



Regular updates on IT for modern growing organizations

April 2018

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INCS News

Welcome to springtime to all our clients, both new and continuing—we're thrilled to have you as part of the growing INCS family! We always feel honored to have another organization put their trust in us to serve their technology needs – it's a fulfillment of our mission: To bring affordable, safe and reliable IT to modern growing organizations. This month, we'll celebrate our 20th year in business!

We're also excited to announce that INCS has launched a new product offering, the Moxtra collaboration application (details below). Instead of creating a desktop app and porting it to mobile devices, Moxtra has gone the other way – it was made-for-mobile, and purpose-built for collaboration. Moxtra has a huge and growing list of features and is extremely affordable. Contact us to find out more at 704-362-1682.

COLLABORATION JIM BRENDLE, INCS PRESIDENT

What can a collaboration app do for your business?

Collaboration is defined as the action of working with someone to produce or create something. Is this just a fancy word for communication? Not in today's world. Business visionaries are creating the next generation marvels, models and platforms, which will redefine almost every part of our lives.

As Millennials join the workforce, they bring with them the expectation of a mobile-friendly, digital native workstyle. They want to work from their smartphone or tablet, anywhere they might be. The technology is here to allow them to work this way, but to be useful it must also allow people to work with existing desktops and laptops while adapting to this modern style of work. But buyer beware applies: There are new and incomplete product offerings attaching to the "collaboration" label.

In the collaboration space, 20-year old services like WebEx, Skype and Go-To-Meeting are in wide use. But it is proving very hard to adapt these "older" technologies to compete with modern ones. Some of the differences include: (continued next page)



The modern workforce must collaborate in order to compete.

Collaboration (continued)

- Having an excellent mobile-first experience, with use across any and all other platforms
- Being able to add features and functionality that they were not originally designed to have
- Taking advantage of modern technologies and development tools
- Allowing them to easily interface and integrate with other popular apps
- Operating with newer and cheaper pricing models

Collaboration has changed the way many companies do business over the past 20 years but it has just been setting the stage for next generation technology. A modern collaboration tool should include:

- Group chat/messaging and file sharing with military-grade encryption and security
- The ability to compress, open, view, import, export and manage files
- The ability to play and record MP4 video clips on top of files and documents, to share with third parties
- Combining related project material and task management
- Secure eSignature capability that prevents a signed document from being altered
- Instant or scheduled on-line meetings with audio, video, recording, screen sharing & remote control
- Integration into widely-used third-party applications (i.e.: Dropbox, QuickBooks, Trello, e-mail, etc.)

INCS can now offer this new collaboration technology through our global distribution agreement with MoxTeam. Moxtra and our team have deep roots and experience in collaboration, starting in 1999 with WebEx. We are seeing companies move to new and modern collaboration tools, with much more to come. Reach out to INCS at 704-362-1682 for a free consultation to find out how collaboration can help you.

“The world of the future will not be served by the organization of the past. Teams are global, the workplace is virtual. Communication increasingly requires insider knowledge. Getting any product to market is the result of a much larger set of people and organizations than before. -- Joshua-Michèle Ross, Forbes Magazine

YOUR SECURITY COMES FIRST DENNIS ESSELMAN, SENIOR ACCOUNT EXECUTIVE

What are the threats facing your business network, and how can you protect against them?

INCS is a security-first IT services provider, and we believe it is our job is to protect your computer network from bad actors as much as possible, in an affordable and efficient way. Organizations of all sizes have been impacted by recent ransomware outbreaks. We use our proven best practices to keep your organization as safe as can be.

The question for you is: How close to the best-possible protection level is your business today?

The internet is full of vibrant cyberthreats, so we are exposed to malicious threats daily. We will help you make the best decision regarding protection for your business, with the following key considerations:

1. Have a program in place to ensure comprehensive, tested, and proven patching takes place.
2. Use a firewall that controls traffic in both directions, and can control compromised workstations.
3. Run state-of-the-art workstation protection that can face up to the vibrant and current cyber-attacks.
4. **Have a robust Data Protection Plan** in effect to give you safe and secure backup and business continuity. No cybersecurity program can be considered 100% effective, so have a known-good backup for your data.
5. Make sure your user workstations are actively protected against the fast-growing ransomware threat.
6. Train your users on a regular basis – most successful attacks rely on the unwitting cooperation of a user.

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Your Security Comes First (continued)

There are additional ways to prevent exploits, and INCS can help in each of these areas. Here's how.

1. We offer managed services plans with systematic patching and continuous monitoring for system health.
2. We install and manage corporate-class firewalls with the Security Heartbeat that keeps the firewall and the workstations in continuous communication. Call your Account Executive to find out how to add this protection with a quick and easy upgrade for your business.
3. We include best-of-breed end-point protection with advanced capabilities, even Artificial Intelligence to outwit the bad guys. It's available for servers, workstations and even mobile devices.
4. We have a complete Data Protection Plan, with local backup and business continuity and cloud-based disaster recovery. Your organization relies on its data, so to protect your business, protect your data.
5. We have active anti-ransomware that works alongside anti-virus to actively hunt for malware running in your systems to stop ransomware dead in its tracks. This is required in today's threat landscape.
6. We offer testing and training so your employees learn how to handle sketchy emails and attachments. Do your employees know and follow the best safe practices? We can help test and train your staff.

We urge you to re-evaluate your defenses and imagine the costs associated with a successful attack. Most of the time, these modern criminals don't deliver a working encryption key, even if you do pay them off.

The cost of protection is far less than the **cost of the risk**. Call us for help, **704-362-1682**.

THE FUTURE OF MICROSOFT OFFICE *BRIAN ALLISON, SALES AND MARKETING MANAGER*

Microsoft announced last year that there will be a new version of their ubiquitous Office suite that is bought on a "perpetual license" basis, meaning you make one payment and you own the product, as-is, for as long as you want to. This contrasts with the monthly subscription version Office 365, which is updated regularly.

This new bundle will be labeled "Office 2019," and it will be aimed mostly at corporate customers that haven't yet moved to the subscription model. Microsoft has a variety of licensing options for these customers. Here are some of the questions business users may have about the suite:

When will Microsoft release Office 2019?

The company expects to launch the suite during the second half of 2018. It will probably be based on the feature update for Office 365 expected to release in the first half of this year. Their usual rhythm is to release two feature updates per year to Office 365 users, and it's expected that one of these will become Office 2019.

What features will be in Office 2019?

Microsoft hasn't made a firm statement, but there are some hints. For instance, there should be the ability to do Ink replay in Word, and Morph in PowerPoint, which already exist in Office 365. Don't know what Ink replay and Morph are? You're not alone, there are more features in the suite than most people know about, and with the subscription model, the features aren't set, but change as the releases come out twice a year.

Will Microsoft make me buy a subscription for Office 2019?

Probably not for this release, but it's likely to be the last time that will be true. Like the rest of the software industry, Microsoft prefers the regular, predictable revenue stream that subscriptions bring. As an indicator, they the Office 2019 support schedule has been cut from the usual 10 years to only 7. Most telling, they have said that only subscription versions will connect to their cloud services after Oct. 13, 2020. The future is clear.

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The Future of Microsoft Office (continued)

Will Office 2019 support Windows 7 or 8.1?

Microsoft was crystal clear that it would not support Office 2019 on Windows 7 or 8.1, only Windows 10. However, there's a difference between official support and "it might work but you're on your own."

What's the future look like for Microsoft, beyond Office 2019?

After a recent major re-organization, this much is clear: Windows' reign as king at Microsoft has come to an end. The future of the company is in the cloud, not the desktop. In the announcement, even the mention of the dominant desktop operating system was tied to their cloud offerings, including Office 365.

That's not to say the desktop OS will simply disappear any time soon, but it does suggest that it will begin to play a lesser role over time. This shift in priorities mirrors the company's financial results: Its cloud offerings are the fastest-growing revenue producers in the company. The Azure cloud-computing division is even driving the development of Windows Server – the heavy-duty Windows version that runs email systems and most other corporate applications.

This change in emphasis is not necessarily a surprise, said Gartner analyst and former Microsoft employee Ed Anderson. Rather, it's an acknowledgment of a shift that has been happening for years. "It does fundamentally elevate cloud to be the primary driver for Microsoft going forward," he said.

Read more on our blog: www.incsNOW.com/blog

Find out how the affordable security-first services from INCS keep your data and your reputation safe. Call us at 704-362-1682 option 1, or online at www.incsNOW.com

What's new and improved?

INCS recently changed our internal phones to a new Voice over IP (VoIP) system. Our conversion was both easy and flawless, and we're really happy with the voice quality, the features, and especially the outstanding value this new system allows us to offer our clients. One advantage of a modern VoIP system is that voice is handled on the same network as computer data. Less cabling, less complexity, major savings! This phone system can run on an inexpensive computer in your office, or it's available hosted in the cloud, and hosting means your CapEx is zero! Music to every CFO's ears. Almost every organization that's still running on an old analog PBX can save money. Grab your phone bill and give us a call, we'll find the savings for you!

FREE! Yes, FREE! We can offer the core of this phone system, capable of handling most organizations and sites with up to 40 extensions, absolutely **FREE** for the first year. **CALL US NOW** for details, 704-362-1682, option 1.

Did you know? INCS can provide you with a wide range of hardware, software and services. We sell and support computers and networking gear from some of the biggest manufacturers around, like Dell, HP, Lenovo, HP Enterprise, Microsoft and many more. And, we can do it at very competitive rates. We find that our clients that listen to our advice on what to buy experience fewer problems, less downtime, and higher profits. Our engineers collectively have decades of experience, and they know what works well, and how to fix it fast when something does go wrong. Could you use less downtime? Give us a call at 704-362-1682 option 1.

Give us Referrals, we'll give you money! We're staffed up to add new clients, and many of our best clients come to us through referrals. If you have friends, family or neighbors working somewhere that would be willing to talk to us about our services, let us know – we will make it worth your while for any new client. Call for details, or just to give us a referral contact, at 704-362-1682 option 1.
