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Events

6/13 - Join WorkSmart and thousands of walkers, runners and spectators in the 2009 Komen NC Triangle Race for the Cure on Saturday, June 13. Visit the [Race for the Cure website](#) for more information

6/17 - WorkSmart presents: "Protection & Recovery: A Business Continuity Plan"
Enjoy breakfast while learning how to protect your data from potential disasters and threats- without incurring high costs!

6/19 - Microsoft CEO Steve Ballmer to Headline NCTA's Charlotte Conference! Visit the [NCTA website](#) for more information.

"If you want to achieve widespread impact and lasting value, be bold."

Howard Shultz, American entrepreneur, chairman of Starbucks

Letter from the Editor:

E-mail is a universal tool in any business- no matter the mission. It was first used in business to allow efficient, asynchronous communication between multiple people, regardless of their physical whereabouts. However, because of today's ever-changing web environment, it is important that we proactively maintain our e-mail to be most effective and useful. What does your inbox look like?

Ron Unger
CEO, WorkSmart

Survive the E-Mail Flood with Better Storage

E-mail has moved beyond business convenience into the role of strategic communication tool. Along with all of its tremendous benefits, however, e-mail systems have also introduced various challenges: storage, access and compliance.

[Read more](#) about how to effectively manage your e-mail.

E-mail Security a Growing Business Need

Over the last decade, the Internet has become an integral day-to-day business tool, helping organizations to easily access and deliver information and communicate within the office or around the globe. As e-mail usage has grown, so have the number of threats and risks to business that use this tool.

Learn how to optimize email security in your organization - [click here](#).

Get E-mail Addresses

Unlike the offline world, where consumers get junk mail daily and simply toss it into the recycling bin, unwanted e-mail messages offend people and trigger nasty

Rapid Response

Our team began using Rapid Responses during the last week of March. This feature aids with keeping valuable information in our ticketing system. Before its implementation, a client's email that was sent to an individual technician had a high chance of being lost in the shuffle. By using rapid response we can help guarantee that our correspondence is documented.

Both WorkSmart and our clients will find this valuable. Any WorkSmart employee can open a ticket and see all resolution notes and anyone's correspondence. The clients will see this when they receive automated status messages or review a ticket through the customer portal. This eliminates any questions regarding ticket statuses.

When a technician's sends a question via Rapid Response, the client's simply replies with the requested information. The direct response is then captured in the ticket, reducing delays and the chance that the information may not make it to the assigned tech.

When a tech has an update or question for a client, they now open a messaging window from within our ticketing system and send the message to the contact listed on the ticket. If deemed necessary to inform a primary contact or on-site technician of the status, we have the ability to include other email addresses.

Clients will receive communication from help@worksmart.com and should reply to that message if information is required from their end. That reply message will be added to the top of the notes in the ticket for the tech to view the next time they open it.

If you have any questions, please contact Support Center Manager, Jason Wood at 919.484.1010.

WorkSmartWire is brought to you by WorkSmart, an Information Technology provider offering services and solutions to business, government, and education

replies. People are more protective than ever of their e-mail addresses.

[Click here](#) to read more about how to build a database of e-mails – legitimately.

Client Focus:

Susan G. Komen for the Cure® NC Triangle Affiliate

Susan G. Komen for the Cure® is the world's largest and most progressive grassroots network of breast cancer survivors and activists - the only grassroots organization fighting to cure breast cancer at every stage, from the causes to the cures and the pain and anxiety of every moment in between.



With funds raised through events like the Race for the Cure®, the Komen NC Triangle Affiliate has invested more than \$8 million since 1997 in local education, screening and treatment programs for underserved women, including \$1.5 million in 2008 community health grants.

Seventy-five percent of all funds generated by Komen NC Triangle stay in the local area while the remaining income goes to Komen for the Cure's Grants Program supporting innovative research toward finding the cure.

WorkSmart is proud to partner with such a great organization who is tremendously dedicated to their mission. We hope that we can help further their fight against breast cancer.

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Team Member Spotlight: Adam Wehman

WorkSmart strives to be the premier provider in Information Technology services. With colleagues like Adam, this initiative is possible.

"Adam constantly exceeds client's expectations by providing excellent customer service with technical solutions to make the client's business more productive." -Patrick Arnev. Service Manager at WorkSmart

throughout North Carolina and surrounding states.

With the philosophy that reliable IT services require dedication, responsiveness, and accountability, WorkSmart partners with clients to provide managed services, onsite and helpdesk support, computer network design and implementation services, and web development.

WorkSmart is headquartered in Raleigh-Durham with branch offices in Charlotte and Greensboro and onsite support partners across the U.S. Visit www.worksmart.com to learn more.

Contact WorkSmart

888.484.1012
info@worksmart.com
www.worksmart.com



Adam joined the WorkSmart team in May as a result of the CTS acquisition. Prior to his joining the WorkSmart team, he had worked for Carolina Technology Solutions for almost 2 years. His colleagues describe him as possessing a great sense of humor (last May he ate a nine-patty burger in twenty minutes to break a record and have his name posted in a restaurant) and a tremendous dedication to the Pittsburgh Steelers. Professionally, he provides top-notch customer service even in the most difficult of situations. He is eager to learn new products and add to his technical skill set. His experience, knowledge and attitude are invaluable to our mission.

"I appreciate the fact that Adam continues to go above and beyond to meet our needs and ensure our crazy network is safe and secure. Having him to support us takes away so much stress and insecurity when it comes to IT issues!" Debbie Blanton, Organizational Development Director, [Animal Medical Hospital](#)

"Overall, he is an outstanding person that really excels in providing great customer satisfaction – a key area for our clients when trying to understand technology!" – Greg Miller, General Manager at WorkSmart

In order for you to get to know him better, we asked him a few questions. Here are his answers:

Hometown: Ellwood City, PA

Favorite Flavor of Kool-Aid: Cherry

Favorite Beverage: Coffee

If you could be on a TV show, what would it be? Monday Night Football

Favorite Cable Network: Science Channel or History Channel (It's a tie)

Favorite Music Genre: Hard Stuff

If you have to choose a movie title for your life story, what would it be?
The Jerk

Favorite Hobby: Video Games and Darts

Do you have or wish you had a catch phrase? What would it be: "If it ain't broke, don't fix it"

Last purchase at the mall: Clothes for vacation

Favorite month: February (if the Steelers are in the Super Bowl)

Do you play any musical instruments? I play a mean guitar on rock band!

Can you sing? No – I spare people the pain of hearing me sing

What do you wish you were doing right now? Golfing

One place you could travel right now: Somewhere out of cell phone range!

At the beach, would you rather play in the sand, or play in the water?
Sand – I dissolve in water

Anything else you would like to comment on? The Steelers are the best NFL Franchise in history!

