



## TECH TIPS

### Windows Keyboard Shortcuts

- Windows Key + E:** opens Windows Explorer
- Windows Key + M:** minimizes all windows
- Holding down SHIFT when you insert a CD:** Prevents the CD from automatically playing
- ALT+TAB:** switch between open items
- Ctrl+Z:** undoes last action

- Click NumLock & Use Keypad:**
- ALT+0153:** to type the Trademark Sign (™)
  - ALT+0162:** to type the Cent Sign (¢)
  - ALT+0174:** to type the Register sign (®)
  - ALT+0169:** to type the Copyright sign (©)

### Need to dispose of old computer hardware?



Please contact David at the [Education & Life Training Center](#) in Fort Collins at 970-482-4357.

- Minimum specs:**
- \* P4 Class (2001 & newer)
  - \* Windows 2000 capable.

ELTC wipes all HDs, reloads the OS, and offers PCs to students at a very reasonable cost.

## MEET OUR TECH'S

### Brad Mashino ITX Network Analyst



Brad's been in the IT biz for 3 years after graduating from CollegeAmerica. He chose IT as his career because he figured he'd be in front of a computer anyway, so he might as well get paid for it. His first job was at Burger King and after that he installed vinyl siding with his dad. Brad enjoys spending time with his family, watching movies, concerts, and playing video games.



Please visit ITX in booth #607  
17-18 Sept 2008  
12:00p - 5:00p  
[The Ranch](#)

Come learn about our new product:  
**ITX Managed Services**

## MANAGED SERVICES

### Knowing that "I.T.'s taken care of"

**Our eyes on your network.** In today's competitive environment, businesses can't afford downtime due to IT failure. ITX's Managed Services provides a unique combination of proactive, automated, remote, and on-site **monitoring** of your key business assets such as your network, servers, workstations, firewall, and applications to keep your systems functioning optimally and efficiently.

**We feel your pain.** With computer networks becoming increasingly complex, business owners face the challenge of managing their IT infrastructure with limited resources. Managing these myriad systems is increasingly difficult - and that's one reason why ITX uses Managed Services and is offering it to you. We're finding that business owners face issues such as:

- No long-term technology strategy
- Inability to recover critical business information from failed servers
- Lack of clear network and systems documentation
- Security controls not in place to protect data from the bad guys
- A reactive approach to network and computer support problems

**You know what we know.** As a managed service provider, ITX helps businesses proactively manage and monitor your IT assets. By using on-site network analysts for maintenance **plus** remote monitoring, we offer a flexible menu of managed solutions to choose from - providing the monitoring, automation, management, and remediation services needed to maintain complex IT infrastructures while reducing costs.

Using a sophisticated management tool, we have the ability to securely monitor all aspects of your network on a minute-by-minute basis. We can track connectivity, disk usage, data backup, virus software, desktops, and even printers. If an issue arises, we'll be able to notify you immediately and work to resolve the difficulty.

**What is Managed Services?** It's a proactive maintenance approach where we continuously and remotely monitor the health of your infrastructure by providing:

- A birds-eye view into the real performance of your IT infrastructure
- Perspective into what equipment and software has been installed and where current or new system resources can be best allocated
- The ability to forecast failures before they occur, such as a critical server about to be out of hard drive space
- Remote monitoring and on-site maintenance
- Detailed reports on the daily operation of your IT infrastructure to keep you current on your system's health

When it comes to helping ensure system availability, the best line of defense is to prevent problems before they occur. Left unmonitored, your network and computers will inevitably fail, leaving employees idle and impacting your business. Our Managed Services will **take corrective action before the problem occurs, or before you even notice it.**

### Benefits of Managed Services:

- A single source solution for your entire IT infrastructure, network, systems, and applications
- A highly cost-effective way of supporting your IT infrastructure with minimal upfront investment, predictable costs, and economy of scale benefits
- Protect corporate resources: assures critical data is protected from external and internal threats.
- Enables you to stay on the cutting edge of security without the expense of hiring and retaining in-house IT staff
- Leverage ITX knowledge & expertise
- Access to top IT expertise at predictable, monthly rates
- Improves system performance and availability
- Increases productivity
- Ensures better capacity planning
- Prevents problems before they occur avoiding downtime
- Lowers threat risk for data and networks
- Allows clients to view system health with various reports
- Phone support from a technical analyst

- Knowing that "it's taken care of"

To learn more about our new Managed Services product and pricing, please call the experts at ITX at 970.282.7333 or email us at [sales@itxfc.com](mailto:sales@itxfc.com).

Please visit us at: <http://www.itxfc.com> or call 970.282.7333