

Since 1991



The Viener Report

An accounting of the events
and news from Viener4Gates



Neil Agate, Zed Mervis (Mervis Diamond Importers) + Wayne Viener from 1998.

**Managed Services
IT Support
NCR Counterpoint
Web Design
VOIP Phones
CIO Services**

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A few of our old logos from 1991, Celebrating 30 Years



Microsoft Business Solutions
Networking Infrastructure Solutions

September 2021

VIENER4GATES[®]
Est. 1991

Since 1991

Newsletter

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Microsoft HP GreatPlains
NCR Lenovo Samsung
Watchguard Datto Nextiva
Corel Toshiba APC

News, Notes & Comments

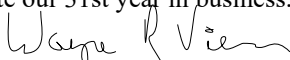
It has been a summer of growth for the consulting firm. We welcome new customers JMS Aviation, FBMac LLC, Family Foundations, Hart to Heart Ambulance Service, House Calls, Grant Riffkin + Strauss Law Firm, Genius100 and LYC Camet. We appreciate those who are upgrading to meet the challenges of new business like Plymouth Materials, the Plum, and International Social Services USA, Mountain Lake Pool and Patio.

That is a lot of successful project work that enables customers, new and old, to make better use of their time while adding capabilities to their businesses.

It take entrepreneurial vision and a faith in their own customers to move forward with technology investments. Here is to that spirit of innovation that powers America.

We understand and applaud that spirit. In our own practice we are looking to make improvements in our service software and your ability to communicate with us to make our collective operations easier to work with.

Thanks you all for your continued support as we navigate our 31st year in business.


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What we do

From an idea that Wayne had in the late 1980's to a technology leader in 2021, the 30 plus years of Viener4Gates is a story of perseverance and change.

The group is headlined by Wayne Viener, Neil Agate, Connie Beach and Mason Viener.

Technology leaders in group include Luis Mirones and Eric Moberg among others.

Viener4Gates has customers across the USA and has performed projects in Europe as well.

The company has expanded to include resources in Florida, California and Pennsylvania.

Key manufacturer relationships strengthen and broaden the company's reach. Featured partners like Microsoft, NCR, Samsung, HP, Dell, Watchguard and Nextiva power our group.

Our role with our customers is that of a business leader in bringing business and technology together.

Many rely on V4G to provide Chief Information Officer level support to their organization.

Here are a few areas that highlight our strengths:

Managed IT Services
Point of Sale
Hardware + Software
CIO Services
Web Development
Unified Communications

Managed Security
Infrastructure
Tech Support Service Desk

Since you are reading this newsletter, you are probably teaming with us for some portion of your services. If you see anything interesting in the services and products above, please let us know.

Perseverance

Q & A with team -

Q - What does it take to have a successful IT company?

Wayne: It takes the ability to change and learn new things. It takes the willingness to meet the customer's needs. You also have to see the outcomes and drive towards the results that you want.



Mason: You have to want to talk to people and get back to them. Sometimes the answer is positive and sometimes not, but you have to get back to the customer.

Q - Why is IT still attractive to you after 30 years?

Neil: I love software. I have been in this business while in college all the way to current day. What is exciting is that we are just at the beginning of the computer age.

For more on technology and why we love tech, check out our podcasts at www.viener4gates.com

Windows 11

By Yarden Hofer - We have been there before, a new Windows OS is released showcasing new features, capabilities, and applications. All of which sounds amazing... at least in theory. That is because every time a new OS is released, previously compatible tech is moved from the store shelves to the backroom.

Microsoft is currently on track to release Windows 11, which looks to revolutionize user security with new features. However, those new features are very demanding on the computer hardware that supports the new security features.



This raises a big question, who will have the chance to upgrade to Windows 11 without having to shelve their current system and hand over big bucks for a stronger and newer system?

Having looked at the proportion of PCs in use that were sold with Windows 10, only the newest and fastest seem ready for Windows 11. It can be expected that up to 80% of currently operable systems will not be compatible with Windows 11. Non-compatible hardware includes Intel 7th gen processors and AMDs Zen 1 architecture. There are even i9 processors on the not compatible list.

The benefit upgrading is to decrease the presence of security vulnerabilities as Microsoft stated, "Windows 11 raises the bar for security by requiring hardware that can enable protections like Windows Hello, Device Encryption, virtualization-based

security (VBS), hypervisor-protected code integrity (HVCI) and Secure Boot. The combination of these features has been shown to reduce malware by 60% on tested devices. To meet the principle, all Windows 11 supported CPUs have an embedded TPM, support secure boot, and support VBS and specific VBS capabilities." With upgrades like these, you can expect a more robust and secure system.



The current atmosphere surrounding the new operating system is one of mystery and confusion. Many do not know if their current systems will be supported.

There is however light on the horizon. We expect that the list of compatible processors will grow and for the October release date to be pushed back as no official date has been chosen as of late August 2021. Viener4Gates is preparing to tackle this looming change for you with over 30 years' worth of experience in upgrading aging systems and implementing new ones.

Digital Signs

We walk into a restaurant or deli and look up at the dazzling digital menu board. Or you go to a store and see the sales items and upsells in full motion color on a digital sign board. Or a music venue updating coming events and imprinting that in the mind of the customer. The future is here

and it is "live and in color".

With recent advancements in technology lots of business owners have found it affordable to use digital signs. This is where Samsung and Viener4Gates come into play.

We have done the research for you and found the impressive positive statistics that are a direct result of upgrading those internal systems. Sales are up along with customer engagement.

Nearly all the businesses found the installation of a digital sign paid for itself in less than a year and contributed positively to the business's bottom line for the remainder of its life cycle. - The University of Cincinnati

With Samsung's development of zero bezel screens, you can now display images and text in tighter spaces while improving visibility and grasping stronger attention from consumers.

Motion graphics on Samsung's business televisions are stunning. The benefits are too strong to ignore. Consider being able to update pricing with just a few clicks, or perhaps highlight your newest promotions and upsell your customers on more items. Samsung has the technology to grab your customers attention and increase sales.

"We're leveraging technology to improve and modernize the way we connect with customers," CEO Steve Easterbrook (McDonalds)

Call Viener4Gates to find out how to make digital signs work for your business. For more on digital signs visit www.viener4gates.com

The S21, Samsung's Newest Phone

by Wayne Viener

Update - we have the new S21 and the photos and video is outstanding. For those that check out our Maryland videos on TerpTalk.com, all the 2021 football season videos were shot on the S21.

Welcome to Yarden and Sandeep

We welcome our newest Associates, Yarden Hofer and Sandeep Prasad.



You will see Yarden (pictured left) and Sandeep at your

project sites over the next few months.

Sandeep specializes in Customer Care and systems. Yarden specializes in Customer Care, digital information and marketing.

We look forward to continued growth to *Make Your Company Work.*

Teaming with Celebree to support MedStar Franklin Square NICU

On October 8th, Celebree School is hosting a fundraiser to support the Neonatal Intensive Care Unit at Franklin Square in Baltimore.



Mason Viener spearheaded the effort to have

Viener4Gates be the Premiere Sponsor of the event.

“We enjoy supporting the community. Celebree brought this opportunity to us and we jumped right in”, said Mason Viener. The event is set for Challedon in Mt Airy.



Viener4Gates teamed with Nextiva, our VOIP phone services partner, to sponsor the event. “Nextiva is a great company to work with. The VOIP

phone service is reliable and well priced. The equipment is top-notch and the customer service is really good” - Mason Viener.

Nextiva and Viener co-created the “powered by Nextiva” logo for Viener4Gates to use over the next few months as Neil Agate rolls out the Hybrid Work plan.

Hybrid Work is the current default work status meaning that companies have employees both in the office and at home.

On the Fan 105.7



For those in the Baltimore market, listen to our new advertising campaign on 105.7 Sports Radio, the #1 sports station in Maryland and the radio home of the Terps.

The campaign is centered on the new Hybrid work environment where employees are working from home, on the road and/or in the office.

Microsoft + Nextiva have great solutions from telephone systems, team meetings + CRM that work the same in your office, on your cell phone or from home.