

Bryley Tips and Information February 2010

1. Ten questions to ask your Managed Service Provider (MSP)

Managed (Technology) Services Providers, like Bryley Systems, proactively support the computer networks and telephone systems of their business clients, typically on an ongoing, agreement-oriented basis. When selecting a MSP, you want managed services that are custom-fit to the needs and goals of your business.

Some of the 10 questions to ask:

- Do you offer features and functions that meet the needs of my organization?
- Can you state your services and their benefits in business-oriented language?
- How broad and deep are your service offerings?
- Are you certified and trained in these areas?

Visit our blog at <http://www.Bryley.com/blog/post/The-10-Questions-You-Should-Ask-When-Choosing-Your-Managed-Service-Provider.aspx> for the entire article by Stacey B. Livingstone.

See www.Bryley.com/managed_services.html for information on our managed-service options. For details, call 888.280.5700 or email Sales@Bryley.com

2. Data breaches still threaten – Massachusetts 201 CMR 17 privacy statute

March 1, 2010, the deadline for compliance with Massachusetts 201 CMR 17.00, is quickly approaching. What exactly is your organization's compliance plan? How are you going to protect the personal information of your clients and employees?

As a Massachusetts-based business, we understand that most folk have other things on their plate that they need to focus their time and money on. However, complying with 201 CMR 17.00 in full is very important to your organization. If you fail to do so, and there is a data breach, it could tarnish your image and cost you money. The financial penalties include:

- There is a \$5,000 penalty plus an additional fine for delaying or failing to notify state authorities and residents affected by a security breach.
- There is a \$5,000 penalty plus fine for failing to maintain a Written Information Security Plan or WISP.
- There are also \$100 fines per individual (that can be racked up to \$50,000 per incident) for failing to obtain written certification of data safety from third-party vendors and the same fines apply for the improper disposal of personal information.

Visit <http://www.Bryley.com/blog/post/Data-Breaches-Still-Threatening-Your-Business.aspx>. Then, watch our video at www.Bryley.com/201_CM17.html to learn more about 201 CMR 17.00 and how it will affect your business. Finally, call us at 888.280.5799: We can help!

3. Common business mistakes to avoid during economic uncertainty

With the economy in a downturn, budgets are tight. The normal reaction for businesses is to cut costs specifically by bringing company spending to a standstill, and while cost reduction is important and a reliable strategy during financial downturns, it can also lead businesses to overlook valuable business opportunities.

It just so happens that many of these opportunities lie right at your fingertips and can be derived from your very own valuable data, free online resources, and preexisting relationships with technology professionals. These opportunities are not only affordable (and some completely free) but will actually improve total business efficiency, everything from operations to perfecting your brand image, making them cost effective investments with the potential to yield a very valuable return.

The basic themes expanded upon within this article include:

- Do not take your existing clients/customers for granted
- Be sure to capitalize on market opportunities
- Address operational inefficiencies

Please see our blog at <http://www.Bryley.com/blog/post/Common-business-mistakes-to-avoid-during-economic-uncertainty.aspx> for the entire article by Stacey B. Livingstone.

4. Announcements, news, and events

March 1st deadline on privacy statute – Massachusetts new privacy statute, 201 CMR 17.00, activates on March 1st. If you need help complying with this statute, please call us at 888.280.5799. Or, email Info@Bryley.com.

Attend our Avaya PARTNER ACS webinar – Join Bryley Systems for a live training webinar on the Avaya PARTNER ACS telephone system on Wednesday, March 10th at 9:30am.

Attend our Avaya IP Office webinar – Join Bryley Systems for a live training webinar on the Avaya IP Office telephone system on Wednesday, March 10th at 10:30am.

Free webinars on Intelligent Communications – Attend an enlightening discussion on Intelligent Communications and how it is transforming businesses around the world.

These sessions are sponsored by Avaya Inc., a world-leader in communications solutions. Bryley Systems, an Avaya Business Partner, is fully versed in these solutions.

Please register at <https://secure.avaya-news.com/ats/show.aspx?cr=122&fm=437>.

Monthly service-ticket survey drawing – We hold a drawing each month for those who respond to our service-ticket surveys. (The survey is announced at the bottom of each email notification on the completion of a service-ticket.) Winners are announced each month in *Bryley Tips and Information*.

Last month's winner was Bob M. at the Acton Water District.

Note on Internet service – If you are advised to change-out your Internet modem or router, please contact Bryley at 978.562.6077. Or, email TechSupport@Bryley.com.

Client service

If you have questions about, or issues with, our client service or response, please contact Beverley Denio, Client-Service Manager, at 978.562.6077 x201, or Gavin Livingstone, President, at 978.562.6077 x215. (Respective email addresses are BDenio@Bryley.com and GLivingstone@Bryley.com.)

Bryley's Client-Service Portal

Over the past years, Bryley has made significant investments in our business systems and infrastructure to enable real-time communications regarding the timeliness and quality of services we deliver. A result is that client-service requests (with resulting service tickets) may now be added, viewed, or updated through our Client-Service Portal.

This real-time environment is available 24 x 7 at www.Bryley.com by selecting "Client Login" from the upper-right corner of the home-page. Registered users may perform these functions:

- View the current status and details of their service tickets
- Enter new service requests
- Review invoices
- View reports

To use this capability, please contact Beverley at 978.562.6077 x201 to setup a username and password. Training is also available at no charge.

Contact Bryley Systems Inc.

Bryley Systems is a full-service, end-to-end provider of business-technology solutions, fulfilling the information-technology needs of organizations throughout New England since 1987. Areas of expertise include:

- Managed Technology
- Computer-network performance and reliability
- Network security
- Unified Communications

Email: Info@Bryley.com

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www.Bryley.com

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Business Technology Solutions Since 1987

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- You have had business contact with Bryley Systems.

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