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AlphaNews

The Newsletter of Alpha NetSolutions, Inc.

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What's Going on at Alpha Net?

By Tim Shea

In this column, you'll get a behind-the-scenes look at what's going on at Alpha Net.

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Mark Burdick has been involved in a long-term project for the State of Connecticut. In conjunction with Novell, Mark has been implementing a solution built around Novell's Identity Manager.

Jay McBride has been at the United States Census Bureau, on a project that also involves Novell's Identity Manager.

Frank Caruso is wrapping up a development project at GEI Consultants, customizing a web-based customer relationship management system. He is also in the middle of building a membership tracking system for Rhode Island Laborer's District Council.

Gordon Ross just got back from a quick project at the Culinary Institute of America (in New York), and will be heading up to Vermont in August to do a NetWare & GroupWise project for the Lamoille North Supervisory Union.

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"This woman was already having a bad week, but it was that stupid computer that finally made her snap."

Computer Rage

The Woman on the Other End of the Phone Wept...

"The world is against me and I can't take it anymore!" cried the distraught woman on the other end of the phone. She had just called a crisis hotline desperate for someone to help her. "Last week I was in a car accident, my house was broken into, and now my computer has crashed and erased all of my husband's business files!"

This woman was already having a bad week, but it was that stupid computer that finally made her snap.

A New and Growing Anxiety Disorder Affecting Americans

According to a Washington Post report, there is a new and fast-growing disorder that is affecting millions of Americans called "computer rage" - and psychologists and crisis hotlines are starting to see more people and more cases cropping up.

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Riddle Me This!

1. What is bought by the yard and worn by the foot?

2. The following number is the only one of its kind.

8,549,176,320

Can you figure out what is so special about it?

3. When I am filled I can point the way. When I am empty, nothing moves me. I have two skins - One without and one within. What am I?

4. Forward and forward I go, never looking back. My limit no one knows, more of me do they lack. Like a river I do flow, and an eagle I fly. What am I?

5. What is it that when you take away the whole, you still have some left over?

6. What six letter word in the English language contains ten other words without rearranging any of its letters?

7. I move very slowly at an imperceptible rate, I take my time, I am never late. I accompany life, and survive past demise, I am viewed with esteem in many women's eyes. What am I?

Please see answers to *Riddle Me This* on page 4



What's Going on at Alpha Net? from page 1

Rob Hobbs will be deploying the first two of our new AlphaCare Backup units, one at National Perinatal Information Center in Rhode Island and one at Birch Point Paper Products in Massachusetts.

And I (Tim Shea) am about to start a consultation with Assumption College in Worcester, during which I will help them define their needs for a portal platform, to act as a single point of access for all administrators, faculty, students, and alumni for the college.

In the meantime, we continue to increase services that are available through our Data Center. We know have five different offerings related to the backup of your critical data at our Vault, and we are working on an offering that would allow us to provide all of your server needs from our data center, from file storage to mail to applications.

We are also in the middle of deployment of SpamAnswer v.2.0, which is going very well. If you haven't been converted to SpamAnswer v.2.0 yet, you should be hearing from us shortly.

Purchasing PCs

By Tim Shea

PC prices continue to drop, and PC sales continue to rise. All major PC vendors reported double digit increases in quarterly sales - well, all except one: Dell. While Hewlett Packard had a 36.5% increase in units shipped last quarter, Dell had a 5.5% DROP. The question, why is Dell dropping while everyone else is rising?

If you look at recent articles on Dell, you will see a couple of recurring themes: (1) Lots of complaints about Dell service, and (2) Dell looking to boost revenue by selling low-end PCs through WalMart. Dell has spent years buying market share based on cost. Now that they have so many units out there, they are finding they can't afford to support them (especially the older systems). Their helpdesk is drastically understaffed and unskilled. They also outsource their onsite service, and due to their finances, they are going with less reliable providers.

So, my quick tips on buying PCs:

(1) Stay away from consumer-oriented PCs. These systems have a lot of extra software installed, which just gets in the way. Stick with systems pre-loaded with XP Pro or Vista Business.

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[Computer Rage from page 1](#)

Kent Norman, a University of Maryland psychology professor, studies computer rage and its effects. According to Kent, "In the workplace and at home, we're smashing computer screens, beating on keyboards, and throwing equipment out the window." What's interesting about this phenomenon is that most people do not destroy, smash, or beat on non-electronic items like cars and furniture; it seems completely directed towards electronics, and more specifically computers.

Is Computer Rage Making You Sick, Fat, and Unhappy?

Studies have further shown that stress is linked to overeating, illness, and depression. So it stands to reason that your computer is making you sick, fat, and generally unhappy if it's constantly crashing, running slow, and forcing you to repeat work you've already done. And since most people spend their entire day working at a computer, problematic PCs are certainly huge contributors to poor health and anxiety.

Don't Be a Victim of Computer Rage!

If you already have enough to worry about and want to make sure your computer isn't adding to your stress and anxiety levels, then call us today to learn more about our NetCareSM plan, which so many of our clients have signed up for. For a flat-rate fee, we'll monitor and maintain your computer network to make sure you never want to throw your keyboard through your monitor!



*"Call us today to learn more
about NetCareSM."*

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(2) Don't be tempted by "FREE" add-ons that you don't want or need. You don't need a TV Tuner or the like for your business system.

(3) If you use Microsoft Office, purchase it with your systems if possible. This can save you up to \$200 per user on the price of Microsoft Office!

(4) Map out your PC purchasing for the next 3 years. The lifespan of a computer today is typically 3 years. So, you'll be replacing 33% of your computers per year. Leverage your buying power by buying those 33% of your computers for the year in one big order. Deploy them at your convenience, either all at once, or a few at a time. But by buying bulk, you will get the best price possible.

(5) Standardize systems - 1 standard laptop, 1 admin-level desktop, 1 power desktop, etc. You can have exceptions, but the more you standardize, the easier it is to service & support your site.

(6) Of course, as an HP reseller, we recommend HP! HP is our preferred vendor for Servers, Desktops, and Laptops. We also recommend Laptops by Toshiba, Sony, Lenovo, and Panasonic, depending on your requirements.

If you need help picking a system, give Marilyn a call at 508-797-0629.

Riddle Me This from page 2

Riddle Answers: 1-A carpet, 2-The numbers are in alphabetical order, 3-A glove, 4-Time, 5-The word wholesome, 6-The word is Spared. The ten words are: Spa, Spar, Spare, Pa, Par, Pare, Pared, Are, Re, and Red, 7-Your hair.

Worker Knowledge

During World War II, it was determined that people had a lot of knowledge that could be used against the U.S. by axis powers. It was information gained from conversations with service men or from their letters.

In response, the slogan "Loose Lips Sink Ships!" was tacked on company bulletin boards. And it was plastered on billboards throughout the country.

Today, we have something like that problem

in reverse. Instead of talking too much when it comes to what they know, many people in our factories are talking too little or not at all.

Production authorities say there are seasoned workers in nearly every American factory and office whose deviations from standard processes make their work stand out. Many resist sharing it, often because they feel they would have less power if others knew their secrets. Some are afraid it will be used against them in some way.

Often called "worker lore," companies nationwide agree that they need to know what kind of expertise people have developed on their own. Every contribution could make the organization more competitive.

In this case, "loose lips save ships" -- and companies.

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