

TECH TIMES™

Advanced Communications & Maintenance Official Publication

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H2O 911 OWNER

BRIAN BLAND

*Advancing in Technology
to overshadow the
competition.*

TOO MUCH TO
DO AND NOT
ENOUGH TIME?

OPRAH SKYPES, DO YOU?

DUDE, WHERE'S MY CAR?

STIMULUS BILL AND
TECH UPDATE



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ADVANCED
COMMUNICATIONS & MAINTENANCE™

TECHTIMES



Kevin Taylor, President
Advanced Communications
& Maintenance

TECHMATTERS

Welcome to the second issue of Tech Times! I hope you enjoyed our Inaugural issue last quarter. It has been an exciting time for our company launching a publication filled with technology information that will help change the way you live and do business. Advanced Communications & Maintenance's main goal is to provide you with a single source for a single solution. Time is money and we help make managing your business simple by providing you with all the technology solutions you could possibly need! A program we have found interesting is Conformit Software. We hope this program will help you run your business more efficiently.

As always, if you have any questions, comments or concerns about any of the topics discussed in this issue or if you have any questions about how Advanced Communications & Maintenance can help you, please do not hesitate to contact us.

Until next time, remember...Tech Matters!

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Advanced Communications and Maintenance (ACM Solutions, LLC) specializes in voice and data solutions for global business customers. We offer consulting, installation and support throughout the entire technology cycle, from concept to completion.

FROM THE EDITOR...

Clients are always asking me for tips on how to better manage their time. As a business owner, I completely understand the importance of successful time management skills. A good time management structure keeps projects organized and clients happy. One of the programs that I am aware of that is extremely beneficial is Conformit Software. Conformit's general module allows you to create basic elements to help your other modules run smoothly. One of the ways the program can help you is by managing your clients and job orders. For example, if you manage a doctor's office, and a patient that does not have an appointment needs to see the doctor, you can enter their name into the Conformit Software. As soon as a time slot opens up, the program will notify you and you can in return notify the patient.



According to their website, Conformit can be configured according to your particular needs and includes user and access management, interface colors and fonts, and procedure validation histories and archives. The program's reference lists allow you to standardize procedures, devices, and all related modules. You can also link all documents and elements required to create and modify procedures. Conformit also allows you to general search, sort, filter, and print functions.

If you are interested in learning more about this program, please contact us. If you need other advice on how to better manage your and your clients time, we can help you out. Call for a free business consultation today!

Stay ADVANCED,

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TECHWATCH

DUDE, WHERE'S MY CAR?

The days of wandering around the parking lot trying to find your car are now over. Check out the Blackline GPS Snitch. The Snitch operates with the GPS system and designated cell-phone networks to help you keep track of someone or something you care about. The Snitch can be used to help recover your car if it is lost or stolen. In order to use it, the Snitch comes with a code that, when activated, allows you to keep track of its location over the Internet. With its motion-sensor feature, the Snitch only activates when your car is on the move. The device runs for a week on a battery charge, but it can be hard-wired inside your car with an optional kit. So if you are the person always wandering the parking lot trying to remember where you parked the car, maybe Snitch is for you.



BASIC COMMON SENSE.

Now more than ever is the best time to reevaluate how you are marketing your company and if you are going after the correct target market. So many business owners waste money advertising in the incorrect media outlet going after the wrong target market. You can spend millions of dollars advertising but if it is not effective, what's the point? The economy is tight and budgets are tighter. Look at what your company has to offer and narrow down the best magazines, newspapers, radio stations, and television stations that fit your company's description. If you offer technology

products for businesses, you may want to consider a business newspaper. If you are a beauty salon, you may want to consider running your commercial during the soap opera time slot rather than the sports time slot. Effective marketing is basically common sense.

BACK TO THE FUTURE

Rabbit ears no more...On February 17, 2009 many television stations made the switch from analog to digital broadcast television also known as the digital TV (DTV) transition. The government passed a bill extending the date to switch over to June 12th but many stations decided to stick with the original date. Why the switch? Switching to all-digital broadcasting will free up parts of the valuable broadcast spectrum for public safety communications such as police, fire departments, and rescue squads. Some of the spectrum will also be auctioned to companies that will be able to provide consumers with more advanced wireless services.



TECHPROFILE

TechPROFILE™ gives our clients the opportunity to talk about their company and how Advanced Communications & Maintenance's solutions fit their business needs.

“Over twenty years in this industry and I am not sure how we ever did without technology. From phone systems to servers and wireless to fax machines, we rely on technology to continue to outperform others in our line of work.” Brian Bland, President and founder of H2O911 Restoration is a firm believer that their relationship with Advanced Communications & Maintenance helps them to rise above the competition.

After receiving a referral from another company, H2O911 made the switch over to Advanced Communications & Maintenance and never looked back. “Timing is everything in our industry. Our clients rely on us to be quick and efficient in all services we offer. Advanced Communications & Maintenance has been crucial in assuring we reach this goal. If we have a monitor down, they respond quickly on site, in the same way we do to a flood. If we call them on the phone for a quick fix of an issue with the server or a laptop, they take the time to help us through the solutions.” Understanding



Brian Bland, owner of H2O911 since 2003, and a customer of Advanced Communications & Maintenance since 2007.

the benefits of a good referral, Brian would not hesitate to recommend his telecom and datacom service to a business associate or friend. "If a business professional is customer service driven and demands the best in vendor services, therefore passing the same customer service to their clients Advanced Communications & Maintenance is a key component in this relationship."

As a business owner, Brian sees great benefits from using a single source provider for both their telecom and datacom services. "Like anything else, when it rains, it pours and often times our phones are acting up in harmony with the computer system. Having one response to these needs in crucial is streamlining our office." This is exactly why Advanced Communications & Maintenance pride themselves on being a single source for a single solution. When time is crucial, clients like Brian appreciate the convenience of having a sole provider.

Kevin Taylor, Managing Member of Advanced Communications & Maintenance is always making sure his staff is updated on all the newest technology, something that has helped assist H2O911. "Advanced Communications & Maintenance seems to always come up with the solution to any problem. In one occasion, an issue we were having with an industry specific software program for estimating insurance losses was acting up. The staff at Advanced Communications & Maintenance worked diligently to help with a system they had never seen and was able to come up with a solution to this problem."

In a time when people are constantly complaining about poor customer service, Brian can't say the same about Advanced Communications & Maintenance. "They have always gone above and beyond to assure we understand and learn from the times they have helped us. Thank goodness "there is no such thing as a stupid question!"

More about H2O911

Q: Tell us about your company & staff members

A: H2O911 Restoration takes great pride in offering unmatched customer service in the Flood, Fire and Mold remediation as well as truck-mounted carpet cleaning service. We are SW Florida's number one restoration company setting ourselves apart with the only mold warranty in the tri-county area. We respond with certified, uniformed technicians ready to serve our customers 24/7 365 days a year. The staff at H2O911 is what makes up who we are. The endless amount of positive feedback and referrals tells us the H2O911 team care about the clients and their needs. H2O911 Restoration was started in 2003 and we currently have 20 employees.

Q: Can you tell us a little about yourself?

A: I was in the Military where I worked in the Indoor Air Quality Field. When I was discharged in 1999 from being wounded, I started working for some of the local flood, fire and mold remediation companies and did not think they were doing a good job so I went out on my own. I started with just one truck and one job and worked 80-90 hours a week until eventually the company grew to 12 trucks and 20 employees. I have two children ages 12 years and 8 month and I love to fish.

Q: If readers want to know more, how should they contact you?

A: I can be contacted via my cell at 239-707-7931, email: brian@h2o911.com or visit our website at www.H2O911.com. You can also visit the office at 12541 Metro Pkwy. Ste 13, Fort Myers, FL 33966 . If you have a question regarding Flood, Fire and Mold Remediation as well as truck-mounted carpet cleaning service please call one of the numbers below:

Toll Free: 866-760-MOLD

Lee: 239-567-0001

Collier: 239-992-0061

Marco: 239-389-1662

Charlotte: 941-556-0939

MAYDAY! S.O.S!

In February, the government approved a \$787 billion dollar 2009 Economic Stimulus Bill, or American Recovery and Reinvestment Act of 2009. Realizing how important technology is to the successful functioning of our country, the government allotted funds to go towards different technology projects. The following funds were allocated to the programs listed below.

Modernization of the Current Social Security Center: \$400 million to replace the 30-year-old Social Security Administration's National Computer Center to meet growing needs for processing retirement and disability claims and records storage.

Farm Service Agency: \$245 million for critical IT improvements to systems that have been unable to handle workload increases.

State Department Technology: \$276 million to upgrade and modernize information technology platforms for the Department to meet security requirements post-9/11.

Department of Agriculture: \$44 million for repairs and security improvements at USDA's headquarters.

Provisions on Broadband The broadband package authorizes the National Telecommunications Information Administration (NTIA) to distribute \$2.825 billion for wireless and wire line broadband through a grant program. The proposal allows participation by terrestrial wireless, satellite and wire line providers, subject to aggressive performance requirements and other pro-consumer policy considerations. Any "eligible entity" can apply for a grant, including service providers, infrastructure companies or a state or unit of local government. Approximately \$1 billion would go to the deployment of wireless service — 25% to wireless voice service in unserved areas and 75% to "advanced wireless broadband" in underserved areas. Approximately \$1.825 billion would go to the deployment of broadband via fiber or other wires — 25% to "basic broadband" in unserved areas and 75% to "advanced broadband" in underserved areas.



OPRAH SKYPES... DO YOU?

Trying to save some money but you don't want to keep out of touch with friends and family? Check out Skype. Founded in 2003, Skype is an online program that allows members to make free calls, video calls and instant messaging over the Internet. Skype is available in 28 languages and is used in almost every country around the world. While the online calls are free to all members, Skype is able to generate revenue through its premium offerings such as making and receiving calls to and from landline and mobile phones,

as well as voicemail and call forwarding. It's a pretty cool program that allows you to keep in touch with friends and family members while you save a buck or two. Businesses are also a fan of Skype because they are able to have meetings with someone across the country without having to pay for the travel. Advanced Communications & Maintenance will be able to set up this program for you if you are interested. If you check out the Oprah show, they are always using Skype to talk to guest and viewers from around the country. So if Oprah skypes, why don't you?

SAVING MOO-LA

With a tight economy, many businesses are eliminating expenses from their budgets. One expense that is awfully high is the travel cost to attend meetings and conferences. As a result many businesses are looking into web conferencing options. Rather than spending the money to send employees to a meeting, many companies are using a program like WebEx. WebEx allows you to arrange web conferencing for individual professionals, small and medium businesses, and large businesses and enterprises. With this program you can free yourself from the time and distance constraints and meet with partners and coworkers globally without the overwhelming cost.

WebEx offers a feature when you meet online whenever you want with on-demand web conferencing. Schedule meetings in advance or start a meeting instantly via WebEx's confidential instant messaging program. Some of its other features include:

- Use online meetings to meet with anyone, anytime.
- Get integrated audio conferencing and let meeting participants call a toll-free number or receive an automated callback to the number they enter.
- Get the impact of live events— Hold large scalable on-line events such as all-hands meetings, shareholder presentations, and webinars with interactive and dynamic multimedia presentations.
- Deliver interactive world-class training— Reach more people with online training and elearning when you offer on-demand and live online classrooms.
- Resolve technical issues faster— Increase productivity while you reduce support costs and increase client satisfaction with both unattended and attended remote support.
- Shorten your sales cycle— Connect with anyone, anywhere with dynamic online sales presentations and close deals faster.



I LOVE ROCK N ROLL...

Digital Lifestyle Outfitters (DLO) released their all-new HomeDock HD Professional that allows custom installers to easily add the functionality of the popular iPod into any home integration network. The DLO Dock station enables you to integrate your iPod system into their custom home entertainment system.

HomeDock HD Professional allows you to view and select your iPod content in hi-def directly on your high-definition TV. So cool! With the included full-function RF remote control you can navigate your iPod from wherever you are in your home. Other features include superior audio and video output, multiple screensavers to prevent plasma burn-in, turbo scroll to quickly navigate through thousands of songs in seconds, plus on-screen Album Art and song info display at a glance. The DLO Dock station also features a HDMI extension that enables connectivity of HDMI





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