

Security4Systems Cotswolds IT

Newsletter: March 2013

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Introduction

We are pleased to introduce to you the first of what we trust we will be an informative and on-going monthly bulletin covering current & relevant computing issues

We welcome your input as to what might be included in future publications

Should you require further information about a particular topic or would like a friend or family member to be included in our distribution list, please email bulletin@security4systems.com

Buying new computer equipment

Whether it be a first purchase or an upgrade, buying computers and accessories can be confusing, as there are so many options available at so many different prices.

- Which ones do you need?
- Which ones are worth paying more for?

Security4Systems would like to introduce you to a new kind of service in which we will discuss your requirements face to face and during which we will review comparisons of different PCs, Laptops, Tablets, scanners, printers, software and a lot more. We do not promote any particular make or model, but will simply present to you those products which are best suited to your applications & needs. Then, when you have made your own decision, we can find you the best deal available on the products you have chosen.

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Telephone Scams

Please be aware, and indeed make your family & friends aware, of the so called Microsoft telephone scam.

Basically it goes as follows;

- You are contacted by someone who generally says they are from Microsoft or a London based PC Support company
- More times than not they have an Asian accent but have British names like John Smith, Fred Jones and so on
- Generally the caller will be believable & polite yet rather officious
- They will tell you that online analysis informs them that you have a number of serious problems with your computer
- You will be normally be prompted to logon to their site on the Internet and the support agent will take control of your PC
- They will lead you through a series of steps normally looking at the Event Log in your PC which proves you have problems
- You will then be offered a service where you pay them to remove these “problems”
- **THIS IS A SCAM**

Should you get any of these calls please hang up straight away and advise us here at Security4Systems so that we can keep a track on these calls.

In summary, the most important things you can do are;

- ✓ Try to get their name, company & contact details
- ✓ Make as many notes as possible in relation to your conversation
- ✓ Do NOT give any personal information or credit card details
- ✓ Do not allow the caller remote access to your PC
- ✓ Advise the caller that you are contacting the local police fraud prevention team
- ✓ Hang-up the phone
- ✓ Advise Security4Systems

We will keep you updated by means of this bulletin of this and other scams as we become aware of them.

Security

What does security actually mean?

Realistically in computing terms it refers to processes and mechanisms by which computer equipment, information and services are protected from unintended or unauthorised access, change or destruction.

To determine your own requirements you should consider;

- Do you have adequate security against viruses and unwanted intrusions?
- Do you have processes in place to recover data in the event of problems?
- When did you last test recovery of data?
- Have you asked yourself – “What would happen if?”

Security4Systems have vast experience of computer security issues and would welcome the opportunity of reviewing your security requirements and concerns.

As with the purchase of any new equipment or service, we will only recommend what is best for your needs. We will be happy to assist in the procurement and implementation of the service and will propose an on-going maintenance plan to ensure that it remains effective.

Consumables

Printing is not cheap, and reviews have stated that inkjet cartridges contain the most expensive liquid in the world!

We are constantly being asked;

- Should I buy original, compatible or refilled cartridges or toners?
- Where should I buy them?

With our partnerships, we at Security4Systems are happy to discuss your requirements and subsequently supply cartridges and toner at competitive prices

Simply let us know the make and model of your printer via email and we will advise on the options available to you consumables@security4systems.com

Workshops & Seminars

During the forthcoming months we shall be hosting a number of workshops and seminars aimed at assisting you in getting more out of your computing experience.

At this stage, planning is in place for the following events;

- A general introductory seminar and discussion work-group
- Securing your home & data
- Getting more from Microsoft Office
- Tablet Computing v traditional PCs and laptops

All events are currently planned to be held in The Hartwell Suite at Broadway Golf Club

Whilst dates remain to be confirmed, to express an interest in any or all of these events, please either ring Dawn on 01386-430081 or email seminars@security4systems.com

Monthly Maintenance & Support

To ensure you get the most out of the investment you have already made on your computers, Security4Systems are pleased to announce the expansion of its monthly maintenance & support contracts for both home users & businesses.

You probably have house & car insurance; why not have the same protection and service on your computers?

Consider the benefits of this support service;

- A single point of contact for any computing queries or concerns
- Priority support
- Regular PC & Laptop health checks
- Unlimited phone & remote support
- Secure documentation of all passwords & settings
- Guaranteed free-of-charge attendance at seminars & workshops
- Constant reviews & verification of your backup & security procedures
- Special offers

Future Publications

We are already planning future publications with the following issues already in the pipeline;

- Social Networking: Facebook & Twitter
- Password Management
- Good practice in managing emails
- Managing Junk Email
- Tablet Computing
- Windows 8
- Monthly Security Review

Should you have an interest in a particular topic or would like a friend or family member to be included in our distribution list, please email bulletin@security4systems.com

Contact Details

Should you wish to contact us in relation to anything raised within this bulletin or indeed anything else, please feel free to do so...

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