



Service Pack 2016

Released April, 2016

Reminder

- Daily Backup
- Managed Care
- Annual Cleaning

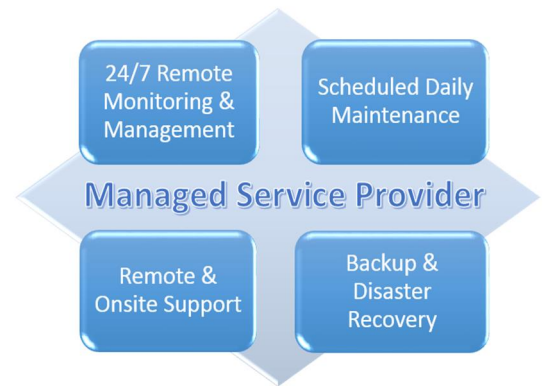
NOW Your Managed Service Provider

Two things are VERY different now than back in 2004:

- The Internet is polluted - not just the “high risk” sites.
 - Viruses are installed with a single click on an email, on social media pages, or well-known search engines.
- Security is vital for business and residential users
 - Online banking and purchasing has become the norm
 - Most people use dozens of secure login credentials each day
 - Data corruption and data loss is costly

The goal of “**Managed Services**” is to pro-actively monitor and manage your computer using the following tools:

- Webroot Managed Endpoint Protection - professional antivirus program
- Malwarebytes Professional with daily scans
- 24/7 monitoring using hundreds of performance and security parameters
- Automatic problem resolution or rapid alert of an ACS technician for manual resolution.
- Automatic maintenance and cleanup routines
- 3 Full-time techs providing prompt support Mon–Fri 8a-8p Sat 8a-4p



Don't worry – Cindy will oversee the Managed Service accounts. For 13 years she has carefully maintained your computers and will continue to oversee them for years to come.



On the Family Front:

- ✓ We rescued 6 cats from our campground – Annie moved in with us and Chris & Heather adopted Greenly.
- ✓ Home Improvements – after 30 years of watching the paint fade – our living room got a facelift. You are always welcomed to stop by for a cup of coffee.
- ✓ Cindy & Mom A kept the staff at Ephrata Hospital busy.
- ✓ God continues to equip us to serve others and enjoy you all as part of our family.