

Since 1991



The Viener Report

An accounting of the events
and news from Viener4Gates



Wayne Viener, Mason Viener

Managed Services
IT Support
NCR Counterpoint
Web Design
CIO Services

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Microsoft Business Solutions
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Jan/Feb 2021



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VIENER4GATES®

We make your company work Est. 1991

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News, Notes & Comments

16 years later and it is time for the "Return of the Newsletter". The last Newsletter went out in April of 2005.

Over that time we have grown and changed. We still have the same principles and values that make our company a great value for its customers and a wonderful place to work.

I have spoken to people who fondly recall this Newsletter and enjoyed it for the 10 years (1995-2005) that it was published on a monthly basis.

In looking back at our heritage, we have developed nostalgia for things that recall a simpler time. The Newsletter is one of those olde tyme things that worked so well, we are bringing it back.

In this return issue, we hope to "refresh the screen" on what we do. In the refresh, we bring along new talent.

Mason Viener will give a newer, fresher spin on tech. You may have heard him on ESPN or CBS Sports Radio. Check out his column in this month's issue of the Viener Report.

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What we do

The short answer is: we take software, computers and people and make them work better together. Here is a little longer answer...

We Make Software Work for You

With competition for customers heating up, the number one way to enhance your revenues is by serving your customers. To improve profits, you need to drive costs out of your business model. Viener offers systems that tackle these tasks and keep your customers happy. We help you bring your people and data together.

Here are a few examples:

- 1) Customer data at your fingertips
- 2) Inventory data ready to go
- 3) Service data updated, integrated and available

Knowing your customers, knowing the service history of equipment, keeping a sharp edge to your inventory and having one place to see it all it's the "holy grail" of customer service!

We don't make software but we make it work for YOU. Taking the best software from the top vendors, we put together the best software system for mid-market businesses.

"We want to do everything possible to make sure that your company is successful using the software and network. Our goal is your Return on the Investment (ROI)," said Connie Beach, Manager Viener4Gates.

"In the mid-market, in general, you don't want to have somebody make software just for you. The cost and risks are just too high. You want proven, repeatable software systems that fit your size of business. Viener has those solutions," said Wayne Viener, CEO of Viener4Gates.

To recap, we provide durable, proven solutions that your people can leverage to make a better company.

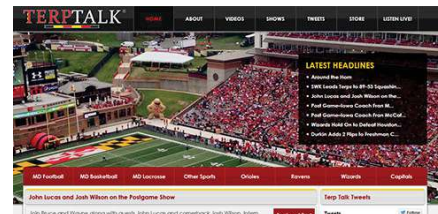
It Takes a Team

"It is like a sports team", says Mason Viener VP of Customer Experience, "We all have roles to play and need energy with consistency to win".

Our focus on team play helps to support your company from web development to network reliability. We love being integrated with our customers as part of their team.

Our web design team is a great value. It is easier to provide a consistent design for a business when you are already working with that company.

"We know our customers. Being onsite and working with someone gives you the knowledge to construct a site that shows what the customer is really about," adds Mason.



Getting through 2021

Technology moves and changes and so does our team.

Our team is evolving along with our partners to be more digital, with an increased presence online, and providing more resources to help you.

Change will continue as the New Normal becomes plain normal.

Here is an example: the user working from home (WFH) needs the **same level of security** along with backup and restore capabilities as they had in the office.

We can backup your system from anywhere across the Internet and provide excellent security tools for you to work safely outside of the company firewall. Or extend the office VPN to your home.

Being phished or internet scammed is a big threat. Consider getting enhanced tools that look for viruses, Trojans and the like. One of the best tools to prevent getting fooled is to invest in simple security training.

Viener4Gates is having classes on a regular basis. If you are interested, let us know.

Those thinking of **leveraging softphones** on their computers or having a second cell phone number on their existing cell phone the time is now.

Wayne has been using the office phone on his computer for a while and thinks it is a great solution. “When I show customers that they can have full desk phone capabilities on their notebook computer, many can’t believe it. The fact that they can easily use the

solution with no training is even better.” - Wayne Viener

We have solutions that are easy on the pocketbook as well as simple to use. Some of these are free to the end user. So if you want to know more about how to leverage your phone system, just ask us.

A list for getting through 2021 (or 2020 the extended version) can’t be made without talking about **Zoom or Teams**.



Our office now operates on Microsoft Teams for conference calls, video calls and note taking. Teams is integrated into your Office365, so you are already paying for it.

Teams already has built in transcription services, recording, calendar integration and more. Before you pay for Zoom, ask us about what Teams has to offer.

For all of these tools, we can help you make the best of the situation. All you need to do is ask, because Viener4Gates *Makes Your Company Work*.

The Sports Perspective by Mason Viener

Over the past 30 years, our team has been involved in a lot of projects. Great Plains, networks, remote work, NCR point of sale, web designs – you name it, we have been there.

Our group has some interesting hobbies. One of the most prominent is work in sports media. In the

Newsletter, there are going to be references to work on screen and on air with TV, podcasts and radio.

I run the #1 rated YoungTerps podcast (by Podomatic) and have appeared on ESPN+, CBS Sports Radio and with TerpTalk (covering the University of Maryland). Wayne has similar experiences, in years gone by on Fox5 in DC, NBC in Hagerstown, TerpTalk and CBS Sports Radio.

Miss Connie has also helped, appearing in live postgame shows from the field at Penn State and Rutgers football. Luis is the webmaster for TerpTalk.

These experiences, especially doing live work in front of a camera and a microphone, have given us direct insight on how live production works. “Live” work in front of a national audience gives you perspective on how decisions are made, and stress is handled.



The work of editing, video production and distribution is a much different experience than being

in front of the camera. Video and audio mixing requires a lot of patience to make a quality product. It is not as easy as it may seem.

Some advice that I can give you from being in front of the camera is to take any chance you get for a speaking engagement or as an expert panelist. It is scary at first, but it forces you to take a different look at your subject matter and if you come across well it can do wonders for your business network and opportunities.

The S21, Samsung's

Newest Phone

by Wayne

It's new, you can't even get it yet. All on pre-order. If you have an earlier generation Samsung, the S21 (named after 2021) is the model you want to upgrade to.

Faster, with a better camera, and improved intelligent design.

Here is the catch: if you already have a phone that works, why do you need this one?



We'll start our list with 2017's Samsung Galaxy S8 range. If you're still holding onto a five-year-old Galaxy S7 or older, it's almost certainly time to upgrade. If for no other reason than recent Android upgrades and security updates. You don't really want to be stuck on Android Oreo or older these days.

According to the Android Authority website - The same can be said for the Galaxy S8 and S8 Plus, which saw their last update to Android 9.0 Pie all the way back in 2019. We're now on Android 11, with Android 12 set to appear later in 2021. The importance of keeping your phone secure and up to date can't be understated.

We will add to that, if you use your phone for business, one has to worry about security. Old phone software is easier to hack.

Samsung's Galaxy S8 and S8 Plus still pack in some reasonable hardware, but are starting to feel a little dated. The phones' Exynos 8895/Snapdragon 835 processors still run better than many of today's mid-range phones.

However, the 8 series is far from today's bleeding-edge gaming performance on flagship devices. The handsets do still appear competitive in terms of features, boasting 4K video recording, an IP68 rating, and a headphone jack too. Fans of the phone can probably justify holding out a little longer if they really want.

Even so, performance, cameras, fast charging, and other bits and pieces are

all much improved these days. You'll definitely notice an upgrade moving to any phones in the more modern Samsung Galaxy S21 series.

Full disclosure here, we are a Samsung partner

The inside pitch - TBH (to be honest) I want one of these S21 phones. I have an S8+ and enjoy it well enough. It is a bit beat up and I blasted it back to factory settings a few times as the older Android OS has gotten slower.

I also want in on the 5G experience. There is no 5G in Rockville yet, but I would love to try the 5G in the cities listed as live on the 5G network. I used to travel, but ya know, COVID.

Verizon has the S21+ for \$999, which you can break that over a contract.

We will be back to you with a review of the S21 when we get it. Right now we are testing a Samsung Galaxy TabPro S, a 12.2 inch tablet with Windows 10. It's a super way to use

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