



### Feature — Save on Printer Supplies!

Economic times have hit many companies hard in Alberta and we understand the pressures many of our clients are facing. These days, prices for printer supplies are soaring and for those that do a lot of printing — we can HELP!

- We can get toner supplies for many printers and multi-function machines at a **REDUCED PRICE**. We currently provide toners for most HP, Dell, Lexmark, Brother, and Samsung products.
- Compared to local retail stores, you can save between 3-25% by ordering via ESW.
- We supply only brand name toners. We do not sell "remanufactured" goods.
- For most of our clients, we may be able to deliver the toner on our next scheduled visit or there may be a nominal shipping charge per order.
- We are an authorized HP and Dell dealer.

When you are ready to place your next toner order, please call 1.877.880.8802 or email [help@eswilliams.com](mailto:help@eswilliams.com) for further information or a quote.

### Mini Case Study — Backups

#### Background:

- A "Medical Clinic" has implemented a daily backup solution for their business critical application.
- Their server had a catastrophic failure that took 3 days to resolve.
- Once the new server was installed, the client realized there was no data on the backup device!

#### Issues:

- Backups were never tested to ensure successful recoverability.
- The clinic had no idea who was in the waiting room that morning and had no documented plan on how to manage the business without technology.
- There were no expectations on when the server would be functional again (Disaster Recovery Plan).

#### Lessons Learned:

- Regular maintenance plans with the support of an I.T. solutions provider is critical.
- There could have been a better "infrastructure" design in place to mitigate this type of issue from affecting the business. (i.e. redundant hardware or virtualization).
- Expectation setting between vendors and I.T. support can be more effectively done with defined Service Level Agreements (SLAs).

### Did You Know?



#### *We are an I.T. Solutions company*

We provide many other services you may not be aware of. These services include:

- Monthly maintenance plans
- Disaster recovery and business continuity consultation
- Hardware design and architecture
- Antivirus/Antispyware management
- Email automation and integrations with PDA devices
- I.T. management for smaller organizations
- Software evaluation services
- Competitive hardware solutions