



CREATIVE COMPUTER SOLUTIONS  
INCORPORATED

"Creating Clients For Life!"  
*Essential Stream*



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## Welcome

### COMMUNITY | CONNECTIONS | COMMITMENT

As most of our clients and friends know, CCSI is very active in our community. You have seen us at various events in support of many different non-profit organizations. We pride ourselves on the involvement our staff has and continue each year to get even more active.

In the event you didnt know, I am active in the Vancouver Advisory Council for Junior Achievement. I personally started with Junior Achievement my Sophomore and Junior Year at Benson High School. The skills that I learned in JA, I carry on in my business life today.

With that said, I am challenging all of my business associates, friends, and colleagues to form a Junior Achievement Bowl-A-Thon Team. Come and have a day of fun, and raise some money for the kids in our schools. To invest in their futures, and support the efforts of Junior Achievement. For more information about Junior Achievement, check out the JA website at <http://portland.ja.org/>

[Read more](#)

## Meet Stuart Jenkins

### Hes standing on top of a box!

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<http://www.SuccessComesInCans.com>

Have you ever wondered about the word discipline? What images does it conjure up in your mind? Doing what you have to do? Toeing the mark? Keeping your nose to the grindstone? Putting restrictions on your behavior and actions? Setting limits? If these are some of the negative connotations you would assign to the word discipline, then youll really enjoy hearing the story of Stuart Jenkins, and you may find it quite an eye-opener.

Mrs. Jenkins, the grade school teacher announced to Stuarts mother, your son will never graduate from high school, let alone attend college. Its because of his dyslexia, you see, hes learning disabled.



Stuart sat in the slow class in the one-room schoolhouse in a little town in Nebraska where everyone knew everyone. The worst part was not that the town labeled him dumb and stupid. The worst part was that Stuart believed the labels. Until, that is, the day that everything changed.

[Read more](#)

## Smile - You're on the Phone

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Forget the research evidence, the dozens of pages of documentation and the years of prodding by communications consultants. Do your own survey right now. Pick up your telephone and call ten companies or businesses in your area that provide some sort of customer service, such as banks, brokerage firms, business equipment or insurance companies. Ask to speak to a manager. If you get through, explain that you called to evaluate their telephone techniques. Then give the manager a brief report, hang up, and record your findings.

Chances are your research will prove that the most common errors you encounter in telephone answering are among the dirty dozen. [Here they are:](#)

## Security on our Minds

by Michael Cocanower, President of itSynergy



Security is always on the minds of the **CCSI** Engineering team, and **February** is no exception. We have been working with all of our customers for a long time now to make their systems more secure, and having secure user passwords is a part of that effort.

One of the most secure ways to gain access into a system is to use two factor authentication. That is a term used to describe access that requires you to know something and to have something. The best example is taking cash from an ATM which requires two factor authentication. You have to **KNOW** your PIN number, and you have to **HAVE** your ATM card. **CCSI** now offers a two factor authentication system to its customers through our new Managed Secure Access system.

[Read more](#)

*Opportunity is missed by most people because it is dressed in overalls and looks like work.*

- Thomas Edison

## Laugh a Little

## 5 Green Ways to Save Big Bucks

by Heather Clancy

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Skeptics suggest an economic crisis will stall sustainable business practices. They cling to the myth that going green costs more money. But many small businesses are discovering green habits save big money, especially when it comes to information technology.

The savings are many: Reduced power consumption, IT maintenance and hardware procurement costs. This can lead to increased productivity. You say your technology strategy isn't sophisticated? No worries. Here are five ways you can make it greener and budget friendly.

### Tip 1: Adopt a power management strategy

The simplest way to kick start your green IT strategy is by embracing technology policies for energy consumption, not just software and security updates, says Jennifer Mazzanti, president and cofounder of eMazzanti Technology, an IT services company in Hoboken, N.J.

Windows Vista , for example, has features that shut down system resources when they're not in use. Windows 7 goes even further. In tests of these features, Mazzanti was able to extend the life of a battery on an older laptop from 4.5 hours to 6 hours.

There are plenty of third-party software applications available to set up and manage power policies, such as shutting down all desktop computers after they've been idle for a specific amount of time or turning them off after hours.

What's more, Microsoft is encouraging hardware and software vendors to accommodate this more easily, Mazzanti says.

[Read more](#)

## 5 Steps to a Trouble-free Windows 7 Upgrade

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Upgrading to the new Windows® 7 operating system can make your PC faster and easier to use. Many users fear that the upgrade process itself will be stressful and difficult but fear not! Following these five simple steps will help you have a smooth and stress-free transition.

### 1. Check to ensure you meet system requirements

Before you upgrade to Windows 7, your PC will need to have:

1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor  
1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)  
16 GB available hard disk space (32-bit) or 20 GB (64-bit)  
DirectX 9 graphics device with WDDM 1.0 or higher driver

For an easy way to ensure you've got what it takes, move on to Step 2.

[Read more](#)



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