

June 2010

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We're ALWAYS here for you!

Have an **EMERGENCY** and need to reach us outside of our normal business hours?

Technical Support:

David—781-838-0556
Devin—339-793-3754
Henri—339-793-3755

Web Design

Pam—781-838-0557
George—339-793-3756

Emergencies Only Please

For regular support and web design questions please call us:

781-834-9208
M-F 8:30—5:00



*"As a business owner myself, I know you don't have time to waste on technical and operational issues. **That's where we shine!** Call us and put an end to all your computer problems finally and forever!"*

~ David Snell
ACTSmart, Inc



In 1972, **Hoadley Plumbing** in Rockland was started in the basement of their Hanover, MA, home by John and Donna Hoadley. John was Plumbing inspector for Hanover and wanted to be more self-reliant. Donna ran the office as well as bringing up their 2 boys while John worked nights and weekends, keeping his full time job.

In 1981 **John Hoadley & Sons**, a water tapping business was the 2nd business added. 13 year old Michael helped and 6 year old David came onboard as he grew older. In 1983, with 3 employees, John finally joined the business full time.

Sewer Tech, a sewer mains testing company with television cameras used to inspect the pipes was their next business in 1985. Ten years later, **Maine Water Works**, a plumbing supply company, became the 4th addition to the Hoadley Family Business.

Donna and John love the freedom that owning their own businesses provides because of the time they are able to take for their family and for travel. Great employees have made this possible. John and Donna have nurtured their employees, allowing them to grow along with the business. Among long-time employees, John Scozzari has worked for the Hoadleys' since he was 12 years old and runs their Parts Department; Kevin King has worked there since high school and heads their Sales Department.

Technology plays a big part of their growth and successes. They have 4 sets of books on their computers, their businesses are networked together and they have extensive inventory tracked by computer as well as many other industry specific computer tasks.

"ACTSmart, Inc saved my fanny!" says Donna. "Our terminal server in Maine had trouble accessing data and their file server was not backing up nightly—a possible disaster in the making. Our computer service company had been trying to fix it from July to October without success. After spending a lot of money, I realized that they just didn't know what they were doing!"

"I called ACTSmart (they were already doing several websites for us) and Devin came out and evaluated our systems. He came up with our solution right away that included a Data Guardian backup, new terminal server and began cleaning up the mess the old company had left behind. We were in "panic mode" then , now we enjoy complete peace of mind!"



**We Want
To Pay
You
CASH
For Your
Junky
Backup!**

Join us in our crusade to rid businesses throughout Southern New England of inefficient and unsafe Tape data backups. During the month of June upgrade your existing backup solution to our Data Guardian and **you'll receive a \$250.00 check for your old tape drive.**

Our system automatically takes snapshots of your entire server every 15 minutes so in the event of a catastrophic failure, you can be back up and running within an hour or less.

Don't miss out!

You can participate in our Tape Drive Recall by responding right now while you're thinking about it:

Call me at:
781.834.9208
Visit online at:
www.Tape-Drive-Recall.com

Poor Patching Is The #1 Security Threat For Business PCs

According to Symantec's 2009 security review, the biggest single threat to computer security is a user's failure to apply new security patches when they become available. A "patch" is simply a software fix to a known security bug in a software program. Once a vulnerability is discovered, software vendors scramble to develop a patch to prevent hackers from using this to access PCs – but their release of a patch is also a "go" sign for hackers who then scramble to write viruses designed to exploit PC users who haven't gotten around to patching or updating their system.

As you might expect, online criminal opportunism is at an all-time high. One well-written virus can spread and attack millions of PCs in minutes, giving these cyber criminals access and control over your PC - often without YOU ever realizing it until it's too late. And since most of us are storing and using our PCs for banking, making purchases, and storing other sensitive information, it's a fast-track break in that's irresistible.

The Two Most Common Applications Attacked

Surprisingly, PDF-based download exploits rose to account for 49 percent of online attacks. Internet Explorer was the second most attacked application, accounting for 18 percent of web-based attacks. Incredibly, the Internet Explorer vulnerability in question is the Microsoft Internet Explorer ADODB. Stream Object File Installation Weakness that first came to the world's attention in *August 2003*, and was patched the following July – and that means that a whole lot of people AREN'T patching their computer regularly.

Your PC Isn't A Toaster

The main reason systems get attacked is because too many people treat their computer like an appliance: they turn it on and conduct ZERO maintenance. While it's important for everyone to keep their network secure, it goes double for you as a business owner because the costs of restoring a compromised network escalate quickly when compounded with corrupt data, downtime and possibly the embarrassment of notifying your clients their information was compromised by a hacker under YOUR watch.

If you are currently a ProWatch client, you have nothing to worry about. But if you're NOT on this plan and you don't have someone updating your firewall and security settings DAILY, it's only a matter of time before your system gets compromised.

Let Us Protect Your Business

For more information on how you can completely off-load the worry of maintaining your network to a team of true professionals, call us today. We have various plans available for all budgets and needs: 7841-834-9208

Welcome!

We Warmly Welcome Our Newest Clients!

Constantine's Restaurant

Italian Family Restaurant
Cohasset, MA

Dr. Thomas DeCoste DDS

General Dentistry
East Weymouth, MA.

Tarbox Construction

Commercial Bank Construction & Renovation
Duxbury, MA

Kelley's Oil Company

Heating Oil and Burner Services
South Weymouth, Ma

Marshfield Democratic Committee

Marshfield, MA

OFFICE PET OF THE MONTH

Beau Sprague—MacDonald Sprague Roofing

Beau Sprague has been coming to work for 5 years; since the day that owner Meredith Sprague adopted him! Meredith found Beau using Pet-finder; he was in a shelter in Mississippi and it was his last day!

"He greets everyone but in a "watchdog" manner. He always has to be the first to the door, and knows when people are coming even before we do. His bark can be very intimidating and we have had more than one salesperson run the other way. He just wants to be acknowledged. If you are a dog person, he will know right away and be your best friend. I really think he believes that this is his job here to check everyone out." says Meredith.

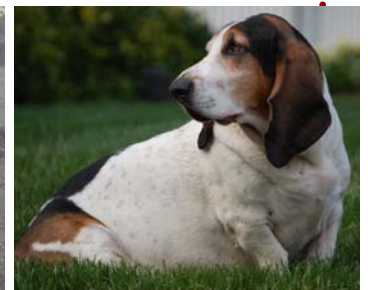
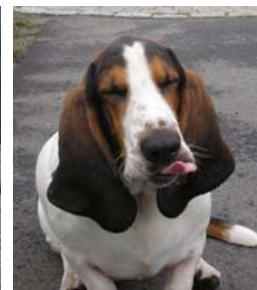


Beau (on right) with cousin Jazzy who was visiting the office

He loves to come to the office! "He always has to be involved in whatever is going on. We call him "speed bump" because he will lay on his back, right in your pathway and force you to rub his belly. He also buries his bones all over the office in every nook and cranny; we are constantly finding his bones in file boxes, behind desks, in the couch, in chairs. "

One thing that Beau would want you to know?

"Shelter dogs are great, give them a chance, and please bring them to work if you can!"



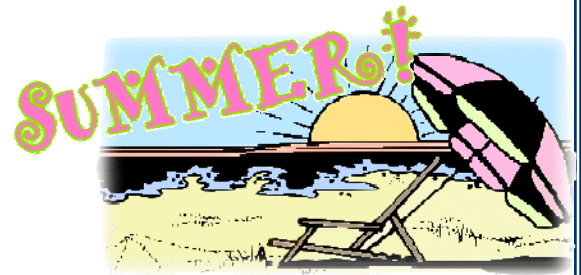
Beau is stubborn, confident, and a real character!

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Complimentary Copy



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At ActSmart, American Computer Technologies, we work to help people and businesses throughout New England eliminate their technology challenges and attain their business goals.

This is our mission. Everything we do reflects our mission and the values that make it possible.

Our core values: As a company, and as individuals, we value:

- Integrity and honesty
- Passion for our customers, our partners and for technology
- Openness and respectfulness
- Taking on challenges and seeing them through
- Constructive self criticism, self improvement and personal excellence
- Accountability and commitment to customers, team members and technology partners for exceptional results and quality