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Tips to Avoid VoIP Downtime

CHOOSE YOUR PROVIDER WISELY

When evaluating VoIP systems, you must verify your provider's service level agreements. Ask them about their security and availability guarantees, and how they're able to achieve them.

Partner with the firm that can host your VoIP systems in facilities that are safe from local disasters such as flash floods or earthquakes. Your provider should also use advanced network security services to protect your calls. RJ2's brand new phone system, SkyCom, has all of that...and more:

- **Cloud Communications:** Virtually limitless configuration possibilities to configure how you setup your hosted PBX and VoIP solution to make and take calls.
- **Operator Console:** Helps enable your small to mid-sized business to maintain complete visibility and transparency across the enterprise, and use view extension presence, click to dial, manage call control, monitor and manage call center features (Queues, Agents, Callers), manage conference bridges, and much more—all through a standard web interface.
- **Scalability:** With the constant change in technology, scalability is huge in today's business world and with UC, your services can be provided on a per-customer basis, cutting down unnecessary costs.
- **Disaster Recovery:** Your business can rest easy in a local service emergency with the use of hosted UC, where your data can be backed-up, managed, and ready for rapid recovery.

TEST YOUR CONTINUITY MEASURES REGULARLY

There's little value in VoIP continuity and disaster recovery strategies if these end up failing when you need them the most. Test your VoIP service and check whether contact details are up to date, call forwarding features are routing calls to the right devices, and your backup internet service works. Ultimately, your goal is to find flaws in your strategies and make the necessary adjustments to avoid potential hiccups from occurring in the future.

Contact RJ2
(847) 303-1194

Corporate Office
1900 East Golf Rd.
Suite 600
Schaumburg, IL 60173

Chicago Office
333 S. Wabash Ave
Suite 2700
Chicago, IL 60604

Perks of Using Dual Monitors

While dual monitor setups aren't as popular as single monitor setups, you should consider working with two screens since doing so has a lot of advantages. Let's take a look at some of the benefits of dual monitors.

ENHANCED PRODUCTIVITY

A survey by Jon Peddie Research shows that working with dual monitors increases overall productivity by 20–30%. Computer programmers, for example, can use one screen for source coding and the other for programming. By using dual monitors, they no longer need to toggle back and forth between tabs. This frees up time to complete more projects.

BETTER MULTITASKING

Efficient multitasking requires adequate screen space to keep multiple applications simultaneously visible — a view that single monitors alone simply cannot accommodate. With a dual monitor setup, workers like customer service reps and web designers would no longer waste time scrolling up and down and resizing windows to fit the limited space. Instead, the enhanced visibility that dual monitors bring lets them focus on completing their tasks accurately and efficiently.

EASIER LAY-OUTING AND IMAGE AND VIDEO EDITING

With dual monitors, the days of stacking numerous editing tools on top of the newsletter, slide presentation, image, or video you're working on are long gone. Instead of your screen looking like a game of Mahjong, you can position the editing tools on one screen and use the other monitor for the file you're working on. With better visibility, you're less likely to commit errors and more likely to accomplish the task faster.

EFFORTLESS PRODUCT COMPARISON

Imagine that you want to buy a camera, and you have two models in mind. Of course you want to look up and compare their specs before making a final decision.

If you had only one monitor, you'd need to go back and forth from one tab to another. But if you had two monitors, you could view the models side by side to help you clearly see their differences and make an informed purchase.

Want a dual monitor setup for your employees? We can help you roll it out. Contact us today to get started.

RJ2 SPOTLIGHT

Andrew Francis

Marketing Coordinator

Andrew started his professional career in marketing for a software company after graduating from the University of Missouri where he received a Bachelors Degree in Marketing in 2016. At Mizzou, he was a member of the Sigma Phi Epsilon fraternity and enjoyed playing intramural football and softball. Andrew joined the RJ2 Team in April 2020.





Lumen Technologies, Inc., formerly CenturyLink, Inc., is an American multinational telecommunication company headquartered in Monroe, Louisiana, that offers communications, network services, security, cloud solutions, voice, and managed services.

Feature Partner Product: Lumen

Adaptive Networking

Scalable, high-performance solutions and global cloud connections that can turn up bandwidth 318% on demand to drive business agility and extend your reach.

Edge Computing

Distributed compute solutions that prioritize data-intensive workloads where they're processed using 100+ edge market nodes designed for 5ms or better latency.

Connected Security

Real-time threat intelligence and proactive app and data defense that can reduce mean-time-to-detect and resolve for DDoS attacks by 75%.

Making This One Mistake With Your Computer Network Could Put You Out of Business

How do you handle network issues? If you're like most small businesses, you wait until something breaks or goes wrong before getting an IT services company on the phone. At a glance, it makes sense. Why pay to fix something if it isn't broken?

Sadly, this way of thinking can do more harm than good, and it has taken many businesses out of commission.

When you get right down to it, there are two primary ways to handle network security:

- By being reactive
- By being proactive

One of these costs significantly more than the other and can destroy a business. You can probably guess which one we're talking about.

When you're reactive with your IT services, which includes data security, it means something bad has already happened. There are many different things that can harm your data and your business, like an employee accidentally downloading malware onto their computer, you getting hit by a data breach or a power surge occurring late in the night after a thunderstorm hits.

It's time to get proactive.

Today, IT services companies can predict threats. They can stop attacks in their tracks and protect your business and your data. This is called managed services — and it could save your business.

When you work with a managed services provider, you can state exactly how you want to be proactive. Do you want your network monitored for threats 24/7? Do you want them to have remote access to your networked devices so they can provide instant support to you and your team? They can do all of that!

A good IT services company can help you make sure all your data is backed up and secure. They can make sure external threats are spotted before they become a problem. They can make sure phishing e-mails don't expose you to harm. The list goes on!

If you're already working with an IT services company and they're only providing outdated break-fix support, it's time to say, "Enough!" Demand that they get proactive to manage your network. Don't wait until something breaks to make that phone call. Because, as many businesses have learned, waiting to make that call can be devastating!

November

"The great growling engine of change-
technology"
- Alvin Toffler

TIPS OF THE MONTH

4 Ways Your Business Can Get Ahead of the Tech Curve

1. Be an early adopter
2. Invest in the right tools
3. Synergize tech with your business model
4. Prepare for possible difficulties

