



YOUR SYSTEM MANAGEMENT EXPERTS

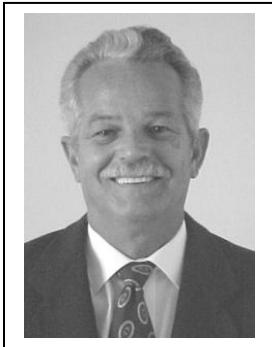
Tech Notes

February 2009

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"As a business owner, I know you don't have the time to waste on technical and operational issues. That's where we shine. Call us and finally put an end to your IT problems forever."

Steve Miller, CEO

NuVox: Providing You with the Best Service at the Lowest Cost

Each month CIO Office highlights one of our many outstanding customers. Through this, we hope to generate awareness within our community and recognize the success of our clients. This month we are celebrating one of our partners, NuVox. NuVox is a communication solutions provider, offering tailored voice, data, networking, and security packages on a Cisco Powered Network-a distinction that only 10% of internet service providers have earned. We have worked with NuVox since their conception in 1998 and we have found them to be a leader within the communications industry and a company that stands behind their service.

CIO Office works closely with Liz Brogdon, an Account Manager, who has been with NuVox for over 5 years and has worked in the communications industry for over 20. You may recognize Liz's name because she is the wife of Paul Brogdon. They have been married for 33 years and have two girls. Although Liz describes herself as reserved and less well-known than her husband, you will not forget her once you have the pleasure of meeting her. Her warmth and sense of humor make you feel at ease and ready to do business with NuVox.

Liz's goal as a NuVox Account Manager is to be available to her customers-whatever need may arise. She serves as the local point of contact for over 700 businesses in the area. Prior to working for NuVox, Liz worked for Bellsouth, AT&T, and Time Warner providing mobility, long-distance, and local solutions. However, Liz loves working for NuVox because of the culture of the company. One reason is that NuVox is a company with a strong reputation. They practically do no advertisement or flashy marketing; rather, they concentrate on providing the best service at the best price to their customers. With these simple principles, they continue to grow, even in this shaky economy. They receive most of their business leads through word-of-mouth referrals, which speaks volumes about the level of service they provide.

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Storm Season Is Just Around the Corner...Are You Protected?

Even though the first day of spring is not until the 20th of next month, it's never too early to prepare for those pop-up storms that occur randomly at this time of year often resulting in everything from ice damage to lightening fires. During this time of year the threat of fire, flood, severe storms, and even water damage from office sprinklers is very real.

One of the most valuable assets for any company is its data. Hardware and software can easily be replaced, but a company's data cannot! Here are some simple things you should do to make sure your company is ready for any natural disaster.

1. **Back Up Your Data Remotely!** Everyone knows that data should be backed up on a daily basis, but many people still use in-house tape drives that will get damaged in a natural disaster or fire, and can easily be stolen. We recommend backing up all data to an off-site location, and we offer this as a service to our clients.
2. **Use a Quality Surge Protector With Uninterruptible Power Supply Battery.** A high quality surge protector combined with an uninterruptible power supply battery backup will go a long way in protecting sensitive electronic equipment from surges and other electronic irregularities that can destroy your computer's circuitry.
3. **Make Sure Your Servers Are Off The Floor.** If your office gets flooded, having your equipment off the floor will prevent it from being completely destroyed. Server racks can be purchased and installed very inexpensively.
4. **Have A Disaster Recovery and Business Continuity Plan.** Every business should have some type of plan in place for continued operation after a disaster. Would people know where to go? Who to call? How to log in and access data remotely? Hopefully you'll never need it, but having a simple plan will help you sleep a lot easier at night knowing you have a way to continue to operate when disaster strikes.



If you need help in any of these areas, give us a call! 615-301-1661

We can not only get you prepared, but also back up and running fast in the event of a disaster.

4 Things You Never Knew Your Cell Phone Could Do

1st- Emergency: The Emergency Number worldwide for mobile phones is 112. If you find yourself out of coverage area for your mobile network, and there is an emergency, dial 112 and the mobile will search any existing network to establish the emergency number for you and interestingly, 112 can be dialed even if the keypad is locked.

2nd-Keys Locked in Car: If your car has remote keyless entry and you have locked your keys in the car and there is a spare set at home, you can call someone at the home on their cell phone and hold your cell phone a foot from your car door and have the person at home press the unlock button, holding it near the cell phone on their end. Your car will unlock. Distance is no object; you can be hundreds of miles away. This really works!

3rd-Hidden Battery Power: If your battery is very low, you can key *3370#. Your cell phone will restart with this reserve and the phone will show a 50% increase in battery. This reserve will get charged the next time you charge your cell phone.

4th-Free Directory Service: Cell phone companies are charging us \$1 or more for 411 information calls when they don't have to. When you need to use the 411 information operation, simply dial: (800) FREE411, or (800) 373-3411, without incurring any charge at all.

These tricks really work! Try them out.

NuVox: Providing You with the Best Service at the Lowest Cost (Cont)

NuVox's service area in Middle Tennessee stretches from Clarksville to Columbia, Dickson to Shelbyville, and everywhere in-between. Liz's customers span many business fields, including county government, medical, construction, and financial. For example, Liz manages accounts for Goodwill Industries, Nashville Inner City Ministries, Bell & Associates, J.E. Crain & Son, Pinnacle Bank, Farmers & Merchants Bank, as well as Sumner, Wilson, and Montgomery county governments.

NuVox & CIO Make a Good Team

NuVox and CIO Office have many customers in common, including The Parent Company, Custom Fabrication, and Vastland Companies. And most of our customers have had Steve consult with them to see if NuVox is a good fit, not because we profit from the service, but because we have found that NuVox service can often represent a cost savings to our customers. This savings frequently allows our customers to reinvest in more efficient technology solutions that benefit business operations, which increases efficiency and leads to even more cost savings.

The product that many of our customers use is NuVox's VoXIP. In language understandable to those of us not in the IT world, this replaces analog voice services and allows you to operate your phone system over the same lines that you receive internet. This offers a cost savings to customers, while maintaining the same great features and service they were accustomed to, plus many more features and added flexibility. In January, NuVox started offering VoXIP Big Bandwidth, available in 10, 20, 50, and 100MB increments. According to Liz, the trend in communications market right now is all about getting more bandwidth. Businesses want faster service as more business is conducted over the internet, and are looking for easier ways to communicate between offices and to their customers, all while saving money. More often than not, NuVox can represent just that- better service and at a lower cost, which is why CIO Office is proud to partner with NuVox and offer our customers the best possible solutions that make the best business sense.

Laughs



"Go ahead and laugh, but this baby hasn't crashed since 1961."



"I have worked with CIO Office for three years. I love working with CIO Office. We seem to know what each other needs and we work hard to make sure everything runs smoothly for our customers."

*Liz Brogdon, Account Manager,
NuVox Communications Inc.*

Behind the Scenes at This Year's Super Bowl

3 million people watched the super bowl this year, the most watched game, ever, and I feel pretty confident that most viewers weren't thinking about all of the technology that goes into the football broadcast while they were munching on wings and cheese dip. But, technology has changed the way that viewers enjoy football.

With instant replays from every angle, zooming in on the possible challenged play (even showing us if both toes really did touch the ground on Santonio Holmes winning touchdown) to imposed yellow first-down line that is accurate within inches. Here are just a few interesting facts about this year's broadcast:

- Total on-site production and engineering personnel in Tampa was around 400, with approximately 200 technical crew members.
- NBC used some 35 cameras to cover the game, and some 55 if you include cameras for the pre-game show.
- Technical staff arrived weeks early to start pulling 50 miles of fiber-optic cable (needed to run the hi-def cameras)
- Specialty cameras included robotic units on the goalposts and in the hallways outside each team's locker room, dedicated goal-line cameras, overhead Cable Cams, and X-Mo ultra-high-frame-rate cameras that delivered the incredibly detailed slow-motion replays.

Source: "Tech Special: NBC's Super Bowl Comeback" in *Broadcasting & Cable* by Glen Dickson (www.broadcastingcable.com)

Can We "Bribe" You To Do Us A Favor With Some Chocolatey, Melt-In-Your-Mouth, Christie Cookies?

We are lucky to have found you as a customer...and quiet honestly, I wish I had more just like you. So instead of just wishing, we've decided to hold a special "refer-a friend" St. Patrick's Day special.

Simply refer one of your colleagues to us and we'll send you a special tin containing the most delicious cookies you've ever tasted from Christies Cookies, and we'll give the person you refer a FREE Technology Tune-Up to identify how we can make their systems run faster, cleaner, and with fewer problems (that's a \$379 service... absolutely FREE!)

How to Refer Someone to Us:

- 1) Send us an email to: smiller@ciooffice.com with a friend (or two) that you'd like to refer
OR
- 2) Call us at 615-301-1661 and just tell us who you'd like to refer
OR
- 3) Contact your friend and tell them to give us a ring



We'll have a big tin of mouthwatering treats rushed to you the moment we get your referral!