



DTS

DanTech Services

Computers under control!™

Technology Times September 2021 Issue

“With over 20 years of experience providing remote support to clients that rely on technology, I know what it takes to deliver business continuity. Add to that another 20 years of support in the service industry you’ll not find another company that takes customer service to heart as I do. Find out for your business what a difference it makes.”



Dan Foote
Owner/President

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Got IT Problem? - Click Here!



WHY EVERY ORGANIZATION NEEDS CYBER LIABILITY COVERAGE

Any company that handles, maintains or processes **Personally Identifiable** (Driver’s License Numbers, Social Security Numbers, Dates of Birth, Email Addresses and more) or **Protected Health** (Account Numbers, Medical Record Numbers, Insurance Beneficiary Numbers and more) **Information** needs their own Cyber Liability Policy to protect their organization against Theft of Hardware, Lost or Stolen Laptop or Device, A Staff Mistake, A Rogue Employee and other causes of loss.

Insuring Agreements that should be looked at and strongly considered include:

- Computer Network Security – Covers the failure to prevent the transmission of Malicious Code from Computer Systems to third party computers and systems.
- Privacy Liability - Covers the theft, loss or unauthorized disclosure of Personally Identifiable Non- Public Information or Third Party Corporate Information that is in your care, custody or control.

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Get More Free Tips, Tools, and Services at [https:// www.dantechservices.com](https://www.dantechservices.com)

What DanTech Services Do For Customers

Since January 2021, we've managed 2556 tickets, which is an average of approximately 7 service requests per device supported by DanTech Services. Service requests are responded to within SLA (Service Level Agreement) at a 99% of agreed to terms.

Service and support requests cover a broad range of issues. For example:

- An office flood, where our customer arrived at their office and 2" of water
- Finding a solution to PDF portfolio's created with Flash—which is no longer supported by Adobe
- The ever-changing challenges created by line-of-business applications that run in web browsers that must also interface with scanners
- Exacting printer alignment for specific forms
- Remote access configuration and troubleshooting for work-from-home users
- Supporting CCTV installations for security and/or compliance purposes
- Troubleshooting devices that have failed—sometimes new out of the box
- Assisting users with questions about software function and use
- Compliance standards guidance that must be met by clients
- File recovery of accidentally deleted files from backup system
- Resolving operating system problems that can lead to insecure systems
- Password resets
- Setup and rollout of new PCs
- Follow up on malware notifications and potential security issues
- Providing quick response with solutions where needed, such as providing temporary equipment until the proper replacement has arrived

We protect the click. Most ransomware, malware and other exploits are invited in by the click of the mouse. On a link. In an email. By visiting a bad website.

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New Technology Trends: Not Your Father's Hybrid HDD

By Tom Coughlin

Western Digital introduced a new hard disk drive (HDD) that includes the company's iNAND Universal Flash Storage (UFS) embedded drive inside the company's 9-disk, He-sealed 20TB ePMR conventional magnetic recording (CMR) HDDs, enabling 2.2 TB per disk. WDC calls this new technology, OptiNAND. This flash technology enhanced HDD is being sampled to select customers and is **targeted for hyperscale cloud, enterprise storage, smart video surveillance and NAS systems**, among other applications.

The embedded UFS flash on the HDD is used for storing significant amounts of HDD metadata that the HDD firmware uses to increase HDD storage capacity and performance. Using flash memory for HDD metadata access provides faster access to the HDD data. Time-sensitive internal HDD operations can be done using the flash memory while the HDD is free to performance host operations.

According to a WDC tech brief, OptiNAND allows for full read-write access of the flash layer, greatly expanding metadata use. This reduces future expensive DRAM needs and enable more sophisticated methods that achieve greater storage capacity, increase performance and enhance reliability. WDC says that these advantages will be even greater with future HDDs and that OptiNAND with ePMR will enable 50TB HDDs by the second half of this decade.



There is a long history of combining hard disk drives (HDDs) and solid state drives (SSDs) in a storage system to provide near SSD performance with close to HDD storage prices. These systems often used separate HDDs and SSDs. One example of this approach is Apple's 2012 introduction of its Fusion Drive. The other approach to combine HDDs and flash memory involve putting the flash memory into the HDD.

Back in 2007 Seagate and Samsung introduced the first HDDs with a flash memory cache, with their 2.5-inch Seagate Momentus PSD and Samsung SpinPoint MH80 products. These products included 128 or 256 MB of flash memory. Seagate emphasized higher power efficiency for mobile computing using this product with Windows Vista ReadyDrive. Neither product fared well in the market.

In 2010 Seagate introduced a new hybrid HDD/flash memory product called the Momentus XT and called this technology a solid-state hybrid drive (SSHD). The product was focused on delivering hard disk drive capacity with SSD-like performance. Seagate introduced new SSHD products in 2011 and 2012. In 2012 Toshiba introduced its own SSHD. That same year Western Digital introduced their own hybrid drive that paired cost-effective MLC NAND flash memory with an HDD for high-performance, large capacity HDDs for storage systems.

Western Digital's OptiNAND technology differs from earlier hybrid HDD

products. OptiNAND moves important HDD metadata to the NAND flash, where it can be processed faster than from the drive, frees up HDD space and can be used to move tracks closer together, provide bigger power off cache and enhance HDD reliability.

NEED ADDITIONAL BACKUP STORAGE, RUN OUT OF SPACE?

CALL OR TEXT DANTECH SERVICES AT 907-885-0500

Shiny New Gadget Of The Month:



Unplugged Sleep Helper -

A screen-free device to help quiet your mind (especially before bed).

Even when the day is done, a busy mind can keep plugging away. Allow this compact, screenless meditation device to ease the stress of the day for that rejuvenating rest you need. Start by turning the three keys to choose your settings. The first one selects from eight themes, like a body scan, nature sounds, or breathing. The second, from eight different variations on your chosen theme. And the third, the duration: either eight or 20 minutes. Then press Play, and a voice (a woman named Jessica or a man named Tim) will help you drift off to sleep (or just quiet your midday mental chatter).

The soothing audio can be played using the built-in speaker or with wired headphones. This portable, pacifying device can be left plugged into the micro-USB charger or used wirelessly—the charge lasts for a few hours, which means seven to 10 days of remote meditation sessions. Wherever you put it, the smooth beechwood exterior will make this functional piece look like an *objet d'art*. Designed in France.

Are You're Worried About Safety Of Your Business Data?



WHY YOU NEED A PROFESSIONAL IT SUPPORT

Perhaps you are the person that everyone comes to with computer problems and expects you to handle them. Or maybe there is a “techie” in the office who gets called on all the time for help, and because of that he or she is not fully able to do the job they were hired to do. On one hand you save money by not hiring professional IT support. On the other hand you are left to deal with frustration - yours or someone else's, inefficiency, and lower productivity.

Here are the top 9 reasons to hire professional IT support:

1. Let someone else keep up with the constantly evolving world of technology. If you are not an IT professional it is hard for you keep up with the continuous changes taking place in technology. You could end up spending significant time researching and implementing fixes. In addition, new viruses and other security threats are constantly emerging. It is the job of the IT professional to keep up with these changes and be there to implement the fixes.

2. Get your schedule back. You may notice an increase in IT issues with your system. The more time you spend trying to fix problems with your technology, the less time you get to spend doing the things that play to your strengths. An IT professional can handle the day-to-day issues that could be dragging you and your company down.

3. Get the most out of your existing system. With professional support you may be able to put off investments in new technology for awhile by fixing your current system and adding to its life.

4. Leverage technology to support your business for both the short and long-term. A well-trained, knowledgeable and experienced professional can show you the best way to use your current technology to make your business more efficient, productive and profitable.

5. Growth plan development. Another way an IT professional can help your business is by helping you develop a strategy that will support your goals for growth. This includes helping you establish a detailed plan and a budget.

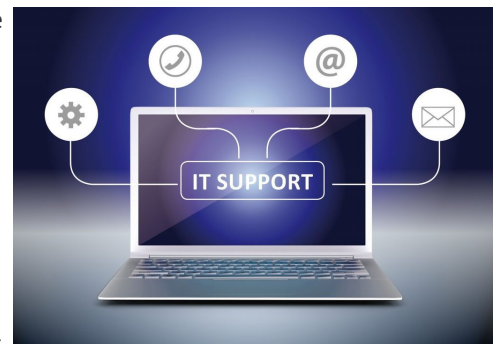
6. Project management and assistance. If you still want to go it alone, but you need assistance with a special IT project, you can bring in an outsourced IT support firm to help you. Many firms will give you as much - or as little - help as you need.

7. Help desk services. Look for a firm that provides fast, expert and reliable technical support when end-users have a problem. This is a great resource that can help you take a lot of those annoying issues off your plate.

8. Increase productivity. If your employees are handling their own IT problems or if you have a tech-savvy employee that everyone goes to for their issues, chances are that employee is not doing the complete job he or she was hired to do. By supplanting the function of IT support from the employee, an IT professional can help restore that employee's productivity.

9. Get support outside of normal business hours. If your IT system is experiencing problems outside of normal business hours, an outsourced IT support company can provide 24/7 remote monitoring.

*** DanTech Services has services and solutions. Call 907-885-0500 x 1**



VPN Secure Travel Gigabit Wireless Router, Pocket-Sized Hotspot & More



Up to 867Mbps (5GHz) + 400Mbps (2.4GHz) impressive dual-band WiFi speeds. Support up to 40 wireless devices simultaneously. Tethering, 3G/4G USB Modem Compatible. Convert a public network(wired/wireless) to a private Wi-Fi for secure surfing.

IPv6 supported. OpenVPN & Wire-Guard pre-installed, compatible with 30+ VPN service providers. Pre-installed Tor service. Cloudflare Supported. A toggle switch for VPN/Tor is also included.

Patch Management Software and Tools



Lightweight design(184g), Small enough for travel, powerful enough for apartments. Perfect for travelers, small businesses and family uses. Package Contents: Beryl (GL-MT1300) X1 (1-year Warranty), Ethernet cable X1, User manual X1, 5V/3A Type-C power adapter X1

Your Travel WiFi Companion



- Privacy Breach Notification Costs - According to NetDiligence’s 2015 “Cyber Liability & Data Breach Insurance Claims” report, the median number of records lost was 1,000 and the cost per-record was \$107.14. This is a \$100,000 claim. You need coverage to notify the affected individuals as well as the potential expenses arising from credit monitoring.
- Public Relations & Crisis Management Expense - If a breach does occur and your company makes the newspaper or network news, you better believe your competition will use this against you to try and take your clients. You need coverage for the costs associated to hire a public relations firm to avert or mitigate material damage against your reputation.
- Regulatory Defense and Penalties – Covers the payment for claims expenses and penalties in which you would become legally obligated to pay as a result of a violation of a Privacy Law.
- First Party Data Protection & Network Business Interruption - Most businesses cover their business personal property in the event a fire, theft or wind damage occurs. However, we find many companies do not consider protecting their systems from a cyber-attack. This coverage will reimburse your firm for costs associated with retrieving, repairing, restoring or replacing any of your computer programs as well as loss of income caused by a failure of Computer Security to prevent a Security Breach
- Cyber Extortion - Many experts see this as “the next big thing” to threaten organizations with financial trouble, loss of data, and even going out of business. This coverage is needed for the reimbursement to credible threats to introduce malicious code in order to corrupt, damage, or destroy your computer system.

CALL OR TEXT AT 907-885-0500 TO GET HELP WITH YOUR CYBER SECURITY INSURANCE

“What DanTech Services Do For Customers” - Continued from Page 2

We protect those clicks or your mouse by our email filtering service that blocks 30,000 junk emails per month—plus another 15,000+ email attacks and 400+ virus-laden emails, which allows users to be more productive and safer. We increase the protection of mouse clicks by intercepting requests to websites or services that are known to deliver malware, or through our cloud-based antivirus and antimalware services that watch for anything else that may attempt to get through.

Whether remote or onsite, we work hard to provide a level of service that our clients can be proud of, knowing that we’re watching out for the safety of their users and data on a day-to-day basis.

If you’re a recipient of our newsletter yet not a recipient of our services, is it time to upgrade your support? Find out what we can do for you and your organization by giving us a call.