

## Upcoming Events CT Laserfiche User Training

Join us for CT Laserfiche User  
Training via the web.

### Basic User Training

- Basic scanning
- Organizing and Retrieving
- Processing and indexing
- Viewing and printing

Date: Wednesday, March 30, 2011

Time: 10:00am - 11:00am

### Advance User Training

- Advanced scanning
- Import & Export
- Template Creation
- Keyboard shortcuts

Date: Wednesday, April 6, 2011

Time: 10:00am - 11:00am

To register:

Email - [register@ctaccess.com](mailto:register@ctaccess.com)

Call - 262-789-8210

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## WHAT TO EXPECT IN TECH 2011



**Scott  
Hirschfeld**

**The world of technology is always changing and 2011 is no exception. Much of what we see each year builds on the previous year. As business owners and managers, staying in touch with technology developments is often a challenge. What should we expect in 2011?**

**The Social Media Craze.** It is a "given" that social media is here to stay. Mark Zuckerberg, creator of Facebook, was the Time "Man of the Year" in 2010. Social media really has two basic impacts on business. The first is in figuring out how to use its almost viral qualities in our marketing efforts. The second is in controlling its use within our companies. Unless you have a very unusual group of employees, you have probably noticed that they are mesmerized by the new legally addictive substance known as social media. Whether it is Facebook, Four Square, Twitter, or some new social site, that attracts your employees, loss of productivity issues are creeping up everywhere. Many are implementing web filtering solutions to block access and protect work time.

**That Cloud Thing.** Anyone tired of hearing about the "Cloud" in the news? If you are, it is too bad, because the cloud will stay hot in 2011. Current connectivity speeds make file upload and download for cloud solutions sometimes cumbersome. As speeds improve, the cloud will become more and more practical, and we will see even more hosted

offerings out there in the Internet skies. Even Microsoft has a huge Cloud initiative, and their hosted "Exchange" mail offering is gaining momentum at a rapid pace.

**The Rise of the Tablet.** Once again, Apple set the bar by introducing the iPad. Many have been surprised by its success, and most who have used one quickly see the attraction. However, the Andriod operating system by Google, which has begun to eclipse the iPhone, is revving up for the tablet market as well. It is expected by June that the Andriod tablets will be here in full force. They will come in all flavors, shapes, and sizes, and give the iPad a run for its money.

**The Need for Speed.** The need for speed never dies in the technology world. This will not change in 2011. Chip manufacturer's AMD and Intel both are working on Octo-core processors. Yes, that is eight cores in one processor. In addition to processor speeds, USB 3.0 which is out now, and offers transfer speeds of 10x the current 2.0 standard, will become a standard on most PCs. Storage will continue to grow. The 6 terabyte SATA drive will take hold. (SSD) Solid State Drives will continue to decline in cost and allow for capacities of around 500GB. SSDs are extremely fast and since they are not mechanical, are very durable.

**G-Force.** The much touted 4G offerings will continue to roll out to cellular users. Providers will



continue to build infrastructure for 4G. 4G speeds as defined by the ITU are 1 GBps while stationary or 100 Mbps while mobile. This is a huge increase over the typical 3G speed of 680 kbps to 1.7 mbps that a typical user might experience. These speed improvements will make video an even bigger deal on the go. Real time video conversations, instant movie viewing, and even the use of cellular for home data connectivity will become increasingly common.

**Diluting of the PC.** 2011 will bring a continued decline in the importance and use of the standard desktop PC. The whole landscape of personal technology has changed. A desktop, or even laptop may not be the right choice for certain employees, or they may need multiple devices. Estimates show that by 2013, as much as 67% of devices on the Internet will not be PCs, but some sort of handheld or tablet unit. This proliferation creates more devices for a business to provide, manage and secure.

**Lock me Up.** Security will become increasingly important in 2011 and years to come. Compliance regulations governing loss of personal information and the loss of reputation that can result from a breach in security carry heavy implications for a business. To combat this liability, companies will find it necessary to invest in security management software to

encrypt drives, secure data and allow for automated destruction of data in the event of a breach. Cell phones, USB drives, tablets, as well as more traditional devices will be encrypted in an effort to reduce liability.

**Automation.** In an effort to harness information, companies will invest more heavily in business process management and content management solutions. These solutions allow for the workflow of data through a designated process to create an automated flow of information through a business. Often this type of system is the key application for creating integration between different business applications. The BPM/ECM solution can actually help make one application talk to another, and one department smoothly hand off data to another. Integrated workflow processes, automated notifications, and a single point of storage for content can create some real efficiency in an organization. This type of system will become even more important as security, compliance, and the requirement to do less with more increases.

What do you see on the technology horizon for 2011 and beyond? I would appreciate your comments and thoughts on the topic. Contact me at 262-789-8210 or [scotth@ctaccess.com](mailto:scotth@ctaccess.com)

## Cool Tools

Exchange server is the de facto standard for business class email. Traditionally most businesses have hosted their own server. It has also long been available through 3rd party providers, but in most cases the fee was pretty high and there were space restrictions. Over a year ago, Microsoft began to offer Exchange online through it's network of resellers. This offering has shaken up the hosted Exchange mail world. The Microsoft offering is a full featured Exchange interface with 25GB of storage and built in SPAM protection for \$5/user/month. This monthly fee not only knocks many of the 3rd party providers out of the water, but it makes those of us who currently

house our own Exchange server think about hosting in the cloud. In addition to Exchange email, Microsoft has an offering that includes Sharepoint, Live Meeting, and Office Communications for \$10/user/month. Future plans include hosting the full Microsoft Office Suite through the cloud based on the pay by the month model. Microsoft has named this product offering BPOS, Business Productivity Online Suite.

For more information on this offering, please don't hesitate to contact CT, as we are an authorized reseller of this product.

## EYE ON IT Industry Trends

### Cyberspamming

Symantec reported a sharp drop in spam around Christmas day and an uptrend starting on January 10th. Symantec analysts state the drop from 131 billion spam per day to 47 billion per day was due to Rustock bonet, the world's largest source of unsolicited email being shutdown during these few days. The fake drug ads sent out by the Rustock bonet used as many as 1.7 million pcs. The prediction for 2011 is the spam volume will continue to rise.

#### To protect your business and customers:

- Unsubscribe to legitimate mailings you no longer wish to receive.
- Be selective about websites you register your email address
- Avoid publishing your email address on the internet
- Do not open unknown email 'attachments or reply to spam.
- Avoid clicking on suspicious links in an email. Type the web address directly into the browser
- Keep your operating system up to date with the latest updates
- Consider using an anti-spam solution