

Spotlight Service

What is Spotlight Service?

Prelude strives to bring you the right technological innovations to improve your business. When we find a solution that rises above others, it is highlighted in this area.

Tablet PC's....Are they all similar in function and design? Will the tablet PC you choose meet the rigors of the Healthcare industry?

In 2011 we hope to answer those questions, as the Consumer Electronics Show held in Las Vegas the first week of January featured the introduction of tablet PC's from some of the biggest names in the industry including Motorola, Samsung, Asus, Lenovo, HP and Toshiba. While Apple's iPad still holds the number one spot, the tablets introduced last week are competing for second or third place in the coming year. Sony displayed nothing at the show, but continues to predict they will secure the number two spot in 2011. It is speculated that their tablet won't be released until it can distinctly differentiate itself from the competition.

In the Healthcare industry, functionality, security, durability and price are the determining factors ensuring success of any new tablet being considered.

We will update you as viable options become available.



From the Desk of Dennis Stufft, CEO

Protecting Your Data

Ever wonder how we keep your data safe and secure?

Data security starts by controlling who can access your data. Logical security is established by defining access rules for network accounts and software packages such as accounting and clinical systems. The Prelude Data Center is secured with surveillance and alarm systems. Client data is located on client-specific servers, separating your data from that of other clients.

Network security plays an integral role in data security. Your network is a "Private Cloud" that utilizes client-specific data lines to connect your building to Prelude. You may only connect to the network by logging onto a computer in your building. Authorized users may also gain access through a secured internet connection.

Most home computers today have firewalls, which provide an additional level of security. Firewalls block the majority of unauthorized attempts via the internet to access your computer. The same type of security is in place at Prelude with the additional capability of detecting unauthorized attempts to connect to our network. Our network monitoring tool also alerts us of

suspicious activities within seconds. This detection tool automatically shuts down portions of the network to stop spam and viruses from spreading.

Data safety begins with server hardware containing built-in recovery features. Mission critical systems run on servers that keep a mirror image of every record. If a disk drive fails, these servers automatically switch to the mirror image. Because disk drives are more likely to fail, this mirroring system enables us to maintain a high level of data accessibility.

Everyday we create a backup copy of your data and store it offsite in a secured facility. Prelude monitors this essential process daily and is automatically alerted if there is an issue with the backup procedure. Two times a year, we test our network, software and data recovery procedures at an offsite disaster recovery data center.

At Prelude, we are committed to ensuring that your data is safe and secure. Your data is a vital business asset we protect every day.

This issue

From the desk of the CEO **P.1**

Wireless Connectivity **P.2**

Account Management and Project Management are Indispensable in achieving your Business Results **P.3**

Events **P.4**

Prelude toots our horn....

Outstanding Prelude Employee:

Tim Hambright has been with Prelude for twelve (12) years and was recently recognized by a fellow co-worker in his words.....

“Tim Hambright is always helpful, courteous, and willing to share the wealth of knowledge that he possesses. Specifically it was a pleasure to work with him during the roll out of 60 wireless access points at Twin Towers (LEC), and generally any time that I have a networking question or need assistance, Tim Hambright has answered the call. He is greatly appreciated and I would like to nominate him for Employee of the Month!”

Tim, thank you for your continued support of all of our clients and for the effort you put forth at Prelude. It has not gone un-noticed!

December 2010 Helpdesk Survey comments:

- Jon was very helpful and resolved my issues promptly
- I was very pleased with the response I received, Thank you.
- The person (George) was very competent and handled the problem within minutes.
- Todd is always a big help when I call for assistance.
- Aaron was fantastic, thanks Aaron
- Russ Shader did a great job!
- Absolutely wonderful!!!!

Experiencing Difficulty Connecting to the Network?

Wireless Connectivity Tips

Article by: Matt Sprenger, IT Manager



In today's world of computer technology, most laptops employ two methods of network connectivity - via standard Ethernet cable, and what is commonly called "Wi-Fi" or Wireless Local Area Network (WLAN).

WLAN is the most-used form of wireless connectivity and can be configured at many Prelude-supported facilities to connect separately to the business, vendor, and resident networks. Operating Systems such as Windows XP include a built in wireless utility to connect your laptop to an existing WLAN network. Right clicking on "My Network Places" and selecting properties enables you to manage wireless networks through the "View available Wireless Networks" item on the left pane of the window.

A list of broadcast wireless networks is displayed. You may be able to access additional networks that are not broadcasting. If you know a non-broadcasting network exists and would like to connect to it, the on-site staff in a hotel, convention center, or other Wi-Fi hotspot has the support information and credentials to help you connect.

The Wi-Fi connection requires you to enter information in the Wireless Profile: the SSID, or network name; the authentication type and encryption; and lastly, the passkey. After entering all three components you should be able to connect to the network. If any item is incorrect, a connection will not be established. There is usually not an error message or warning. **Note:** SSIDs and passkeys are case-sensitive - try re-entering them if you aren't connected.

Once the wireless profile is configured, you can check your connectivity with an icon in the Windows system tray (located by the clock). There will be an icon that indicates signal strength, often in the familiar 'bars' like a cell phone or sometimes in a series of curved lines. If the icon indicates yellow bars or lines, it usually means there is a problem with connectivity. Red lines or bars, or a red X through the icon usually indicates that there is no connection or the wireless has been disabled. Double click or right click the icon to open the appropriate wireless configuration utility, or to view options to enable or disable the wireless adapter. Select a profile to connect. Signal details indicate signal strength for the connection.

Wireless connections function much like a cell phone, in that the signal may weaken or drop depending on location of the laptop or proximity to the wireless access point (or even the version of wireless software that is used). The fastest and most reliable connection any laptop can have will always be a direct cable connection.

If you need assistance configuring your wireless network, please contact:

Prelude Helpdesk

helpdesk@preludeservices.com

717-441-2411 or 800-579-1047

Account Management and Project Management are Indispensable to Achieve your Business Results—Prelude delivers... by Toby Ring, PMP

At Prelude Services we recognize the impact of information technology on our clients' operational efficiency and business strategy, and ultimately on facility residents and employees. For this reason, Prelude has developed the competencies necessary to keep our Clients' IT systems and processes running well. These strengths include a robust help desk, deep technical knowledge of data and voice infrastructure, broad business software support, and extensive development expertise.

Recently, Prelude Services has begun to leverage this knowledge in order to create useful input for the business strategy and project delivery process. The framework for this includes the following components: Account representatives for each Client, reporting mechanisms from the

help desk system to monitor support levels and highlight trends, and a proposal and project management process. This process is designed to ensure effective project selection, execution and delivery that is aligned with business strategy.

The Prelude account manager serves as the liaison between the client and Prelude Services. This role entails handling day to day client relationships by monitoring and delivering superior customer service within the established Service Level Agreement (SLA). The Prelude account manager is responsible for developing and fostering sound customer relationships based on total client satisfaction.

The Prelude account manager meets with the client on a regular basis to review the Client Scorecard, which contains key support metrics useful for



understanding specific issues and trends that may need to be addressed at the strategic level. This review, along with discussion of key initiatives, helps drive the selection, prioritization and alignment of projects to support the organization's strategy.

As projects are identified and prioritized, the Prelude account manager engages the Prelude Project Management Office (PMO) to initiate the project design, development and execution processes. Key projects are led by a Prelude project manager, who has achieved certification from the Project Management Institute (PMI). Using the PMI project framework the project manager utilizes standard project management techniques to engage key employees from the Client organization, as well as document, monitor and control project activities

along the way. The project manager adapts the approach to the unique characteristics of each project.

This combination of strategic engagement and project management, positions our Clients to leverage all of Preludes' IT resources ultimately benefitting each client, residents and employees.



This Month's Q&A Technology Tips

Prelude enhances classroom training by incorporating interactive web based training.

- **Self-Paced Learning:** **CustomGuide** is a web-based, self-paced learning program and is available to any employee with Internet access. Prelude provides a username and password and assigns requested courses. Course offerings include Computer Basics, Office 2003, Office 2007, Microsoft Project and Sharepoint. Courses include Interactive skills assessments, which users can complete prior to taking a course. Each course is well designed and easy to follow. Users can omit topics they already know and focus only on specific skills they need to acquire.

Anyone wishing to use CustomGuide can receive a logon by submitting a ticket to the Helpdesk.

- **Training Webinars:** Using the Webex Training Center, Prelude hosts interactive training sessions in which students can participate from their own computers. Training webinars will be included in the monthly training announcements or scheduled on an 'as needed' basis.

Web based training provides a convenient, secure, cost-effective alternative to in-person training. Events can be offered on a more regular basis, can be shorter and tightly focused, and recorded for future access.





Meet Prelude

Amber Bernot, Human Resources Manager, joined Prelude in October 2010. She enjoys working on behalf of our clients, supporting the human resource needs of Prelude, and finding enthusiastic, talented, client-focused personnel to be part of the Prelude team.

Watch for our next newsletter when we'll continue to introduce more members of the Prelude team who support you.

Prelude's a Great Place to Work:

- Prelude Services offers employees a great place to grow and build a challenging career. We are focused on providing our clients with the balance of IT services, support, and exceptional customer service. We hire team players who are not only interested in advancing their careers, but motivated to do their best work in supporting our clients

EYE ON IT



To reach our Human Resource Department, please call 717-441-2411(direct) or 800-579-1047, option 1.

We would love to talk with you!

Prelude news Issue 03 January 2011



3911 Hartzdale Drive
 Camp Hill, PA 17011
 TEL (800) 579-1047
 FAX (717) 441-2410
www.preludeservices.com

Events

- 2011 AAHSA Future of Aging Service Conference - April 11 - 13, 2011 Washington, DC
- PANPHA Annual Conference and Exposition - June 15, 16, 2011, Hershey, PA
- AOPHA Annual Conference and Trade Show - September 7 - 9, 2011, Columbus, OH
- 2011 AAHSA Annual Meeting and Exposition - Oct 16 - Oct 19, 2011 Washington, DC.

Prelude Provides the following Services

- * Consulting Services *Project Management Services *Outsourcing *Telecommunications
- *Training *Software Hosting *Software Development * Resident services