

May
2017

WHAT'S NEW?

On May 27th, our Marketing Assistant, Heather Marie, celebrates her birthday!



Heather Marie has interned with CSU for the past two summers and began working full time after graduating from Virginia Tech in May of 2016. Happy birthday Heather Marie! Thank you for all you do for our team and our customers!

Our Mission
is to deliver
outstanding
IT support to
Veterinarians in
order to improve
uptime, productivity,
and profitability.
You take care of
running your
practice. We'll take
care of your
technology.



This monthly publication provided courtesy of Michelle Sherman, President of Computer Services Unlimited.



Veterinary Connection

*"Insider Tips To Making Your Practice Run Faster, Easier
And More Profitably"*



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Use This 9-Step Checklist To Ensure Your Practice's Data Is Safe, Secure and Recoverable

Summer is upon us... Time for a stroll in the park... softball... fishing... a few rounds of golf...

Yet how could you possibly relax if some random bit of malware, software glitch or cyber-attack catches you off guard just as you're walking out the door? A well-designed, secure computer network gives you the confidence that "all systems are go," whether you're having fun in the sun, or just getting things done with your team.

Here's a quick nine-step checklist we use to ensure that a company's computer network, and the data for that business, is safe and secure from disruption, if not absolute devastation:

1. **A written recovery plan.** Simply thinking through what needs to happen when things go south, and documenting it all IN ADVANCE, can go a long way toward getting your network back up and running quickly if it gets hacked, impacted by natural disaster or compromised by human error.
2. **Have a clear communication plan.** What if your employees can't access your office, e-mail or phone system? How will they communicate with you? Make sure your communications plan details every alternative, including MULTIPLE ways to stay in touch in the event of a disaster.
3. **Automate your data backups.** THE #1 cause of data loss is human error. If your
4. **Have redundant off-site backups.** On-site backups are a good first step, but if they get flooded, burned or hacked along with your server, you're out of luck. ALWAYS maintain a recent copy of your data off-site.
5. **Enable remote network access.** Without remote access to your network, you and your staff won't be able to keep working in the event that you can't get into your office. To keep your business going, at the very minimum, you need a way for your IT specialist to quickly step in when needed.
6. **System images are critical.** Storing your data off-site is a good first step. But if your system is compromised, the software and architecture that handles all that data MUST be restored for it to be useful. Imaging your server creates a replica of the original, saving you an enormous amount of time and energy in getting your network back in gear, should the need arise. Without it, you risk losing all your preferences, configurations, favorites and more.
7. **Maintain an up-to-date network "blueprint."** To rebuild all or part of your network, you'll need a blueprint of the software, data, systems and hardware that

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Get More Free Tips, Tools and Services At Our Web Site: www.csuinc.com

CSU IT Security Tip Of The Month:

DON'T Use Public WiFi Until You Read This...

We're all guilty of it: connecting to free public WiFi. Whether it's at the coffee shop, hotel or airport, the temptation to check e-mail and surf the web is just too strong to resist. So BEFORE you connect to any free, public WiFi, make sure the connection is legitimate.

It's not uncommon for hackers to set up fake clones of public WiFi access points to try and get you to connect to THEIR WiFi over the legitimate, safe public one being made available to you. Before connecting, check with an employee of the store or location to verify the name of the WiFi they are providing. Next, NEVER access financial, medical or other sensitive data while on public WiFi. Also, don't shop online and enter your credit card information unless you're absolutely certain the connection point you're on is safe and secure.

To request to be placed on our IT security tip of the month emails, please go to: www.csuinc.com/itsecuritytips

comprise your company's network. An IT professional can create this for you. It could save you a huge amount of time and money in the event that your network needs to be restored.

8. **Don't ignore routine maintenance.** While fires, flooding and other natural disasters are always a risk, it's more likely that you'll have downtime due to a software or hardware glitch or cyber-attack. That's why it's critical to keep your network patched, secure and up-to-date. Deteriorating hardware and corrupted software can wipe you out. Replace and update them as needed to steer clear of this threat.
9. **Test, Test, Test!** If you're going to go through the trouble of setting up a plan, at least make sure it works! An IT professional

can check monthly to make sure your systems work properly and your data is secure. After all, the worst time to test your parachute is AFTER you jump out of the plane.

Be certain that you have all 9 steps fully covered with our FREE Disaster Recovery Audit.

Contact us at (703) 968-2600 to learn more or to schedule our on-site Disaster Recovery Audit FREE of charge, now through May 31st. Contact us TODAY to get scheduled!

TOP VET TECHNOLOGY



Diagnostic Monitor

Midmark Animal Health's new Cardell Insight Veterinary Monitor features veterinary-specific algorithms that quickly provide accurate and consistent readings for all areas of a veterinary practice, including exam, treatment, surgery and recovery.. Designed to be compact, lightweight and durable, the Insight can also monitor patients should they need to be transferred within the hospital, or can be utilized for field monitoring. The Insight is non-invasive, supporting a fear-free environment for pets and offers a user-friendly touch-screen interface. The Insight line includes two offerings: the 8014 blood pressure model and the 8015 blood pressure and pulse oximetry model. midmarkanimalhealth.com



Anxiety Relief in a Vet Pack

Animal Health Technologies' Calmz Anxiety Relief System—a wearable, drug-free canine anxiety solution—is now available in a Vet Pack from Vedco Animal Health and its distributor member network. The \$290 Vet Pack contains all six sizes of the Calmz vests, two Calmz battery-activated devices and all six Calmz display cartons with instructions. Replenishing inventory is \$99 with all sizes at the same price, and the system includes one Calmz vest, one Calmz battery-activated device and one Calmz display carton with instructions. calmz.com

Real-Time Analytics

iVET360 has developed a new analytics platform called Pulse, which allows the company's clients to track new client growth, revenue, call-tracking information, web analytics and other data trends from numerous sources in real time from their smartphones, tablets and computers. Pulse offers deeper analyses than the company's previous platform and allows for more efficient conversations between veterinary hospitals and iVET360's analysts, according to the company. For more information, visit ivet360.com.

Who Else Wants To Win A \$20 Gift Card?

Here's this month's trivia question. The winner will receive a \$20 gift card to Bonefish Grill!

Which technology, developed in the 1940s, was inspired by Morse code?

- a) ZIP code
- b) Bar codes
- c) Braille
- d) Ticker tape

Call us right now with your answer!
703-968-2600

Photos and articles are from the April (Volume 29/Number 4) edition of the Veterinary Practice News magazine. For more information, go to VeterinaryPracticeNews.com!

CS “U” Should Know

The Cloudflare Screw-up: Have your passwords been compromised?

Little bugs can cause huge problems. Like when web performance and security company Cloudflare’s code upgrade leaked sensitive data to 3,438 unique domains this past February. Everything from API keys to personal data was exposed. And scariest of all is that any bot could have accessed every bit of it. The good news is that Cloudflare was alerted to the tiny leak before hackers discovered it. The bad news is, a more moderate-sized leak could bring down the web. It just brings home the point that you need to be more vigilant than ever. Change passwords routinely. Use strong passwords that hackers can’t easily break. Upgrade to two-factor authentication. *Gizmodo, 02.17.17*

Big Red is still the big dog...but T-Mobile is nipping at its heels.

In the battle to claim best mobile network, the winner is arguable. RootMetrics says it’s Verizon. OpenSignal says T-Mobile. Digging into their reports, you’ll find that geographical factors determine the winner. OpenSignal’s crowdsourced data comes mostly from city dwellers. So their finding that T-Mobile wins most likely applies to urban areas. But that data doesn’t apply if you’re out in the sticks. RootMetrics reports more on overall coverage, and they find Verizon at the top. So who’s got the best network for you? At this point, it boils down to where you live and work. But stay tuned...this race is getting close. *AndroidCentral, 02.24.17*

Is your in-car GPS necessary anymore?

Smartphones offer turn-by-turn navigation, satellite tracked speed readings, voice guidance and real-time, crowdsourced traffic alerts. So why dish out another 300 bucks for your own on-dash, in-car system? Well, those in-car systems have come a long way too... Having voice-command capability, Bluetooth connectivity, geo-based recommendations and a large fixed screen might be reason enough. But if your phone’s monthly data allotment and battery life concern you at all, that in-car GPS, with its own data and power sources, starts looking pretty good. And with features like a streaming dash cam and sensor that warns you if you’re following a car too closely, in-car GPS is definitely worth a second look. *DigitalTrends, 02.24.17*

Get totally weird with new Virtual Reality (VR) tools.

You may not have a clue about how to draw at all, much less in 3-D. Doesn’t matter... Whereas VR used to be a tool for techies, now amateurs can get in on the act. A-Frame by Mozilla, for instance, lets you easily type in commands that place 3-D objects like blocks, balls and more into a VR scene you create. Tilt Brush lets you paint in the air wearing a Google Vive headset. And Second Life inventor Philip Rosedale is building software that lets you invite friends into a VR world you design. Most of what any amateur creates will likely be grotesque, ugly or flat-out lame, but somewhere in all that mess, amazing new products will be born. *Wired, 02.24.17*

Shiny New Gadget Of The Month:



Surface Studio: All Beauty, A Little Brains

“We want to move from people needing Windows ...to loving Windows.”

So said CEO Satya Nadella after taking over Microsoft. And their new Surface Studio takes a bold step in that direction.

In a bid to win over creative types, they designed the Studio with a gorgeous desktop screen that easily glides from vertical to almost horizontal, like an artist’s sketchpad. With its Apple Computer-like brushed aluminum finish and ultra-thin screen, it’s feels right at home in an open-plan office with microbrews on tap.

The guts of the machine are stuffed into a nine-inch-long base that’s joined to the screen with an überslick hinge design, allowing it to fold nearly flat for stylus- or touch-driven design work.

Downsides? Well, you’ll pay at least \$3,000. And it’s a bit underpowered to be in that price range. But all in all, even the graphically challenged will find this machine tantalizing.

NEW: CLIENT SPOTLIGHT

COMING SOON...

Computer Services Unlimited is incredibly fortunate to have so many amazing veterinary clients... and we want to show them off! In our new, monthly “Client Spotlight” you will be able to learn what makes each of our veterinary clients so unique and how CSU has been able to help ensure that their practices run as smoothly as possible!

Clients: To be featured in our new, monthly “Client Spotlight” section of our newsletter, please email our marketing assistant, Heather Marie, at hfernandez@csuinc.com and she will provide some questions for you to answer about your practice.

Stay tuned for our June Newsletter, featuring our first veterinary Client Spotlight!

Veterinary Connection

Experts in computer IT services and support.

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Chantilly, VA 20151

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Simplifying Your Technology and Your Business

May 2017

Mr. Wonderful Says Your Practice Needs A Plan... CSU Can Help You Make One!



Michelle Sherman (CSU President) & Kevin O'Leary ("Mr. Wonderful")

"Vision is nothing without a plan to execute it."

- Kevin O'Leary

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14240-G Sullyfield Circle, Chantilly, VA 20151

Mr. Wonderful recommends having a plan to execute each and every vision that you have... ESPECIALLY if you are a business owner. Do you have a plan to meet your vision of having a fast and reliable IT Network? What about a plan for who to call if your IT Network goes down?

Simply hoping that your IT Network won't run into any issues is not enough. If you want to continue running a successful practice, you need a successful IT Network. That's where CSU comes in. Give us a call today and we will discuss how we can help execute your vision of having a reliable and supported IT Network!

The type of fishing your practice should defend *itself* against...



PHISHING

When a hacker attempts to obtain your sensitive information, such as usernames, passwords, credit card information etc. to use in malicious activities, it is called "phishing." They obtain this information by disguising themselves as a trustworthy entity in an electronic communication.

Phishing emails are one of the more common outlets that hackers employ to obtain this information. A phishing email attempts to trick you into willingly giving out your personal information by appearing to be sent from a site you trust, such as a bank, a survey from a "local food bank" etc. Once they have your personal information, they can use it against you and force you to pay them to prevent them from exposing it.

So how do you keep yourself and your practice off the *hook*? Don't open or click on emails or attachments from unknown senders. Enter sensitive data on secure websites only. Enhance the overall security of your computer network. CSU can help you with this! Give us a call for assistance in defending your practice from these attacks.