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VOLUME 1 · ISSUE 2

August 2020

Dear Valued Customer

The last few months have been very different for all of us. Unlike usual, we've all be unable to participate in community events, something most of us really enjoy. Besides missing the people and opportunity for relationship building, we know that this presents a challenge for everyone, including our local non-profit organizations. That's why PenTeleData has continued to support the many worthy causes that have always counted on us. We're proud to serve some of the area's largest health networks, sports teams, and businesses. Our donations to them help support the causes they are passionate about, for example, the Lehigh Valley IronPigs and their IronPigs Charities, who have been supporting educational and recreational opportunities for Lehigh Valley youth since 2007. We also recognize the extraordinary effort of our healthcare organizations, who have gone above and beyond to care for our communities and are glad to support the work they do. We couldn't do any of this without our customers. We say it all the time, but it's always worth repeating: Thank YOU for your business and continued support.

Jaime Mendes
Vice-President of Operations
PenTeleData

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OUR FAST CONTEST

At what speed does the SpaceX craft orbit the earth? (mph)

One lucky winner will receive a \$150 Amazon gift card.

Rack your brain and figure out the answer to the brain teaser. Then send us an e-mail with your full name, address, daytime telephone number (where we can contact you), and the answer to the brain teaser below, to chat@corp.ptd.net All entries must be received by 8/31/20. Good Luck! PenTeleData

FAST CONNECTIONS

WORK PRODUCTIVITY APP

Microsoft Teams

If you are working remotely, you may benefit from using Microsoft Teams. Microsoft Teams is a messaging platform for the workplace, with top features such as Office 365 integration and great organization tools. Team members can use audio and video calling options that help reduce the need for unnecessary in-person meetings. Teams brings everything together in a shared workspace—letting you work from anywhere and making it easy for your team to chat, collaborate on files, and work with favorite apps.

For more information, visit:
<https://products.office.com/en-US/microsoft-teams/group-chat-software>

E-COMMERCE STATISTICS

Most of us appreciate the convenience of online shopping. Here are a few statistics (we can probably assume these have increased dramatically during the last few months):

- > There are **2.05 billion people who shop online.**
- > **47% of all global retail sales are made online.**
- > In Q1 2019, **28% of online sales took place on mobile devices.**
- > In 2019, retail e-commerce sales worldwide amounted to 3.53 trillion US dollars.
- > The top 100 **online marketplaces sold \$203 trillion in goods in 2019.**
- > Amazon alone sold \$275.86 billion in goods. \$160 billion of it came from marketplace merchants.)
- > 83% of U.S. consumers leveraged data from e-commerce websites to inform their retail shopping experiences.
- > The **average online order value** varies depending on device:
 - Desktop: \$128.08
 - Mobile: \$96.88
 - Tablet: \$86.47
 - Other: \$80.06

MEET OUR TEAM

Meet Jaime, Our Vice President of Operations



Jaime was born in Portugal and moved to the United States at age eight. A year later, he began working at a local music shop on Delaware Avenue in Palmerton, PA, gradually assuming more responsibility each year until he eventually managed the store and the day-to-day operations.

At age 23, he began working for Blue Ridge Communications, providing technical assistance and customer support. In 1995, he assumed the responsibility of overseeing the Pencor Wireless and managing the Verizon Wireless agent program. When the Pencor Superstore opened in 1997, it did so with Jaime as the Store Manager.

At that same time, Jaime became the Manager of Palmerton Long Distance. His sales skills coupled with his hard work and dedication to customer service and satisfaction eventually led him to become the Chief Administrative Officer of PenTeleData in 2003, where he managed the Customer Service, Marketing, Billing and Sales Departments. In March 2014, he was named Vice President of Operations.

He currently serves as the Assistant Secretary for the Pencor Services, Inc. corporate boards for Palmerton Telephone Company and Pencor Wireless and Vice President of Operations for PenTeleData and Palmerton Long Distance. He also dedicates some of his time with local nonprofits.

Jaime and his wife Sharon are the proud parents of five children. They feel fortunate to have much of their large extended family living in the nearby area.

I.T. CORNER

I.T. Services Corner: Remote Proactive Management (RPM)

The world of technology is always changing. Staying on top of things is tough. Getting out in front of malicious attacks and exploits requires constant updates, upgrades, and patching. This can be daunting, but you can rest easy when you know it is being taken care of by professionals. PenTeleData's Remote Proactive Management (RPM) service is for any customer wishing to remain hands-off yet have peace of mind with their IT infrastructure. We offer with subscription levels that make sense for any budget, and for any device, such as servers, workstations, laptops, routers, switches, and access points.

PenTeleData IT Services can remotely install the required software on your network to manage your entire IT infrastructure. Once the software is installed, we have tools to effectively support you with remote access tools, monitoring of system health, managed antivirus, and patch management. Most things can be handled without us having to dispatch a technician on-site. Still, should the need arise, we can dispatch to the customer location with added knowledge and tools to make the service request more efficient.

Be proactive: the time to subscribe to Remote Proactive Management is before you have an issue. Most hackers take advantage of known exploits in code and vulnerable entry points like outdated firmware on network devices, outdated operating systems, and unpatched third-party applications such as Adobe and Java. Having RPM services will help to ensure those exploits are taken care of before it an attack happens.

To learn more, please contact your PenTeleData account representative or call PenTeleData IT Services directly at 1-877-610-9090.

