Hardware Monitoring		☑	☑
Antivirus Software	- Workstation - $175 yearly average cost - Server - $470 yearly average cost	☑	☑
Weekly/Monthly Emailed Reports		☑	☑
Web Protection & Monitoring			☑
Disk Defragmentation Local Drive			☑
Mobile Device Protection			☑
Monthly Cost	$480	$390	$544
Yearly Cost	$5,760 w/o Antivirus $6,405 w/ Antivirus	$4,680	$6,528

Scenario 2   5 workstations (no server)

	Your Company Employee	MCS Silver Package	MCS Gold Package
Hardware Monitoring		☑	☑
Antivirus Software	- Workstation - $175 yearly average cost	☑	☑
Weekly/Monthly Emailed Reports		☑	☑
Web Protection & Monitoring			☑
Disk Defragmentation Local Drive			☑
Mobile Device Protection			☑
Monthly Cost	$400	$180	$245
Yearly Cost	$4,800 w/o Antivirus $4975 w/ Antivirus	$2,160	$2,940

* Both the MCS Silver and Gold Packages include 2 hours of

FREE REMOTE SUPPORT per month if a server is also included *

Overview of What We are Offering

You will receive a report weekly and monthly that shows the overall health of your computers and the status of many of the checks that are performed. You will be able to see things that can be potential problems such as you running out of hard drive space. This should allow for better planning in your budget for a hardware upgrades.

Virus Protection

Our virus protection not only will protect your computer but we will monitor the software to make sure that infected files are removed or quarantined once they are found. We also will evaluate and cleanup quarantined files. You will leave your computer on at night and the scan will occur while you are out of the office therefore not interrupting your busy day for computer maintenance.

PC Health Monitoring

We will be able to run several checks on your computer daily that will tells us things about the status of your computer such as:

- Remaining hard drive space
- Failed login attempts (particularly important for servers)
- Performance of hard drives to determine if they maybe failing
- Determine if many services that are required for your computer to run correctly are running
- Many more….

* Note: In the event one of these checks fail we are notified immediately so that we can take action.

Defragmenting of Hard Drives

Most hard drives have spinning platters, with data stored in different places around that platter. When your computer writes data to your drive, it does so in "blocks" that are ordered sequentially from one side of the drive's platter to the other. Fragmentation happens when those files get split between blocks that are far away from each other. The hard drive then takes longer to read that file because the read head has to "visit" multiple spots on the platter. Defragmentation puts those blocks back in sequential order, so your drive head doesn't have to run around the entire platter to read a single file. You will leave your computer on at night and the process will occur while you are out of the office therefore not interrupting your busy day for computer maintenance.

Web Protection/Monitoring

Web Protection is very important these days especially with all of the keylogging programs, identity theft and malware that is out there. We have had many clients that go to what they think are legitimate websites getting viruses or malware that really plays havoc on their systems. Sites that users get comfortable with and click on links without really thinking about the dangers are the most dangerous. Our Web Protection software can protect you when a site has malicious code or a bad reputation. Of course if
you wish you can block certain sites so that your employees can't got to them. You also can tell how much time is being spent on the web and what sites these employees are going to.

Mobile Device Protection

Does your company provide phones for your employee or do your employees use their phones for business use? If so there are likely contacts and other information in those devices that you may not want someone to get their hands on. The good news is that we can also offer protection for those devices now. We have the ability to Lock, Set Passcode or if necessary do a Remote Wipe on these devices if they have been lost. This will prevent someone from getting your valuable information or using the phone for unauthorized calls which could be very expensive.

Let us know if you have questions and if we can help you in anyway. Please feel free to call today for more information about our services mentioned above or for all your computer needs.

Thomas Swaney
Owner

MILESTONE
COMPUTER SOLUTIONS, LLC