



CREATIVE COMPUTER SOLUTIONS
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Essential Stream



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Help! I've Spilled Coffee on my Laptop

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It's late and you're struggling to stay awake at your desk, so you decide to make yourself a cup of coffee. A few more hours of work ahead and the coffee will perk you up. Then, oops, there it is, all over your laptop, ruining your evening. The coffee has drained into the machine. The damage could be irreparable.

And worse: you may actually be in danger of being electrocuted. Since data travels between the laptop's components via an electrical current, if any liquid comes into contact with the components while the power is on, it will short out the traces between the circuits. Everything can be affected — keyboard, motherboard, memory and processor.

[Read more](#)

Welcome

Greetings and welcome to 2010. WOW ... TWENTY TEN! Amazing how time flies. It feels like just yesterday that CCSI began and here we are beginning our 13th year thanks to you.

With a new decade comes new technology as well. There has been a lot of "buzz" around cloud computing, virtualization, managed services, smart phones, net books, solid state hard drives, etc.

This year Creative Computer Solutions, Inc. wants to educate you on these and other various technologies. We will dispel some myths, discuss pros and cons, as well as enlighten you on how these technologies work and could potentially be used in your business.

We will once again begin our Lunch & Learn programs along with scattered after hour's events to **TALK TECH**. The first of these events will be held next Wednesday, January 20, 2010 from 4-6pm to discuss Windows 7, Microsoft's newest operating system. Be on the lookout for your invitation to this event.

As always, thank you for the opportunity to be of service to you. Please let us know if any one of our associates can be of assistance to you.

Cheers!

Scott Huotari

Missed Manners

by Amanda C. Kooser

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Some tech junkies tend to neglect etiquette in the office. E-mail is still one of the leading culprits, but newer arrivals like BlackBerrys and wireless earpieces are causing their share of social snafus.

"Technology should not be an opportunity to multitask conversations," says technology etiquette expert Laurie Puhn, president of [Laurie Puhn Communications](#). "Anytime you're [doing that], it is rude and unacceptable."

The ability to instantly send and receive e-mails and messages on your BlackBerry, PDA or smartphone requires etiquette attention. Put that BlackBerry away during meetings to let others know you're giving your full attention to the proceedings. Cell phone related violations are a major source of complaints, whether it's ringers going off at inappropriate times, loud speaking voices or the inadvertent sharing of personal information with anyone in the vicinity. Just because your Bluetooth headset is unobtrusive doesn't mean you can interrupt someone you're speaking with to take a call. It's also polite to pull out

How Do Your Customers Behave?

by Debra J. Schmidt - used with permission

Have you ever left a store vowing never to return? If you answered, "yes," did you leave because of the way you were treated? Most customers stop doing business with a company because one employee treated them poorly.

Have you ever met a salesperson you did not like? If you answered, "yes," did you buy from that salesperson? Most customers have met a salesperson they didn't like and chose not to buy from that salesperson unless it was a product or service they could not get anywhere else. Customers and sales are lost every day because of a lack of understanding of the customer's behavioral style.

[Read more](#)

*One resolution I have made, and try always to keep, is this:
To rise above the little things.*

- John Burroughs

Laugh a Little



"It's sorta good and bad news.
The airline lost my emotional baggage."

your iPod headphones (both of them) when you're talking to a colleague.

Make a good impression by being more aware of your tech habits. The old standards of turning off your cell ringer and using proper sentences and salutations in e-mails still apply. Finally, don't hesitate to respectfully bring attention to others' tech etiquette violations. "Rudeness is on the rise because we're not realizing these behaviors are rude," says Puhn, bestselling author of *Entrepreneurs* can set an example with their own behavior and by discussing etiquette policies with their employees.

Having Trouble Finding Something Online? Then Look Smarter

The last time the experts measured, we learned that we spend 6% of our time online just looking for things. Not impressed? Let's look at your companies bottom line.

Over an eight-hour workday, that little 6% adds up to 2.5 hours searching a week. With just five employees, you're talking 13 hours, and if you're paying them, say, \$30 an hour, that's \$390 a week or \$20,280 a year. That's enough to hire someone part time, or outfit a nice break room. Foosball would be nice. (Indeed, another study found that the productivity loss to conduct online research cost businesses \$31 billion.)

[Read more](#)



Microsoft Office: Tame the Chaos of your Inbox

Reprinted with permission from the [Microsoft Small Business Center](#)

Learn how old standbys and new features in Microsoft Office Outlook 2007 can help you make the best use of messages in your Inbox and beyond.

- ▶ After completing this course you will be able to:
- ▶ Use your messages to schedule tasks, set up meetings, or create contacts.
- ▶ Flag messages in your Inbox to create a To Do list. Color code messages using category labels that you create.
- ▶ Organize messages into groups with folders.
- ▶ Find any message quickly.

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