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## Global Newsletter December 2009



### Planning for a Prosperous New Year

As we start winding down 2009, it's time to start thinking about plans for the year to come. For most of us this includes things like financial planning & budgeting, updating our business plan, updating our marketing plan, and perhaps some year-end tax planning too. But have you thought about your 2010 technology plan?

Not to worry, your Computer Troubleshooter has. That's our job, researching and learning new technologies that can help our clients improve their operations and even save money in the new year. In 2009 for example we saw:

- The launch of Windows 7 & Mac's Snow Leopard operating systems.
- The rapid rise of web-based email and collaboration solutions.
- A new generation of malware threats, especially targeting social media (Facebook & Twitter), online banking, and rogue defense software.
- More home media integration as customers want to watch their iTunes movies on their big-screen HDTV's.
- New smartphones from Apple, RIM (Blackberry), Google/HTC, and more.

What will 2010 bring? We're seeing a rise in "business enhancement" technologies, like VoIP phone systems and electronic document management systems. In many areas we see small businesses and even home users adopting more "cloud computing" (web based) services rather than relying on local servers, and increasingly we're being asked for advice on promoting our small business clients on the web. All these are areas Computer Troubleshooters is investigating and developing – but we need your help!

We pride ourselves on being YOUR IT department, so we would like your feedback on what is most important for you. Please help us out by taking 5 minutes to complete our easy, 5-question survey at [www.techsolvedforme.com](http://www.techsolvedforme.com). Your answers will help us make sure we're working on the programs and benefits that matter most to you.

As always, we thank you for your business in 2009, and we look forward to serving you in the years to come.

Survey: [www.techsolvedforme.com](http://www.techsolvedforme.com)



**Contact your local Computer  
Troubleshooters**

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