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ACS Computer Services

Specializing in:

- Network Installation
- Computer Analysis
- Computer Upgrades
- Remote Data Storage
- Removal of Malware
- WAN and LAN Design
- Set-up System Back-ups
- Custom Design/Supply of Computer Systems
- Wireless and Wired Internet Set-up
- BICSI Telecommunications Cabling Installer Level 2
- Hard disk Cleaning
- Repair of Computers; PC and Mac.
- Windows Small Business Server
- Keystroke POS Authorized Dealer
- Remote Monitoring
- Managed Service Agreements

Certifications:



Monthly Spotlight on – Consumer Concepts

Consumer Concepts has been in business in Carteret County for over thirty years. Despite the company's longevity in the area some folks still ask if we're the ones that sell jewelry or "do hair." Actually, Consumer Concepts is a leading distributor of custom corporate apparel and promotional products in coastal Carolina. Recently purchased by eleven year Morehead City resident, Sarah West, Consumer Concepts continues to retain a strong customer base locally, regionally and nationally with brands including: Hardees, Bojangles, Pepsi, Security Services of America, Auto Brite, Island Traders and Advanced Water Systems (Kinetic). Mrs. West and her sales staff have years of invaluable sales experience and are available to help you connect -- directly and personally -- with your customers, prospects, and employees. If your marketing plan includes your name, business logo or message imprinted on just about anything, we can help you sort through your options.

We help you understand the vast array of products, fabrics, production processes and fulfillment issues related to any corporate logoed products you are considering. We'll find those products that help you and your associates present the image you desire while working



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within your budget. Using promotional products as the medium, we work with you to communicate messages powerfully, to build and manage brands, to promote services, and to recognize and motivate people.

Located in the heart of the largest textile-producing region in the United States, it's not surprising that Consumer Concepts' forte is *apparel*. Few promotional items carry greater image building power than WEARABLES—our knowledgeable staff can help you tap that power with the latest products and the right supplier relationships (i.e. BIC, Swiss Army, Koozie, and Tervis). We offer in-house embroidery from small pocket logos to full jacket backs. Embroidered designs may have up to 16 thread colors and ball cap designs can encompass up to 270° around the actual cap. In-house design digitizing services for maximum sizing flexibility

are also available from our production manager who has over twelve years experience. We decorate all the major apparel brands, such as nationally known Champion, Columbia Sportswear, Cutter & Buck, Nike, IZOD, Alternative Apparel and North Face.

We contract one-on-one with local screen printers on your behalf, insuring your art is sized properly and colors are consistent for all of your apparel and marketing items.

Call us for your business casual attire, golf outings, trade shows, company meetings, uniforms, team attire or any event where promotional products and apparel will be used. We offer high-quality work, and quick turn-around on time-sensitive orders. Our distinct pricing advantages, quality and production control are unrivaled by competitors. We help you cut through the clutter to reach and touch people where they work and live, to get them to listen and remember, to inspire them, to motivate them to take action, and to leave them feeling closer to you.

And WE CAN IMPRINT YOUR LOGO ON JUST ABOUT ANYTHING!



How to get your rebate: Do it right, do it now

If you bought your lawn mower, paint, or computer but never got the promised rebate, you are one of many. The Federal Trade Commission reports that "the problem is huge."



It may appear that the main function of rebate processors is to find a reason to deny the money-back offer. Rules are often so complicated and vague that most customers don't even bother. Rebate complaints have risen 400 percent since 2002 according to the Council of Better Business Bureaus.

To get the rebate you expect:

- * Know the terms on the rebate form or store receipt. Ask the retailer to explain the terms.
- * Make copies of everything including store receipts, bar codes, forms, product containers, and serial numbers, recommends Sid Kirchheimer, author of Scam-Proof Your Life (AARP/Sterling).
- * Fill in every blank on the form. If it asks for your email address, for example, say you don't have one rather than leaving the space blank.
- * Act fast. The average time to submit a claim is now 15 to 30 days.
- * Use certified mail and ask for a receipt. Fill out all

forms in writing to avoid suspicions of mass-mailing fraud.

* Shop where rebates are easy to apply for. Stores like Staples, Cingular, and Costco let customers fill out rebate forms at the checkout or online. Some stores have the rebate form printed out at the end of the sales receipt.

The best idea: Fill out forms carefully immediately after the purchase. Send them along with required proofs that day or the next day.



"What do I use to clean the bathroom? My husband."



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NOTABLE QUOTES

"I couldn't wait for success, so I went ahead without it."

Jonathan Winters

"Strength does not come from winning. Your struggles develop your strength. When you go through hardship and decide not to surrender, that is strength."

Arnold Schwarzenegger

"Courage is what it takes to stand up and speak. Courage is also what it takes to sit down and listen"

Winston Churchill

New ask.com site makes it easier to narrow a search

Google revolutionized Web searching in the 1990s with its famous search engine model and simple, elegant search page.

Since then, Google's successful format hasn't changed much.

Ask.com, formerly Askjeeves.com, hasn't been as popular for Web searches, in part because its old presentation was cluttered and the top entries were almost always ads.

Now ask.com has simplified and organized its results and search pages into an elegant, useful interface.

The new ask.com divides each page into three columns with expected search results in the middle column, along with some sponsored links. The first result is a factual biography or definition.

To the left of the top listings is a small binocular icon that presents a thumbnail image of the page when you move the cursor over it.

The right-hand column offers the opportunity to "narrow your search," which can be very helpful. You can also click on "expand your search."

Unlike Google, ask.com presents image results on the same page as search results (in the right hand column), a very handy feature if you are searching for a name.

If you are searching for a certain place, it will bring up a map, news stories, and Wikipedia information.

Several Sprint wireless handsets take advantage of another ask.com service. Ask Mobile GPS offers turn-by-turn

navigation. It costs \$10 a month after a two-week trial, according to Business Week expert Stephen Wildstrom.

He recommends that regular users of the better-known search sites give ask.com a try

Remote IT Department

The concept of remotely controlling a computer has been around for a few years. What we don't see too much yet is the ability to remotely view and many times **repair a problem before it occurs while you are working on the computer.**

With the advent of faster computers with more memory, and exponential reliance on the computer, the equipment and the personnel responsible for it have a dire problem keeping up with the technology, the problems that continuously occur and the Owner's temper.

The wait is over. Check out our new remote IT department program. It will help your "IT" person and you with the day to day operation of your equipment by allowing us to monitor your equipment continuously and usually **making repairs BEFORE problems occur.** This will save you considerable lost time and money, reduce repair visits and lead to happier work environment.

Call ACS at 240-3399 for information.

Top Ten + Threats

The following listing highlights some of the major threats to computer systems during the month of August 2007. If your anti-Virus program advises you that it cannot remove any of these threats, you should contact your IT department, or ACS Computer Systems for help in removal as serious damage can be done to your system and some threats can e-mail themselves to others in your address book.

- W32.Romariory@mm
- W32.Imcontactsam@mm
- Bloodhound.Exploit.148
- W32.Versie.A
- W97M.Necro.A
- W32.VispatB@mm
- Backdoor.ginwui.F
- W32.Mimbot.A
- W32.Scirmge.A
- Trojan.Tarodrop.D

*Source symantec.com/enterprise/securityresponse/

ACS Welcomes New Carteret Chamber Members for June 2007

- Accredited Solar and Wind
- Arbonne International
- AT&T Mobility
- Camp Ocean Forest Campground
- Class Act Catering, Inc.
- Copeland Real Estate—Beaufort
- Copeland Real Estate—Morehead City
- Domino's Pizza
- Emerald Isle Insurance
- Grand Villas
- I Live Here Clothes
- Lowes of Cape Carteret
- Moving-up Residential Elevators
- MVB Countertop Consultants
- Paddle Pamlico
- Pirates Landing Family RV Park & Campground
- Stairlifts by Calvin
- Starbucks Coffee Company
- Swashbuckler Inn Bed & Breakfast

ACS Welcomes New Havelock Chamber Members for June 2007

- Tun Tavern, Restaurant, Bar and Grill
- A Little Bit of Everything

Prez Says — Remote Monitoring, Remote Monitoring

Everyday businesses are using and depending on their computers more and more. Customer information and records are moved to databases to allow sharing by many people. Business processes are being computerized to allow for higher productivity, Etc... This reliance on computers changes the way computer maintenance in the business environment should be looked at.

Most businesses start with a reactive maintenance model, that is, if something stops working, they get it fixed and then wait for something else to fail. If you are truly dependant on that computer mode for your business to operate, the reactive model can be very costly, if not catastrophic,



From the desk of:
Stefan Hellersperk
President of ACS Computers

ensuring that windows updates are up to date, virus definitions are current and all systems are operating correctly.

For businesses that have a need for high availability of their computers and servers, we have a system in-house that performs active monitoring of a business's computers and lets us know right away if anything is not operating within set limits. Many times this allows us to know something has failed or is failing even before the users of the system do. We also have the ability to instantly connect to these devices remotely and address the problems much quicker than usual. The system also collects historical data that allows us to advise when upgrades or changes might be needed.

Don't hesitate to contact us if you feel you could benefit from this type of monitoring.

depending on how long it takes to fix it, and if any data loss occurs.

The alternative to this is a proactive maintenance model. The basic concept of this model starts with performing regular maintenance on servers and workstations on a set schedule;