*Easy*RO ™

Protecting your System or DON'T LOSE YOUR INFORMATION!

This is a subject which we have covered so many times over the last 30 years that we sometimes neglect to repeat it. But it seems to rear its head so frequently we are compelled AGAIN to go over it because to NOT do so would be irresponsible.

The most recent event of this sort involved a customer who bought a utility from a company who had us on a "list" of compatible management software systems that they integrated with. They proceeded to allow the company to install the utility. KABOOM! It brought down their MFS system resulting in a phone call to us of course to try and bring it back up. That we did, but alas, all their DATA was missing. "Do you have a backup?" we asked. Ummmmmm, well after some searching, the last backup in existence was the one WE did for them when they did an upgrade 6 months ago. YIKES!

Needless to say, the end result is one angry customer! And it was ALL avoidable! First off, anyone claiming to be compatible with us and wants to "integrate" something to work with our program should be verified by YOU, with US. It only takes a phone call. In this case, we had no idea who the company was and why they were representing compatibility. We have many relationships with outside companies and are forming new alliances all the time. There is a process for this so that everyone is on the same page. There is testing to do and information that needs to be exchanged. Agreements regarding the relationship need to be made.

Next, even if the company HAS been verified, you need to insist as a first action that you are absolutely certain a complete up to the minute backup exists. If the company in question does not know how to back up your system before proceeding, or if you don't know how to back it up, then CALL us! It is just not worth the loss of your precious information!

In this rapidly expanding age of software, media, internet and the like, one has to not only increase ones knowledge, but also maintain alertness. One of things we want to stress is that WE are here for YOU. And that means in ANY capacity we

can provide. It is why our support is so valuable. If you have questions about ANYTHING, you should call us. Maybe you want to know how to manage internet security, or you are having a problem with an email program. Whatever it is, we provide support for MORE than just our system. We are happy to help you with whatever your needs are.

The bottom line is this. KNOW before you GO – make sure your information is protected and do not let anyone mess with your computer without ensuring that

1) You have an up to date backup of ALL your important information, not only MFS, but any other programs vital to your shop.

2) Let MFS know what is being planned so that we can coordinate with whatever process you are undertaking to ensure there are no issues that could disable your systems.

Barbara Lee