



Microsoft Office 2010 brings a set of important if incremental improvements to the market-leading office suite. Among them: making the Ribbon the default interface for all Office applications, adding a host of new features to individual applications such as video editing in PowerPoint and improved mail handling in Outlook and introducing a number of Office-wide productivity enhancers, including photo editing tools and a much-improved paste operation. The software suite comes packed with meaningful improvements, but the most striking addition to Office 2010 is the introduction of its collaboration features designed to improve enterprise worker productivity.

Real-Time Communications within a Document

A box listing the people who are currently editing a PowerPoint slide or Word Doc will pop up in Office 2010. If you mouse over the name of a co-worker working on a project, a green light will signify if that worker is available online. If he or she is available, you will be asked if you want to call or e-mail this person or set up a meeting.

This feature will also allow workers to find colleagues within the company directory who have specific skills and invite them to join the conversation.

The use of "unified communications" within Microsoft Office is an effort to bring more social networking features into the enterprise, something business users have been clamoring for as their personal use of sites like Facebook and Twitter spill over into their working lives.

Co-Authoring Projects

You could write a book about how much time is wasted e-mailing Word docs and Excel spreadsheets around companies so that various workers can make changes or give approval.

Office 2010 has a new feature that aims to keep workers in sync called "co-authoring." Groups of workers can create slides, a spreadsheet or a Word document collaboratively.

Certain team members can create and edit certain slides of PowerPoint presentation or certain sections of a written proposal in Word. A small box in the lower left corner of a document will list who is currently editing. Once a worker saves changes to a document, co-workers can look at it and offer suggestions or approval.

Remote Access of Office Docs

With the free, Web-based version of Office, users will be able to retrieve Word, Excel and PowerPoint documents anywhere using a smartphone or with a non-work laptop using any browser, not just Internet Explorer.

The Web version of Office is limited in the sense that it won't have all the fonts and formatting of the paid version, but users will be able to view and edit Office documents in a Web browser. This will come in handy for a worker rushing through an airport who wants to quickly check PowerPoint slides in a smartphone browser.

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Has your browser been hijacked?

If your home page or other settings on your web browser have suddenly changed, your browser may have been hijacked.

"*Browser hijacking*" is a type of online fraud. Scammers use malicious software to take control of your computer's Internet browser and change how and what it displays when you're surfing the web.

How do I combat online fraud?

If you keep your computer updated with the latest security software and updates, and practice safe Internet browsing, you're already doing a lot to keep the hijackers away.

But if your browser has already been "hijacked," there are several ways you can combat online fraud and fix your browser.

How do I know if my browser has been hijacked?

➡ Home page or other settings change on your computer. Links are added that point to websites that you'd usually avoid.

➡ You can't navigate to certain web pages, such as antispyware and other security software sites.

➡ A seemingly endless barrage of ads pops up on your screen.

➡ New toolbars of Favorites are installed that give you icons and links to web pages that you don't want.

➡ Your computer runs sluggishly. Malicious software can slow down your computer.

WE WERE CLOSE TO DISASTER ... **Would your business technology survive a tornado?**

Businesses of all sizes rely on information technology as a crucial component of their day-to-day operations. Because data availability is a top priority, the need for companies to compile a thorough disaster recovery plan is essential.

According to research, almost 60% of North American businesses do not have a disaster recovery plan in place to resume IT services in case of crisis—a recipe for possible business failure.

Ten Tips for Disaster Recovery Planning

1. **Devise a disaster recovery plan**
2. **Monitor Implementation**
3. **Test Disaster recovery plan**
4. **Perform off-site data back-up and storage**
5. **Perform data restoration steps**
6. **Back-up laptops and desktops**
7. **Be redundant**
8. **Invest in theft recovery and data delete solutions for laptops**
9. **Install regular virus pattern updates**
10. **Consider hiring a managed services provider**

Every business is vulnerable to experiencing a serious incident, preventing it from continuing normal business operations at any time. Beyond terrorist threats, less catastrophic events such as a lost or stolen laptop, the Northeast Blackout of 2003, Manhattan's steam pipe explosion in 2007, the recent tornado in Cridersville, and numerous presently unforeseen possibilities can cause substantial business interruptions. Anticipating disaster and preparing seems both prudent and advisable, as does regular testing of IT services and back-ups.

A well-structured and coherent disaster recovery plan will enable companies to recover quickly and effectively from an unforeseen disaster or emergency, thus avoiding significant business interruption and loss.

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