

AlphaNews

The newsletter for Alpha NetSolutions, Inc. June 11, 2007 edition
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Man described as a top spammer arrested

A 27-year-old man described as a top 10 spammer was arrested on May 30th in Seattle. This guy used thousands and thousands of “zombies” (computers hijacked through viruses, malware, and worms) to send out millions and millions of spam mails since 2003. He was hit with a 35-count indictment. Maybe this will finally get him off the streets – he’s lost lawsuits to big name companies (\$7 million to Microsoft, \$10 million to a small ISP in Oklahoma), but that hasn’t been enough to stop him.

Spam continues to be a major problem for corporations, maybe this will help, maybe not. For more on this story: http://news.yahoo.com/s/ap/20070531/ap_on_hi_te/spam_arrest_10

Managed Services Platform Rollout almost complete

We've been rolling out our new Managed Services Platform to all of our AlphaCareSM clients (that is, those clients with a NetCareSM or ServerCareSM agreement). This new platform is providing use with great functionality, including **Remote Access, Remote Monitoring, Inventory, and Management of your Patches, Backup, Anti-Spam, and Anti-Spyware**. This solution is allowing us to see problems on your network before you do, and to address issues faster and less expensively (use remote access). Long-time ANS client Chuck MacFarland, Director of Business Support at LR McCoy & Company, Inc. comments, "The first weekend after the agents were installed, the agents reported a hard drive failure in one of our servers. I found out about it Monday morning, when we got a call from ANS, letting us know that they had ordered a new hard drive from HP for us. This is the way Managed Service is supposed to work."

Questions about our Managed Services Platform, or our AlphaCareSM contracts? Contact Tim Shea.

Coming Soon – Client Portal

ANS has signed an agreement with ConnectWise (Tampa, Florida), to allow ANS to use the ConnectWise Business Automation Software to manage ANS' business practice. This software is specifically designed for IT Service Providers, and integrates both with our Accounting System and our Managed Services Platform.

Using the **ConnectWise Client Portal**, our clients will gain access to a robust selection of account-specific features such as manages services reports, invoices, and agreements anytime of day or night. There's even a searchable knowledge base you can surf. It's vital information our customers want, the way they want it – instantly. Best of all, you can enter service tickets directly from the portal at your convenience, regardless of the time. Alerts, that we designate, immediately notify the right people inside our company, improving response rates and increasing customer satisfaction.

Feature List

- ✓ Multi-level security
- ✓ Service Ticket entry & Approval
- ✓ PrintSignoff Form
- ✓ Knowledgebase
- ✓ Add Contacts
- ✓ View invoices and time detail
- ✓ View Management reporting
- ✓ Project review *coming soon*

We plan on going live with ConnectWise around 8/1. Questions? Contact Tim Shea.

SpamAnswer v.2.0 is in beta testings

SpamAnswer v.2.0 is in beta testing. New Features Include:

- **Per-User Quarantine MailBox**
- **Auto-Provisioning of Quarantine MailBoxes.**
- **Daily summary/digest of your spam.** You can mark as spam/not spam right from this email.

We plan on a go-live date of July 1st for the bulk of our clients. If you would like to go to SpamAnswer v.2.0 BEFORE July 1st, please contact Tim Shea.



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