

# The Portal

THE BRIDGE BETWEEN YOUR ORGANIZATION & TECHNOLOGY



INTEGRATED  
COMPUTER CONSULTING

Winter, 2010



## ICC is Now Partnering with Ergotron

We are pleased to announce that ICC is now offering Ergotron products. Based in St. Paul, Minnesota, Ergotron offers a collection of solutions that are both beautiful and functional while setting the standard for ergonomic design.

The company specializes in mounting and mobility products for computers, laptops and large flat panel displays for use in medical offices and businesses. Ergotron's mounting solutions include wall and desk mount arms, desk stands, carts and vertical lifts. The award-winning collection of devices is well-made, priced affordably and improves an office environment significantly.



We have several products installed in our ICC offices and invite you to come by for a look if you are interested. We have one desk sporting three monitors, all held together with Ergotron multiple-display arms

similar to the one pictured here.

Installing Ergotron increases viewing comfort while reducing eye, back and neck strain. Desk and wall mount arms add flexibility and superior ergonomics to your LCD monitor or TV. Sleek and streamlined, they free up space and allow you to easily position your display for greater productivity.



Ergotron's healthcare line is extraordinary and it is obvious that the company has a keen understanding of the needs of clinics of all sizes. From mobile carts to multiple-screen display units, the company's catalog is extensive.

Call us soon to learn more about how Ergotron products can work into your environment to make it more efficient and ergonomic.



## Business is Great!

By Bert McCaffrey, The Business Card Factory of Colorado  
This was in Bert's recent newsletter and it is being reprinted with his permission.

Have you ever noticed that if you say things enough, you start to believe it? Here is an example of how a simple saying can become reality.

A jolly, well-liked landscape gardener ran a third generation family business with a very loyal staff. Most people assumed he was so jolly because he ran a successful business, but it was the other way around... he followed a family tradition to wear a lapel badge saying, "Business is Great!"

## Laptop Warranties: Why ICC Recommends Them



One of ICC's services is to call our clients when we are notified that a warranty on your equipment is expiring. We want to make sure your computers and other components are protected.

Is it worth it to spend the money for a warranty? Speaking from personal experience, yes. My daughter's year-old laptop sparked the day after the warranty expired and the motherboard was fried. Was I kicking myself? You bet!

A recent analysis of 30,000 new laptops from SquareTrade, which provides aftermarket warranty coverage for electronics products, has found that in the first three years of ownership, nearly a third of laptops - 31% - will fail. That is an astounding statistic worth noting.

Other findings in the study include...

- 20.4% of failures are due to hardware malfunctions. 10.6% are due to drops, spills or other accidental damage.
- Netbooks have a roughly 20% higher failure rate due to hardware malfunctions than standard laptops. The more you pay for your laptop, the less likely it is to fail in general (SquareTrade's theory: the more you paid, the more careful you are with it).
- The least reliable brands? Acer Gateway and HP. HP's hardware malfunction rate, the worst in this analysis, is a whopping 25.6%

## "1 in 3 Laptops Dies in the First Three Years"

- SquareTrade

So what does ICC recommend? Lenovo, which was just rated #1 in fourth quarter, 2009, by Technology Business Research. The researchers noted that the quality and reliability of hardware is significantly higher than other brands and we strongly agree.

If you want to keep your notebook running longer, ensure your laptop is as drop-proof as possible. Always use a padded bag or case. Make sure your cords are positioned so they won't be tripped on and do your best to keep away from heat and dust.

So when we call or e-mail you to remind you about that warranty renewal, we recommend you give it some serious thought and protect that investment.

— Kathy Bauer, Director of Sales and Marketing

They went through tough times like any other business, but he continued to proudly wear his badge. Many people asked what was so great about his business, which led to conversations about the pleasures of meeting new people, the joy of an upbeat work environment, the reward of learning new things every day, and the fascination of the work itself. No matter how miserable a person was, they always felt better after listening to the gardener's infectious enthusiasm and positive outlook on life.

Here's the way I see it: Sometimes your badge needs to come first, and the great business will follow. And remember, while you can't change the wind, you can always adjust your sails to reach your destination.



## ICC Recommends Norton Antivirus

ICC is currently installing the latest Norton Antivirus and Antispyware on PCs to replace Computer Associates Internet Security Suite.

We are changing brands for many reasons.

Norton Antivirus was rated **#1 rated** by independent antivirus reviews for keeping your computer protected from viruses and malware. The installation is much quicker, it has the fastest scanning technology available and it won't slow down your computer.

Virus definitions are updated every six minutes instead of only once a day with other products. A good Antivirus program should be unnoticed by the user the majority of the time, and Norton does a very good job at this. The software never bothers you with popup messages and lets you work without worry.

We have done the research and are confident that even if you have used Norton in the past, the new version we install will run faster and protect your computer better than any other security software.

We not only obtain the software for you, we install it and configure the complex settings to ensure it works properly and protects your equipment and your data.

— Jesse Courchaine, Managed Services Specialist

## Client News

**Here are a few updates from ICC clients. And if you have news to share, please contact Kathy Bauer...970.419.0602 or [kathybauer@iccusa.net](mailto:kathybauer@iccusa.net)**

**Colorado Eagles:** The Eagles made the playoffs for the seventh time in as many seasons. February 24 marked the official ICC Game Night at the Eagles and it was a blast, capped off with a shutout win. We gave away imprinted flash drives at the door and a Lenovo IdeaPad netbook to a lucky winner in the second period.

**Odell Brewing Company:** Construction for new addition to the brewery is on schedule and moving fast. Our favorite home-town craft brewer is almost ready for a grand re-opening!

**VMC:** Redmond, Washington-based VMC selected ICC for relocating their Centerra-based office from Loveland to Fort Collins. The infrastructure installation had our technicians busy with a flurry of activity. VMC tests software for a variety of companies and the new lab is a perfect fit for their needs.

**Digi-Graphics:** A photographic mainstay in Fort Collins for three decades, Digi-Graphics moved from their location which had been home for 24 years. Les and Marcia DeMoss chose ICC to assist with the move of phones and other equipment. Go visit them in their new digs on the

corner of College and Horsetooth around the corner from Albertson's on the west side of the building. Still one of the nation's premier color and black-and-white labs, Digi-Graphics caters to both the film and digital photographer.

**Yellowstone Surgery Center:** This Cheyenne-based clinic utilized ICC's expertise in NEC-based telecommunications services for an extensive overhaul of their outdated system.

**John Hanrahan Golf Pro:** John is the director of golf at the Fort Collins Country Club and owner of Hanrahan Golf School and was awarded with the 2009 Callaway Northwest Regional Club Fitter of the Year.

**Armstrong Hotel:** Watch for the late-March grand opening of Ace Gillett's in the lower level of Old Town's signature hotel. Sip a handcrafted martini, enjoy fine cuisine accompanied by live music. Looking for a great idea for a 'staycation?' Look no further than a weekend at the Armstrong. Great rooms and now boasting a brand new venue!

**Johnson's Corner:** Have you seen the mini-cinnis? Johnson's Corner's world-famous cinnamon rolls are now available in a smaller size, packaged six to a container and ready to go. The instant success of the minis has meant a new bakery to meet nationwide demand.

**Scott Barber Apparel:** Your favorite shirts, slacks and sweaters normally available in the finest men's boutiques nationwide are now available online. Scott Barber apparel opened a Web store with safe and secure online ordering for the classic styles and quality craftsmanship which has made this brand a national leader in men's clothing. Visit <http://www.scottbarber.com/> to see the collection.



**Looking for fun, great food, wonderful beverages and a great way to help those in need? The TASTE Benefit is Thursday, April 29 and it benefits The Food Bank for Larimer County and Neighbor to Neighbor. Call Kathy for tickets or visit [www.tastebenefit.org](http://www.tastebenefit.org) to learn more and purchase online.**

**Choose ICC for ...telephone systems...conference room configuration and installation...cabling and infrastructure... music on hold...monitored data backup...new computer purchase and setup...and creative solutions to make technology make your business run more efficiently!**



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