



Traditional Service from Today's Technology Company

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## **TECHNOLOGY SERVICE NEWS**

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#### **Security in the New Year**

Gartner, Inc. is predicting that approximately 20 percent of companies will experience a serious Internet security incident in 2005, and that the cleanup costs of the incident will exceed the prevention costs by 50 percent.

Most successful attacks on computer systems take advantage of security weaknesses that are identifiable in advance. Many so-called "cyberattacks" can be prevented if companies increase their focus on security efforts.

According to Gartner, some of the top vulnerabilities to attacks include:

- Lack of risk management integration

- Security not integrated into projects

- No benchmarking on spending and value of security projects

Gartner suggests creating a cyber-incident response team or contracting with an external provider to evaluate systems.

At minimum, NSI recommends increasing your company's overall security by developing an internal response plan and aggressively monitoring Internet activity on all systems, especially firewall and intrusion detection logs.

For more information, contact Ed Garcia, NSI VP of Service at 800-634-8633, ext. 202.

## SonicWall Security

SonicWall is introducing software for its VPN appliances that screens Internet traffic for viruses as it enters networks.

Version 3.0 of SonicOS software equips all of Sonicwall's firewall/VPN gear with anti-virus protection directly on the appliances, creating gateway anti-virus protection.



The software screens traffic as part of flows rather than as individual files so there are no limits on the number of files it can handle at once. The screening can also be done between LAN zones to ensure viruses infecting one network segment don't reach other segments.

This type of protection is an alternative to more sophisticated - and more expensive - proxy firewalls.

The software also updates SonicWall's intrusion-prevention package so customers can break users into groups and assign different security policies to the different groups.

## Linux Security

In the Linux community, security continues to be a major priority, especially with a growing number of companies adopting Linux as an operational component.

The efficiency of open source to lead to a quick resolution is expected to be a continued advantage for Linux users in 2005.

Some users want greater security, others prefer ease of use. It is up to you to determine what best addresses your needs and goals.

Also, it is important to stay informed and make implementation changes whenever necessary.

## Securing Sarbanes-Oxley Compliance

Compliance with the Sarbanes-Oxley Act (SOX) continues to be a primary concern for many IT executives.

In July 2005 a key section of the financial reporting regulations act (Section 404) will kick in requiring additional disclosures from many SMBs, causing many to start revisiting their test and development, and firewall and intrusion systems.

It's understandable given the accountability executives now face; the accuracy of company financial statements and the security of record keeping is more important than ever before.

Dan DiFilippo, PricewaterhouseCoopers' U.S. leader for governance, risk, and compliance issues has been reported as saying, "Whenever you talk about internal controls, which SOX does, you can't have a well-controlled applications or environment without security technology."

## Outsourcing the 'Help Desk'

While many IT departments are accustomed to outsourcing for repair and other services, a recent trend is toward outsourcing Help Desk support to increase internal efficiency and effectiveness.

As IT departments implement complex technology strategies, many companies have found it makes sense to relinquish basic in-house support, providing more time to work on mission-critical projects.

Shailen Patel, Director NSI Support Services Group, reports that many customers are finding it easier to outsource to support professionals rather than creating support expertise in-house.

"Companies are continually trying to streamline," Patel said. "When it comes to IT many want their technology people focused on the cutting edge of development, or to work on perfecting architecture."

Rather than increasing staff, companies can simply order as much support as they need, saving money in the long run.

Service and support companies such as NSI offer a range of services to help businesses stay on top of their support needs.

"We make sure everything across the support structure is monitored and resolved in a timely fashion," Patel said. "We also can act as a go-between with hardware and software vendors, taking that burden off the IT department as well."

Shailen Patel can be reached at 800-634-8633, ext. 115

## Aggressive Pricing for VMware GSX Server

VMware, Inc., the global leader in virtual infrastructure software for industry-standard systems, has announced new lower pricing of VMware GSX Server, its award-winning virtual infrastructure, effective immediately.



## New WebSphere Software From IBM

IBM has introduced new WebSphere software designed to offer remote locations such as a retail stores, distribution centers, or manufacturing sites the same computing capabilities for local applications and business processes that are available to the headquarters.



## New Years "Tech" Resolutions

### Backup

Backup your data every day. Take copies of backup tapes off-site to protect against disasters. Check your log file and do a "restore" once a quarter.

### Protecting PCs

Turn off your PC at night to guard against power problems. Utilize a UPS as another layer of protection.

### Internet Security 4-Step Plan

#### Internet-Use Policy

Employees must know their responsibilities when using the Internet and what the company constitutes as acceptable uses.

#### Content Filtering Software

Control where your employees go on the Internet and create a more secure and productive workplace.

#### Anti-Virus Software

Use a centrally managed anti-virus software system. Stay current with regularly scheduled security updates.

#### Install a Firewall

If your computers access the Internet, you need a firewall to protect your data.

## **Inventory Control Solution New Jersey Company Counts The Savings**

NSI is receiving praise for the inventory control solution it designed and implemented for Nutley Heating & Cooling of Nutley, New Jersey.

Nutley was in need of an efficient, cost effective and easy to use system for managing inventory and day-to-day operations between its six remote warehouses, branch offices and headquarters.

NSI Account Representative Henry Garcia worked closely with Nutley, testing a variety of options, before designing a solution that called for implementing wireless IBM laptops and cordless Symbol scanners that could be placed on carts. "It was an exciting challenge due to their need for mobility and a platform that was easy to read," Garcia said.

Today, Nutley Heating and Cooling is saving time and money by counting its inventory in 'real time'. "We are very happy with this solution because our people can go anywhere, even climb with the cordless scanners, to capture the needed information without paper and pen," said Susan Cancelosi, VP of Nutley Heating & Cooling. "Henry Garcia is great, we rely on him heavily."

### ***NSI Movers & Shakers***

#### **IT Sales Veteran Joins NSI Service Group**

NSI has appointed Eugene Yanosy as an Account Executive in the NSI Service Group.

Mr. Yanosy brings to NSI more than 20-years of sales and marketing experience in the I.T. solutions field.

"Gene is one of those unique individuals who has devoted his career to building customer loyalty," said Ed Garcia, NSI VP of Service.

"His addition to our team will enable us to continue identifying opportunities to better serve our customers."

Yanosy comes to NSI from the Mercury Group in Stratford.

#### **NSI Technical Support Group Addition to Talented Team**

NSI has appointed Steven McGrath as a Support Engineer in the NSI Support Services Group.

Mr. McGrath has spent the past 5-years working in a variety of technical support capacities, both in the corporate world and as an I.T. consultant.

"Steven brings to NSI a wealth technical expertise," said Shailen Patel, NSI Director Technical Support Group.

McGrath has performed installations, troubleshooting and support for a variety of systems and applications.

#### **Veteran Technician Earns NSI Promotion**

NSI has promoted Dominic Mastro to the position of Support Engineer.

"From the day he started here Dom has dedicated himself to professional advancement," said Shailen Patel, Director NSI Support Services Group.

Mr. Mastro started at NSI as an entry-level technician in September of 1996.

While working in the NSI Service Group, Mastro obtained a variety of industry-leading certifications.