

THE BENEFITS OF SOFTWARE LICENSE MAINTENANCE AND SUPPORT PLANS

Many of the software manufacturers that AaSys partners with offer some type of software maintenance or support. These additions can be extremely beneficial to the end user by allowing them to receive technical support, new version releases, and even IT training. Below are some of the more popular programs that AaSys recommends.

Microsoft Software Assurance is a comprehensive maintenance offering that combines the latest software with phone support available 24 hours a day, partner services, training, and IT tools that help customers deploy, manage, and migrate software.

As a Microsoft Software Assurance customer, you are eligible to New Version Rights – you can upgrade to new versions of licensed software that are made available during your term of Software Assurance coverage. For example, if a new version of the Microsoft Office system is released during the term of your coverage, your covered licenses will automatically be upgraded to the new version. The New Version Rights benefit makes it easier for you to acquire and deploy new software releases.

Symantec Essential Support Services provides 24x7 access to Symantec's experts, product upgrades, and fast response times. The benefits of Symantec Essential Support include: reassurance of knowing your systems are current and your products are up to date, cost savings that come with selecting a value-priced service plan, and expert problem resolution through Symantec's award-winning global support and delivery team.

Trend Micro Maintenance includes free product updates, full version upgrades, and virus definitions for one year from date of purchase. Also included in the maintenance is unlimited technical support calls on a toll-free 800 line between the hours of Monday-Friday, 5 a.m. to 5 p.m. (PST).

GFi, EZ Audit, and OpManager are some other AaSys partners who offer software maintenance plans.

For more information on these and other software maintenance plans, please call your AaSys Account Manager today!

Looking for an environmental monitoring solution? Try this! Senturion Rack Mountable Environmental Monitor

The Senturion Rack Mountable Environmental Monitor is a turnkey solution. This 1U sized device provides fully integrated sensors (temperature, humidity and light level); a built in web interface; SNMP support; and onboard email, SMS, local audible and local visual alerting.



LESSONS LEARNED FROM HURRICANE KATRINA: Preparing Your Institution for a Catastrophic Event

Part II

Last month, we featured a piece on some important disaster recovery lessons learned following the aftermath of Hurricane Katrina. This month, we continue the series.

- **Lesson Learned – People are essential to the recovery of operations.**
 - You may want to have discussions in advance with employees regarding their personal plans in the event of a disaster.
 - Besides keeping basic first aid supplies stocked and easily accessible, you may want to make preparations for employees who have special needs.
 - Develop plans that address the following concerns:
 - Food, drinking water, and safe lodging
 - Vital supplies such as medicine, clothing, etc.
 - Child care, especially if schools are closed
- **Lesson Learned – Replacement supplies may be difficult to obtain during a protracted recovery period.**
 - With respect to replenishment of routinely used forms, some institutions maintained a master set of routinely used forms at an alternate but easily accessible site.
 - Some institutions found it useful to maintain some basic supplies such as tarps, plywood, tools, etc. to board up broken windows, prevent water leakage from exposed roofs, etc.
- **Lesson Learned – Financial institutions' facilities could be damaged or destroyed, creating a need for alternate facilities.**
 - Facilities should be safe prior to allowing personnel to re-enter the premises. A professional inspection may be necessary or advisable as some types of structural problems are difficult to detect.
 - Consider renting undamaged buildings or leasing mobile units.
 - Consider "partner institution" or "buddy bank" agreements in which organizations open shared facilities and unaffiliated institutions grant affected institutions access to teller stations.
 - Monitor and/or track the predicted path of any adverse conditions; thereby enabling personnel to select a location less likely to be affected by the potential disaster.



Be sure to look out for Part III in the June 2008 issue!

Solutions

Also Coming in the June 2008 issue.....

The world as we know is coming to an end – the Federal Reserve is closing their Item Processing Center in Jacksonville. We will let you know all the details and how this may impact you!



Did you notice our facelift? We have a new look! AaSys would like to thank Electrum Marketing for designing our new newsletter and brochures!



Are there topics that you would like to have covered in future newsletters? We are always looking for topics of interest. We welcome all suggestions! To submit a topic, subscribe, or unsubscribe to our distribution list, please email Shama Renée-McIntosh at smcintosh@aasysgroup.com.