



Welcome Note

Technology never stops improving! With constantly evolving improvements and advancements, technology is something that society is always trying to keep up with. It's no different for today's dental or medical practice. Regular updates and improvements have to be expected and planned for, in order to continually improve growth and efficiency of your healthcare business.

With this constant growth and advancement and the consistent need for keeping current, having a knowledgeable and experienced Computer Support organization becomes very critical. High Tech Innovations is that reliable solution provider that has been serving its customers with cutting edge technology for more than twenty years. HTI knows what its clients want, and offers all to meet, beat and exceed their expectations.

Innovative Data Backup Solutions to Protect Customers' Critical Information

High Tech Innovations, the industry leader in unified communications is offering innovative, off-site, data back-up solutions to protect their customers' critical information. We are committed to provide practice owners a peace of mind that their valuable data is constantly backed up from a disaster, virus attack or power outage.

More than ever before, markets today are pressing owners to re-evaluate threats that may cause business interruption. Most risks are inevitable, however, technological advancement have given way for businesses to continue to function smoothly even in the time of uncertainty.

Organizations of all sizes are depending on huge amounts of data that should not just be readily available but also easily accessible. Therefore, businesses have to effectively manage their infrastructure resources including servers, storage and networks, to ensure their data is protected in a timely manner while at the same time providing adequate performance and securing data for future access. Unfortunately, archaic data backup method for most

Shrug off a disaster and run optimally with HTI's Cloud-based Disaster Recovery

Nearly every business, especially in recent years, has become so inextricably reliant upon their data in order to run their company. To put more simply, information has to be available to anyone who requires it at any particular time.

With nearly everyone depending on a strong IT infrastructure, it's no wonder why businesses are scrambling to find the ideal form of data protection and backup. Disaster recovery programs are aimed to ensure that at the time of a natural disaster (such as, earthquake, flood, fire or tornado) power outage or a user error, the company's data stays undamaged and can be immediately retrieved. HTI's cloud-based disaster recovery program, takes this technology one step further, in that it allows businesses to continue running smoothly, even *during* the midst of a disaster or employee error like deleting a crucial patient information folder off the LAN.

The growth in cloud-based disaster recovery has been heavily anticipated and High Tech Innovations is amongst those few organizations who are leading the charge for this powerful technology. We are actively

organizations means to backup critical information on a data tape and allowing an employee such as an IT manager to take it home for safe keeping. Latest technology allows backup of information to take place on 'cloud' rather than servers on-site. Therefore, if an event occurs the business can keep running as if nothing happened.



Almost all businesses face a certain degree of risk , however smart business owners are always searching for ways to reduce unnecessary risks and uncertain situations. HTI's disaster recovery solutions provide practice owners with a safety net that enables them to get a timely back up before anyone notices that there was a slip-up. Whenever there is a virus attack, a natural disaster or a power outage, HTI's remote data backup ensures businesses that they will be able to compete with today's markets.

deploying our cloud-based disaster recovery program in the offices of many of their customers, across a multitude of industries.

We believe that by providing our customers with competitive advantages, it gives them a leg up in their industry and the reason we have been fortunate to see growth over the years is our outlook to ensure mutual success.



The Value of Managing Network Infrastructure

One of the common concern for most small to mid-sized companies is their inability to manage their networks. These organizations are typically understaffed and lack the sufficient skill level, technological capacity or resources to keep their network operating in a fully optimized state.

Running an efficient network is not easy, especially with the convergence of voice and data. Too often companies are caught up in day-to-day operations due to which mission-critical network maintenance and security management get overlooked. In today's business environment, you can't afford to let your guard down. There are too many threats and other issues that plague network integrity and performance. So what are companies supposed to do? A simple answer could be to outsource management of their networks to a qualified partner. Managed IT services help companies to maintain and support their IT and network infrastructure. They include 24/7 remote network monitoring and reporting, firewall monitoring, disaster recovery, intrusion detection, patch assessment , vulnerability scanning, data backup, preventative tasks and regular performance analysis. This gives a complete view of the network at all times that ensures an optimal use.

As we all know, network is the backbone of a business and if it's not managed correctly employee productivity and profitability rapidly declines. This is why, outsourcing a company's network provides a number of unique benefits and the first and foremost is that the experts in the field analyze network to develop a complete game plan. Modeling and simulation tools assess current network traffic and evaluate the performance of desired enhancements and upgrades to determine the most appropriate solution before implementation. The end result is a custom designed system that supports future growth and change through flexible and scalable network environments.

In addition to the installation, training and testing, the provider will also remotely monitor the network from their Network Operations Center (NOC). The NOC provides advanced network control, systems management and help desk operations to ensure optimal performance on a daily basis. This is a critical component because a network is so susceptible to change every day, for example, two employees at a company uploaded webcam software onto the

network to monitor their children in daycare. The live video stream shutdown the entire network and bandwidth destroying productivity for the day. Remote monitoring would have proactively identified the problem as well as the appliance causing the issue.



Managed IT services give small to mid-sized practices the ability to focus on their core competency, while feeling comfortable knowing that their network is being managed by a highly skilled team of experts focused on efficiency and productivity. This strategic process is a welcome relief for IT managers with understaffed departments. It also eliminates the stress normally associated with IT for owners and enables them to work on their business and not in their business. So if your business communications provider doesn't offer managed services that eliminates the two greatest risks associated with technology – stop what you're doing and immediately re-evaluate your impending relationship.

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