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Global Newsletter January 2010

Your Technology Needs in 2010

At this time of year, many technology experts unleash their predictions for the next 12 months. Instead, Computer Troubleshooters surveyed you, our clients, to find out what you want to see in 2010. Your responses did not include house-cleaning robots or flying cars, but focused on better core technology components like security, file sharing and internet browsing. Here's what you told us will be important in 2010:

Protection: Were new gadgets on the top of your wish list? Actually no, the majority of our clients still just want to know that they are protected against viruses, spyware and hackers. Though many software programs can now be found containing anti-virus, anti-malware, anti-spyware, anti-spam and firewall capabilities, it's still number one on your list to know that you have the right protection and that it's working to block the latest threats.

Upgrades & Replacements: Whether it's for increased speed or improved reliability, 2010 will see many of you upgrading your computer systems. You used to only need a computer to write documents and spreadsheets, send emails and browse mainly text-based websites. Now you need it to handle things like video sharing and web conferencing, which are placing unprecedented demands on your old software and hardware. Computer Troubleshooters can help you choose the right edition of Windows 7 or replace your old, bulky CRT monitor.

Problem-prevention: This year, more business clients want their computer problems to be prevented in the first place. With Computer Troubleshooters monitoring your systems, you'll find out about important errors that are currently going unnoticed, so they can be fixed before they cause bigger problems and 'unexpectedly' crash your computer.

Remote support: Secure connections across the internet mean that you won't have to wait for us to drive to your site and we'll be able to see exactly what you see on your screen. Although this isn't new in 2010, we're hoping the adoption of this technology will increase this year so we can fix more problems, faster.

Netbooks: Have you seen any very cheap deals on laptop or notebook computers? Check again and see if they are actually 'netbooks'. These small, slim, lightweight notebooks are designed mainly for using the internet and are less powerful than full-featured notebooks. As interest in netbooks grows, 2010 will see even greater growth in the netbook market.

Mobile web access: Large screens in slim mobile phones and improved mobile data coverage now place the internet in your pocket. Mobile versions of popular websites already exist, designed to reduce the clutter and display better on mobile phones. If you want to attract this generation of people to your business, launch a mobile version of your website.

Home technology: Home computers have become less about information processing and more about entertainment and keeping in touch. An increase in the usage of digital music and videos is driving a need for even more storage space in your home computer. And with many homes now having more than one computer, music and video sharing should become even easier. Though we've yet to see internet-connected refrigerators go mainstream, entertainment devices like Blu-Ray players and game consoles now want internet access. We wonder what's next!

Talk to your local Computer Troubleshooter about how to use this year's advances in technology to make your life easier.



**Contact your local Computer
Troubleshooters**

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