



New Technology and Services to Enhance the Business Value of Your IT Network

Progent's IT Connection Newsletter

Progent

Highlights

- Windows 7 ushers in a new era in desktop computing, offering unprecedented levels of reliability, security, ease of use and performance
- The latest technologies for Disaster Recovery cost less, do more, and are simpler to manage
- Progent's BlackBerry-certified consultants offer fast and affordable mobile IT solutions
- There's never been a better time for moving to 64-bit computing. Let Progent show you how
- Virtual server hosting gives small businesses world-class robustness at down-to-earth prices
- Customized webinar training classes get workers up to speed fast and economically

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Registered Partner

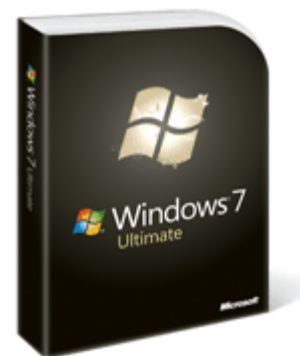
Windows 7 Delivers the Goods! Reliable, Secure, Fast, and Battery Friendly

WINDOWS NEWS

Windows 7 is the real deal.

Microsoft's flagship operating system for desktops delivers unprecedented levels of performance, protection, stability, functionality, extended battery life, and ease of use. Enhancements Microsoft has built into Windows 7 include quicker startup, shut down, and wakeup from sleep mode;

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Disaster Recovery Solutions That Make Sense for Small Businesses

IT SOLUTIONS



For businesses of any size, network downtime is costly whether it is due to unexpected breakdowns or scheduled maintenance. Enterprise networks have for a long time utilized processes and technologies that minimize the chances of network failure, expedite the recovery

process in case of a catastrophe, and eliminate maintenance-related downtime.

For small businesses, however, disaster recovery planning, fault tolerant network architecture, and non-disruptive maintenance solutions have all seemed too expensive to implement and too complex to manage. This has changed.

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Certified BlackBerry Support Specialists Enhance Mobile Productivity

WIRELESS NEWS

BlackBerry smartphones from Research in Motion are one of today's most popular solutions for maintaining location-independent connectivity to email, scheduling, web-based applications, and other critical business information.

As the complexity of small business networks has increased, and as the demand for enterprise-class security, reliability,

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Enterprise-Class Disaster Recovery for Small Businesses

(Continued from page 1)

Progent's Microsoft and Cisco certified network engineers have in-depth experience helping small businesses avoid network downtime by offering affordable consulting support for business continuity planning, high-availability system design, and on-line maintenance. Progent's disaster recovery team can help you develop, implement, and validate a sensible business continuity plan that aligns with your business needs and IT budget. Progent's specialists in fault tolerance can assist you to implement and maintain high-availability technologies such as redundant Internet connectivity, clustering, load balancing, virtualization, and multi-location data centers. Progent's system management engineers can help you minimize or eliminate network downtime associated with routine maintenance.

Disaster Recovery Planning

Progent's business continuity engineers can help you design a disaster recovery plan so you can restore network operations in case of an IT system catastrophe.

Progent can assist you to develop a complete disaster recovery strategy that includes scheduled disaster recovery assessments and testing. Progent's Microsoft and Cisco-authorized engineers

can also help you build an affordable, fault-tolerant system architecture that takes into account reliability issues covering a wide range of network technologies and procedures.

Microsoft Server 2008 Failover Clustering

The server cluster technology built into the high-end editions of MS Windows Server 2008 is radically redesigned to simplify the installation, configuration, and maintenance of clusters that provide greater levels of network availability, security, efficiency, and versatility. New or improved capabilities include cluster verification, revamped setup and deployment, unified cluster man-

agement, redesigned cluster architecture for maximum availability, better protection and quorum models, minimization of failure points, greater disk and memory capacity, and improvements for multi-site clusters.

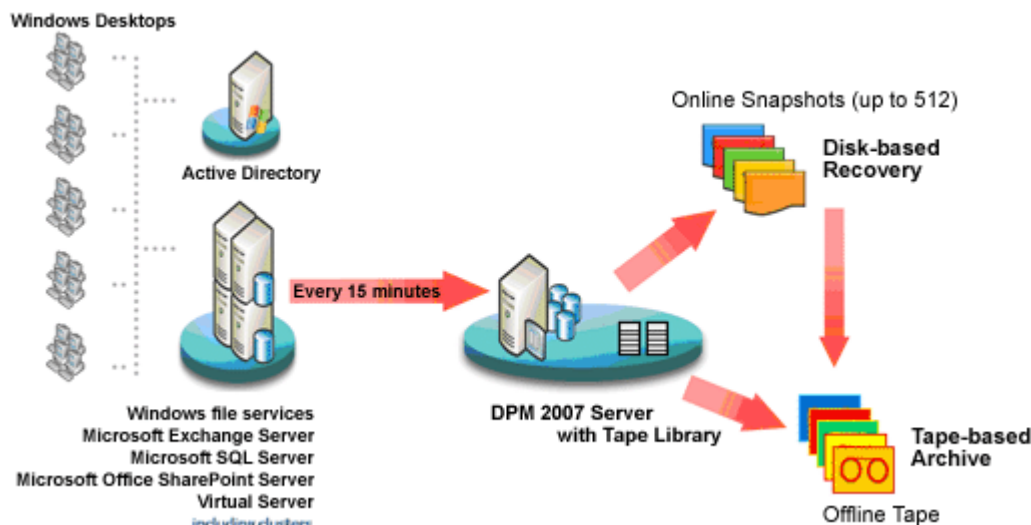
Non-stop Data Centers

Progent's Data Center engineers can show you how to identify fault-tolerant data centers that meet the particular needs of your business. High availability co-location sites are especially appealing to small companies because of their low cost and convenience in comparison to taking a do-it-yourself approach. Trying to design an on-site data center with even a basic level of fault tolerance is too expensive for typical small organizations. Progent can show you how to get all the benefits of high-availability data centers by providing a complete range of engineering and support services.

System Center Data Protection Manager

Microsoft's System Center Data Protection Manager is the first mainstream solution for continuous online

backup to remote disk farms plus fast disaster recovery. Progent's expert DPM engineers can help you create an effective business continuity plan, design a cost-effective fault-tolerant IT infrastruc-



ture, deploy a Microsoft DPM-based backup and restore system, thoroughly test your system, or train your IT staff how to manage DPM.

Progent can also provide IT outsourcing services that include hosting of Microsoft DPM servers in Progent's secure data center facility (see *Virtual Data Centers Enhance Hosting Services* on page 6).

Contact Progent for Disaster Recovery Planning

For information about Progent's support services for disaster recovery, call Progent at **800-993-9400** or send email to information@progent.com

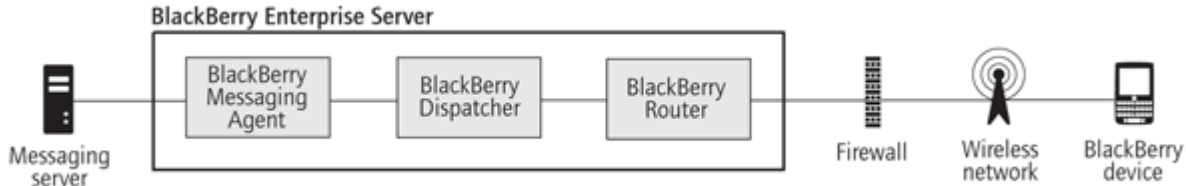
Progent's BlackBerry Specialists Offer Online Expertise

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and recoverability has become the norm for companies of any size, successful deployment and maintenance of BlackBerry technology has grown more challenging. To address issues such as security, disaster recovery, and synchronization of BlackBerry handhelds with diverse email servers and corporate databases, small businesses often turn to outside consulting experts who are specialists in BlackBerry integration and support.

Progent offers the services of BlackBerry-certified professionals who can help small organizations plan, manage, and troubleshoot BlackBerry solutions affordably and effectively, eliminating the need for an in-house BlackBerry expert and reducing the cost and hassle of maintaining a mobile workforce.



Progent's BlackBerry specialists have extensive experience working with Progent's Microsoft-certified consultants, Cisco CCIE network engineers, and CISA and GIAC-certified security professionals. This breadth of knowledge, combined with Progent's efficient remote service delivery model, provides small businesses with a budget-friendly solution for incorporating BlackBerry technology seamlessly into their information network.

Progent's consultants can help you with Microsoft SQL Server configuration and Microsoft Exchange Server setup so that your database and messaging infrastructure work optimally with BlackBerry Enterprise Server. Progent can also help you migrate from previous versions of BlackBerry and Microsoft software, set up easy-to-use administration tools so you can monitor and manage BlackBerry devices throughout your company, recommend security policies that make sense for your business, customize wireless applications, and ensure that your network infrastructure is properly designed to accommodate your BlackBerry users.

In addition, Progent's disaster recovery consultants can help ensure that your BlackBerry data is included in your regular backup procedures so that you can restore your critical information quickly and safely.

The BlackBerry Enterprise Server

The BlackBerry Enterprise Server (BES) gives businesses a centralized and secure mechanism for incorporating BlackBerry smartphones into their messaging, collaboration, and application infrastructure. BlackBerry Enterprise Server enables mobile BlackBerry users to access Microsoft Exchange, IBM Lotus Domino, or Novell GroupWise email and to synchronize handheld BlackBerry devices with desktop workstations to ensure data consistency for applications such as calendars, contact lists, tasks, notes, instant messaging, as well as custom business software.

BlackBerry Enterprise Server's support for Microsoft Exchange provides users of BlackBerry smartphones with push-based access to Exchange email plus instant messaging applications such as Microsoft Office Live

Communications Server and Microsoft Office Communications Server.

How Progent Can Support BlackBerry Technology

Progent can provide a seasoned support expert who has earned certifications from Research in Motion in all major areas of BlackBerry technology. Progent's BlackBerry support services range from troubleshooting synchronization issues to designing mobile workforce solutions built around BlackBerry Enterprise Server.

Find Out More About Progent's BlackBerry Support

For information about Progent's BlackBerry support, call **800-993-9400** or email information@progent.com

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Windows 7 Sets a New Standard for Desktop Computing

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easier networking and resource sharing; centralized device administration; plus advanced touch-screen capability. Windows 7 also introduces the next generation of 64-bit desktop computers and provides businesses an excellent occasion to upgrade to the new era of information technology.

How Progent Can Help You Evaluate Windows 7

Progent's Microsoft Gold-certified consultants can help you run a pilot installation of Windows 7 to determine application and driver compatibility and to evaluate its performance and stability working in your environment. Progent can also help clarify the business advantages of adopting Microsoft Windows 7.

If you decide that Windows 7 meets your business needs, Progent can help you design and implement a minimally disruptive migration to Windows 7 from a previous version of Windows.



Progent's IT professionals offer a range of affordable services to improve the dependability, security, speed, productivity, and manageability of business networks that incorporate Windows 7 clients. These services include:

Desktop Support Services

Progent's Microsoft-certified desktop support experts can deliver a wide variety of affordable services to assist your company to deploy, integrate, troubleshoot, and manage desktop PCs and laptops powered by Microsoft Windows. Progent can offer onsite or online technical support for single machines or laptops or work with your business to plan and carry out a large-scale migration to Microsoft Windows 7.

Progent can also install Microsoft Office or Microsoft Dynamics business applications on your client PCs so they communicate with other Microsoft applications, products from popular publishers, business servers, and key services network-wide. Progent can also provide engineers and technicians to help your company plan for and carry out a site relocation or business consolidation designed to minimize interruption to your productivity and reduce technical risk.

Help Desk Call Center Support and Consulting

Progent is a Microsoft Gold and Cisco Certified Partner and Progent's remote Help Desk support staff of trained technical professionals gives your customers fast and

easy access to a dependable support resource offering extensive backgrounds providing phone support and remote access troubleshooting for IT systems based on Microsoft and Cisco technology.

Progent's focus is on giving the Help Desk a respected reputation as a solid contributor to business performance. Progent's goal is to resolve problems, and not merely record them. Progent can deliver full Help Desk support or seamlessly reinforce your existing Help Desk. In addition, Progent can help you select and deploy the most advanced technology for creating or improving your internal Help Desk Call Center.

Change and Update Management Automation

Progent's network administration experts can help you set up a network built on Microsoft Windows 7 PCs that is easy to administer. Progent has in-depth experience delivering small businesses Microsoft SMS Server consulting to streamline network management's workload, enhance security, maximize productivity by ensuring that all application updates are current, police licensing adherence, and monitor your company's patterns of software usage to help you develop a more efficient purchasing strategy.

Progent can also assist your company to upgrade to Microsoft System Center Configuration Manager 2007 from Microsoft SMS Server for more sophisticated and comprehensive management automation and can help you upgrade to Microsoft Windows Server 2008.

Fault Tolerance and Disaster Recovery Consulting

Progent's consulting experts can assist your company to configure a fault-tolerant system architecture that can include Microsoft Windows Hyper-V failover clustering, auto-failover Internet connections, advanced system load balancing, and smart use of collocation centers.

Progent offers access to Microsoft and Cisco-certified network engineers who can show you how to take full advantage of virtualization technology to enhance the availability of your network. Progent can also help you develop a business continuity plan that includes periodic disaster response evaluations and recovery drills.

Find Out More About Progent's Windows 7 Support

For more information about how Progent can help you integrate Windows 7 support, call **800-993-9400** or email Progent at **information@progent.com**

Vulnerability Testing Heads Off Big Headaches

SECURITY NEWS



Is your small business network keeping pace with today's security environment? Are you protecting your network assets? How difficult would it be for a hacker to break into your information system, and what steps can you take to prevent it? Progent has developed a fast and affordable way for small

businesses to answer these questions without disrupting their network operations.

Progent's Network Security Inventory packages are fixed-price service bundles that combine sophisticated network scanning technology with the proven expertise of Progent's security engineers to test the vulnerability of your network and provide recommendations for cost-effective ways to mitigate your security risk.

Progent's External Network Security Inventory package and Internal Network Security Inventory package are designed to assess different aspects of network security exposure. You can use them separately or together. Both packages offer features that address the needs of small businesses who want to take a more proactive role in making their information networks safe from all sorts of malicious assaults but who don't have the time or the budget to manage an exhaustive enterprise-class network security audit.

External Security Inventory Scan

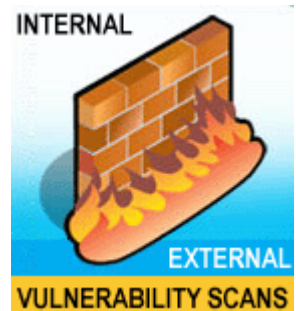
Progent's External Network Security Inventory package tests for the threat levels of the open ports and services on your network that are exposed outside your firewall. These ports and services can include email, web sites, eCommerce applications, remote access tools, or any service that requires or is granted communication with the world beyond your firewall. This is a favorite hunting ground of hackers and, in many small businesses, a rich source of attack vectors.

Progent's security team will examine the scanned data, produce a report that summarizes and interprets the results, and make suggestions on efficient ways to reduce your exposure to attack. The external scan will not disrupt your ongoing network operations or noticeably impact your system performance. Progent offers this service package at a low set price that covers setup, scanning, analysis, reporting, and recommendations.

The set price does not include remediation services which may be suggested. These follow-on services can be performed by any qualified security engineer and are available from Progent at standard consulting rates.

Internal Security Inventory Scan

Many security attacks originate from inside your company firewall and can be the result of careless employees who attach compromised laptops to your network, workers who manage to access restricted information or gain unauthorized administration rights, or lurkers in close physical proximity to your wireless access points.



Progent's Internal Network Security Inventory package tests for vulnerabilities within your firewall by looking for open ports and services that are not exposed to the outside world but that could still be a source of trouble if improperly configured.

The internal scan can be executed from any computer inside your security perimeter that you make temporarily available to Progent's security engineer. Progent will remotely download a virtual machine and the required scanning tools to the internal computer you have assigned, launch the scan, and transfer the collected data to a secure Progent site. Progent does not have to make an expensive onsite service call, and the time needed to install and subsequently remove the scanning software is negligible.

Progent's security engineer assigned to manage the Internal Security Inventory Scan will examine the scanned data and create a report that summarizes the results and suggests any mitigation measures that may be required. Progent offers this service package at a low set price that covers setup, scanning, analysis, reporting, and recommendations. The set price for the Internal Security Inventory Scan does not include remediation services which may be suggested. These suggestions are well documented and can be performed by any qualified security engineer as well as by Progent at standard consulting rates.

Find Out More About Progent's Security Services

To find out more about Progent's security consulting services, call Progent at **800-993-9400** or send email to Progent at information@progent.com

Virtual Data Centers Enhance Hosting Services

NEWS BRIEFS

What Is Virtual Data Center Hosting?

Progent's Virtual Data Center Hosting service combines proven virtualization technology, a state-of-the-art data center, and the support expertise of Progent's Microsoft Gold Certified engineering team to provide small businesses with a comprehensive IT outsourcing alternative that enhances network dependability and security, eliminates management hassle, and saves money.

With Virtual Server Hosting, a small business can have all of its software platforms and critical applications hosted in a secure and fault tolerant data center on a fast, non-stop virtual host configured and maintained by Progent's network support experts.

By using virtualization technology, Progent can optimize the fault tolerance, security, performance, scalability, recoverability, and portability of the customer's environment while keeping hosting expenses low. Progent's clients retain ownership of operating system platforms and all application licenses. Progent owns the physical host servers and is responsible for maintaining them. This means Progent's clients do not have to invest heavily in capital equipment that can quickly become outdated and requires ongoing service.



Virtualization also means that customers can easily and inexpensively move their entire IT environment to another host if and when they believe such a move makes business sense.

A Smart Outsourcing Alternative for Small Businesses
Small businesses typically lack the money or the management time to build and maintain an information network environment that can match the dependability, security, and support quality demanded by large companies. Unfortunately, network downtime, unresolved technical problems, security breaches, poor performance, and low service levels all impair productivity for businesses of any size, and in the case of small companies the relative damage caused by a serious network problem can be far greater than for a larger organization. Mission-critical and line-of-business applications are by definition vital to any organization, but larger enterprises have the economy of scale to build network infrastructures and hire IT support staffs that provide acceptably high degrees of reliability, security, performance, and support. Small companies do not.

Progent's Virtual Data Center Hosting service allows small businesses to get the benefits of enterprise-class IT infrastructure and world-class support services at a cost that is significantly lower than what most small businesses would pay for creating and administering internal data centers and supporting large in-house IT support groups.

How is Virtual Data Center Hosting Different?

With ASP (Application Service Provider) or SaaS (Software as a Service) hosting models, customers own their corporate data but not the operating system platforms or the application licenses for the software that is being maintained by the hosting service. Because it is expensive and time consuming to move from an ASP or SaaS hosting service to another hosting provider or to bring the entire system in house, small businesses with limited IT budgets effectively become captive to their hosting service.

With Progent's Virtual Data Center Hosting model, the customer owns the data, the OS platforms, and the software applications. Because the environment is virtualized, it can be moved immediately to a different hardware environment without lengthy and risky reinstallation and configuration. With Virtual Data Center Hosting, you are not held captive to a single hosting service.

Another benefit that stems from the virtualized architecture behind Progent's Virtual Data Center Hosting service is that data can be recovered quickly in case of a catastrophic event such as a natural disaster. Since the virtual environment is regularly backed up and archived off site, it can be hosted by any physical server acting as the underlying host to the virtual environment.

Progent will also host environments with a mix of operating system platforms and applications and little standardization. This type of environment is common for small businesses but is not addressed by application hosting services and is difficult to support for any hosting service that does not utilize a virtualized architecture or that does not retain a support staff with the depth and breadth of Progent's seasoned engineers.

Find Out More About Progent's Virtual Hosting

For information about Progent's hosting services, call **800-993-9400** or email **information@progent.com**

Is It Time to Upgrade to 64-bit Computing?

TECHNOLOGY FOCUS

Nearly all small businesses now own 64-bit processors, yet almost none use them for 64-bit processing. The Intel and AMD CPUs installed in computers ranging from enterprise servers to lowly desktop PCs have for years had 64-bit architectures, but most of this powerful hardware is dumbed down to 32-bit mode in order to run the popular versions of Microsoft's operating systems and applications. What a waste!

The RAM memory partitioning schemes used in 32-bit operating systems limit system stability. RAM-starved applications are often unable to utilize existing memory because the O/S is unable to allocate it efficiently. This results in programs shutting down or running fitfully even though a system is fully loaded with RAM.

64-bit software platforms allow far more physical RAM than 32-bit systems and crunch more data per clock cycle, making computers more reliable and faster. The question is, What 64-bit software platforms?

Microsoft supports mainstream 64-bit processors with their "x64" technology. Although most Microsoft client applications, such as 2007 Office and Microsoft Visual Studio 2005, are so far only supported in 32-bit mode on x64 Windows, Microsoft does offer native x64 versions of many Microsoft Server System products, including

Windows Server 2003 and 2008, Microsoft SQL Server 2005, Microsoft Exchange 2007, Microsoft Commerce Server 2007, Microsoft BizTalk Server 2006, as well as System Center Operations Manager.

In the desktop space, Windows 7 is available in a 64-bit edition that sets a new standard for client stability and capacity. Like all migrations from 32- to 64-bit platforms, the upgrade can't be done seamlessly. Every workstation and server requires a clean setup that involves reconfiguring applications, backing up and recovering data, and installing 64-bit device drivers.

In fact, for most desktop PCs even the 32-bit versions of Windows 7 will require you to perform a clean install. This being the case, there has never been a better time to move to 64-bit computing, since it will require little if any additional effort. Progent's Microsoft Gold-certified consultants are experienced in designing and performing major, minimally disruptive OS migrations of in-place desktops and can help your organization leverage your network dollars by migrating to Microsoft Windows 7 and to 64-bit computing at the same time.

Contact Progent for Help Migrating to 64-bits

For 64-bit migration help, call Progent at **800-993-9400** or send email to information@progent.com

Progent's Webinars Offer Versatile Virtual Classrooms

Progent's webinars offer small businesses the economy, convenience, and flexibility of virtual seminars plus the proven training techniques of expert teachers who utilize advanced technology to simulate live classrooms.

Progent can provide remote training for key desktop applications such as Excel, Word, PowerPoint, Access, Outlook, and Visio; Microsoft Dynamics accounting and management software such as MS Dynamics GP; plus other popular desktop applications such as Photoshop, Acrobat Writer, and Crystal Reports.

Because students can attend a webinar training at work, at home, in a hotel room, or anywhere that has fast Internet access, it is far easier to find an acceptable time window that accommodates the schedules of teacher and students. This simplifies the scheduling logistics that traditionally plague personnel managers.

Progent's webinars can be brief, an hour or less, or can span several days. You can schedule one-on-one virtual training sessions or, to get the maximum leverage for your training investment, arrange classes for large groups of students located at multiple sites. All that is required to participate is a telephone, a full-featured web browser, and a high-speed Internet connection.

Setting up the virtual training software is fast and easy, so students of any skill level can quickly join in on a powerful interactive learning environment that includes broadcast white boards, electronic hand-raising, live questions and answers, and shared desktop control for in-depth demonstration.

Find Out More About Progent's Webinars

For information about Progent's webinars, call Progent at **800-993-9400** or email information@progent.com

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Progent

*Helping small businesses build
and maintain IT networks based on
Microsoft and Cisco technology*

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