



# Solutions

## IMPORTANT MICROSOFT INFORMATION

In order for IDSI to maintain our Microsoft Gold Partner Status, we must have our clients complete a Customer Satisfaction Survey.

Within the next couple of weeks, our valued clients may receive a survey request from TNS (a third party market research organization) TNS will be sending this invitation from "TNS for Integrated Data Solutions, Inc." This survey is quick and should not take more than 10 minutes of your time.

It is extremely important that Microsoft receives a certain number of completed surveys for our company in order for us to maintain our Gold Partner Status.

We know how valuable your time is and we thank you in advance for taking the time to complete this survey.

Thanks...  
IDSI Staff



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## IDSI Announces its Q4 Client Referral **Payback** Program

Given the economic uncertainty of our region and the tough business conditions that we have all been facing, we decided that it was time to come up with a client referral program that benefits our clients while helping us to maintain and grow our customer base.

As you know, in good times and bad, you've come to rely on IDSI's excellent service and support. You have also come to know the value in having us as your IT partner. That said, without customers like yourself we simply couldn't continue to be the best *Full Service* IT company in Southeast Michigan. So why not pass the word along to some of your clients and colleagues and take advantage of some FREE service from IDSI.

### **Here's how *Payback* works:**

From now until the end of 2009, simply refer a **potential business** client **our way** and once that company begins doing business with us, we'll **pay you back** with one FREE hour of Remote Support. That's a \$100 finder's fee but if that's just not incentive enough, we'll also send a \$25 gift card TO YOU PERSONALLY, as our way of saying thanks. There's no limit to the amount you can save and earn, so send those referrals in today!

Simply follow this link to our web site ([Click Here](#)), fill out a quick form so that we have all of the pertinent info, and we'll take care of the rest.

At IDSI, we appreciate our partnership with you and hope that the feeling is mutual. When we work together as partners, we all win! Please let us know if there is anything that we can do for you.

Thanks for your continue support.

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## **Attention Reflexion Anti-Spam Users:**

For those of you that have been recently been protected by Reflexion, we've got some important points that you should know. This document is also available for you, [here](#).

We **STRONGLY** suggest that you make all of your users familiar with this document, and as always contact IDSI should you have any questions.

- **LOGIN ACCOUNT:** Your Reflexion login account was created automatically for you or will be created the next time you send an email. Whenever an account is created, we send an email to you which includes login instructions.
  - **DON'T DELETE THIS EMAIL.** Refer to this email when you need to log in to Reflexion to look in your quarantine. Which brings us to...?
- **QUARANTINE:** Messages that Reflexion has judged to *probably* be spam, but which it isn't absolutely *sure* about, will be stored in quarantine for a period of time. You will receive a daily email from [TECH@indaso.com](mailto:TECH@indaso.com) containing your quarantine report
  - We request that you **DO NOT** block these messages.
  - If you see a message which is NOT spam, you can click "Release" to allow it to be delivered.
  - If you see a message from someone who should NEVER be blocked, you may click "& Whitelist" to tell Reflexion to pass email from that user through without checking it for spam content.
- **EFFECTIVENESS:** No filtering solution is perfect. You may still get occasional spam messages.
  - Receiving a handful of spam messages per day is not an indicator that there is a malfunction.
  - If you feel as if the number of spam messages getting through is greater than is acceptable to you, please let us know and we can investigate to make sure there isn't a configuration problem or malfunction.

Again a full version of this document is available [here](#)... Please be sure to educate all of your Reflexion users and as always, contact IDSI should you have questions or need assistance!!!



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## Managed Services in a Nutshell...

If you haven't heard us talking about Managed Services yet, you soon will. There's a huge push in the IT Services industry to transition customers away from the traditional "Break and Fix" mentality to a "Proactive" service model that promotes up-time, not down-time. However depending on who you talk to, Managed Services can morph into many different styles of services and support.

If I had to sum up the term Managed Services in a single sentence it would go something like this:

*"Managed Services is the process whereby a trusted IT support organization remotely monitors your servers, desktop computers and devices and pro-actively provides preventative and remedial support to maximize the security, efficiency and availability of your computer network, for a predictable monthly fee."*



So we've spent the last 18 months or so traveling around the country, going to seminars, spending time talking with industry leaders and business owners discussing pain points and figuring out exactly what our Managed Services model should offer.

**And here it is...**

Affectionately known as **M.A.R.S.** (which stands for **M**onitoring **A**nd **R**esponse **S**ervice), your team at IDSI has carefully assembled a comprehensive set of services and bundled support that will protect your investment in hardware, software, support and subscriptions for a fixed, monthly amount that will allow you to easily manage and budget your computer system expenses.

So let's break this down...

At the heart of Managed Services is a Remote Monitoring and Management (RMM) application. At IDSI, we've made significant investments in the RMM tools that are used for this process. Our systems constantly monitor your computer systems for the following key concerns:



- Patch Management – keeping your systems up to date and secure
- Virus and Malware Management – making sure that your systems are protected from destructive Viruses, Spyware, Malware and the likes
- SPAM Protection – stopping those annoying emails from coming in
- Data Protection – making sure that last night's backup took place as it should have
- Pro-actively protecting against Hardware & Software malfunction by setting thresholds that provide pre-failure warnings that automatically send alerts to us

These are important issues for sure and our systems do a great job with the above however with IDSI's Managed Services offering, the focus is more about the support that goes along with our management tools. To that end, we've bundled on-site and remote labor into our M.A.R.S. service giving our customers a predictable, if not fixed cost for their IT support so that they can easily budget their IT spending.

With our current economic conditions, you don't have to look far and wide to see that companies who are surviving and even thriving right now are companies that have a handle on their expenses. It's the unknowns that make us struggle and when we have any sort of unexpected expense let's face it, it's difficult to achieve and maintain profitability.

So to summarize, (my apologies, this was supposed to be the "in a nutshell" version) we now have the ability to provide our clients with better service, yielding better results, at a fixed monthly cost. I highly recommend that you set aside some time in the near future to have an in-depth discussion with our sales staff.

Give us a call today to see how Managed Services can help your business.

Sincerely,

Jeff Cattin  
President, IDSI

