



## Have you ever clicked on one of these links while surfing the web?

Virus creators work very hard to make their presence known. They compete against each other on an international stage and vie for supremacy.

A Zero day virus is a previously-unknown computer virus or other malware for which specific antivirus software signatures are not yet available.

Traditionally, antivirus software relies upon signatures to identify malware. This can be very effective, but cannot defend against malware unless samples have already been obtained, signatures generated and updates distributed to users. Because of this, signature-based approaches are not effective against zero-day viruses.

[http://en.wikipedia.org/wiki/Zero-day\\_virus](http://en.wikipedia.org/wiki/Zero-day_virus)

Each day thousands of viruses are released on to the world wide web by their creators. Antivirus software developers work equally hard to find the new viruses

and shut them down ... BUT ... www users need to be vigilant in avoiding obvious traps to newly developed viruses.

Remember - an offer that sounds too good to be true probably is - call us if you would like to review your internet use policy.



Jack, Adam and the Ozdoc team

## Invoicing and Time Billing Update

In response to your requests to reduce the number of invoices you receive each month, we have streamlined our time billing processes, and you will now receive only two invoices per month for work completed (plus a separate invoice for your monitoring if applicable). Obviously, you will continue to receive invoices for hardware and product sales as you go.

In addition, we have introduced the **Praevenio Healthcheck + time** option for **\$199 per month**, which includes:

★ Monthly Server Healthcheck Report showing :

- ★ Backup / Restore reliability
- ★ Disk space available / Fragmentation
- ★ Memory in use
- ★ Software updates required
- ★ Antivirus status

★ Monthly Network Peripheral Report on:

- ★ Firewall status
- ★ UPS status
- ★ Daily backup monitoring
- ★ Monthly data base test restore

- ★ 1 hour Engineer on site per month **OR** 1 hour remote/ telephone support per month (measured in real time up to 15 minutes per incident)

- ★ Depending on the option selected above, additional on site or remote support at \$132 per hour

**Praevenio Healthcheck** gives you the freedom to choose - either one hour remote support included each month, or a one hour on site visit by one of our engineers included in the \$199 fee each month.

You can also elect to include complimentary monitoring of toner levels on your networked printer, with automatic ordering of new toner when levels reach a critical point (usually 10%).

For more information on **Praevenio Healthcheck**, please email us or call the Helpdesk.



YOUR MEDICAL IT PARTNER

## Jacks Jottings and Practice Management Tips — VOIP

VOIP or Voice over Internet Protocol is where telephone calls are made over the internet. In the past, this technology has been the domain of large enterprises, but we are now seeing solutions that are suitable for practices to use.

Home solutions such as Skype have been available for quite some time and I am sure most people will have used this to call children, relatives or friends overseas. To achieve business quality on your phone calls at a practice however, the VOIP solution needs to be carefully designed and integrated with your existing network or even on a new separate network.

To avoid any disruption to the running of the clinic phones, management of the changeover needs to be carefully managed.

As most phone companies will be receiving

'trails' on the phone calls you make, there has not been a big drive by the established PABX providers to give advice on this type of solution.

Mermaid Central Medical Clinic has just implemented a VOIP system, and we estimate our phone bills will drop down from \$2,000 per month to \$600 per month, and we have increased our incoming lines from 6 to 8. Pay back period for the new system will be about 10 months, so it is definitely worth evaluating the opportunity to enhance a practice's bottom line, with little change in what we do at a practice level.

If you would like any additional information please contact us and we will send you a data sheet on what to look for and what to avoid.

### Did you know?

Microsoft has released Windows 7 and Office 2010 suite, and is vigorously marketing the new software. We have had some advanced warning that from the middle of 2011, new PCs will only ship with the new software, without the windback option to Windows XP and Office 2007.

If either programme is critical to the operation of your practice, and you are planning any PC or staff expansion over the next 18 months, it might be worth purchasing XP and Office 2007 software now.

### Welcome Tylah Whittington

07:38 17-09-2010



Congratulations Mark and Ashleigh

### Featured Product

#### The Iomega StorCenter ix4-200d NAS Server

offers content sharing with advanced security, and is ideal for small office, remote office or home networks. Based on enterprise-class

EMC® storage technology, the StorCenter ix4-200d provides dual GbE connections, easy file sharing, iSCSI block access, and multiple RAID configurations for optimized data protection. Business users will appreciate the robust data protection features such as UPS support, print serving, folder quotas, Rsync device-to-device replication, and user replaceable drives for business continuity and disaster recovery. The easy-to-use interface, Active Directory support, and remote access provide no-hassle management.



RRP \$1,122.00

[http://go.iomega.com/en/products/network-storage-desktop/storcenter-network-storage-solution/network-hard-drive-ix4-200d/#overviewItem\\_tab](http://go.iomega.com/en/products/network-storage-desktop/storcenter-network-storage-solution/network-hard-drive-ix4-200d/#overviewItem_tab)

Kat's  
corner



### HCN/PS USERS

PKI Certificate Changes :  
The new auto update and replacement of the PKI Certificate was rolled out last month. This would have been included in your 3.11.4 or later upgrade, so if you are not running 3.11.4 or 3.11.5, it is recommended that you download the 3.11.4 upgrade to obtain the new PKI Manager. Please feel free to contact us to organise a technician to do this for you.

### BEST PRACTICE USERS

There are no major upgrades due next month. The new September 2010 Data Update was released on August 31st for you to run the Live Update.

### HCN USERS

Also no major upgrades/updates due other than the MDREF for September 2010.



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