



# P&L COMPANIES

## December Newsletter

### President's Corner

By Phil Lieber

Well, here in the Midwest we are just getting back to normal after a major snow storm followed by cold and 50mph winds. It's been awhile since we have experienced this type of storm. Just like the economy though, when it seems like there is no ray of sunshine, low and behold the sun comes out and, although a slow process, we get back to "normal".

Defining normal is the challenge. Survivors of the recent economy have had to become better business owners and focus on delivering even more value to their customers and at the same time do it more efficiently. In the long run we all win!

**P&L Companies**  
4131 S 143rd Cir  
Omaha, NE 68137  
402-330-9580  
800-698-1686

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### P&L Technology Success Story

By Steve Heller

Unless you've been out of the country for the last 2 weeks, you know that just about the entire country was affected by some kind of weather. Locally we were blanketed by a foot of snow that left most businesses operating with far less staff or closed completely due to the inability of employees to make it in to work. From a safety perspective, several businesses even encouraged employees to stay at home rather than risk injury on the roadways. So what is an employee left at home to do?? If they are a P&L Technology customer that means there is no escape from work as they work remotely from home as if they are in the office. Our service desk personnel not only were all accounted for on the service desk but they spent most of the day assisting users to get set up on what it called VPN access. VPN stands for Virtual Private Network and allows employees working from home to access their computer as if they were in the office. All settings and access to the network are exactly as if they were sitting at their desk. Service desk personnel sent users numbered instructions so they could set themselves up and even had the ability to interface with them via the internet to do it for them. So long as the user had an internet connection they could go to a website, enter a pin code given to them by the service desk tech, and then gain access to support just as they would in the office. By utilizing VPN access, P&L customers are able to keep employees productive even when mother nature has other ideas.



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Technology Solutions that Work for Business



### Getting Started with 2nd-Byte

By Sam Schlegelmilch

From the looks of things, we will have a white Christmas; which is just fine with my eight year old. This time of year is so much fun for kids, with snow days, holidays, and presents, I can understand her point of view. One of the more popular gifts this time of the year is IT equipment. I say this from experience, as I have had quite a few readers of this news letter purchase equipment from 2nd-Byte for gifts. Also, one of the more frequent practices after receiving a new laptop or desktop is to give your existing unit to another family member or close friend. As I'm very much into recycling equipment, please keep in mind that once that computer is out of your possession, you'll no longer have control over any confidential data residing on the hard drive. As mentioned previously, deleting files and emptying the Recycle

Bin will not permanently remove confidential data from the hard drive, and neither will reloading the operating system or reformatting the hard drive. The only way to erase confidential data from a hard drive is to overwrite the drive with random information. Even if you're not concerned about that family member or close friend finding anything confidential, who knows where that computer might end up after that person is done with it...in a trash bin for someone to snatch up and dig for leftover hard drive information?

At 2nd-Byte, we have the tools and the technology required to completely sanitize your hard drive, and it is very inexpensive. If this is an issue facing your company, please feel free to call me at 2nd-Byte and I'll be happy to walk you through how this process works; (402) 861-7536

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## Technology Tip

By Kyle Swanda

### Internet Explorer Tips

With the start of Windows XP, a lot of the dialog boxes you fill out online have a feature call AutoComplete. When you start typing in your name or email address, Internet Explorer will start following along and suggest other things you may have typed in there. You can easily click or down arrow to the correct selection, hit enter, and have it fill the rest out for you. You will also notice this same feature in the address bar as well.

But what if you make a typo or have something in there that you don't want anyone else to notice? They are easy enough to get rid of. Press the down-arrow key to highlight the entry you want to get rid of, and hit the delete key. All gone!

However, you may still be left with some entries in your address bar. This is because Internet Explorer also checks your history for the information as well. This is easily enough cleaned up by going to the Internet Options under the Tools menu in Internet Explorer. Click on the Content

tab and then the AutoComplete Settings. Here you can change the settings for all AutoComplete use in Internet Explorer and delete the history by clicking the button.

Also, here are some quick Keyboard Shortcuts that might save you some time, for those on the Internet a lot. Most of these work in Internet Explorer and some may work in Firefox as well.

CTRL + N – New Window  
CTRL + T – New Tab  
CTRL + W – Close Current Tab  
ALT + F4 – Close Current Window  
ALT + Left Arrow – Back  
ALT + Right Arrow – Forward  
F11 – Full Screen (toggle)  
CTRL + F – Find on Page  
CTRL + D – Add to Favorites  
CTRL + R – Reload Page  
ESC – Stop

There are many more, but these are a few I use on a daily basis. Give them a try and you might be surprised out how much time they save once you get used to them!

## Recently Completed Transactions

By Phil Lieber

- A local hospital is opening a new location and selected P&L Capital to manage its technology rotation.
- A local law firm is on its 2<sup>nd</sup> rotation of servers and feels that by rotating the computer equipment, they keep technology current, which ultimately provides better service to their clients
- An east coast company selected P&L Capital due to its flexibility and common sense approach to business.

## Company Spotlight: Grafton & Associates, PC

By Matt Lieber

Grafton & Associates, PC Lincoln, Nebraska was founded by Tom Grafton in 1992. Tom has over 30 years of expertise as a Certified Public Accountant. With a staff of eleven, Grafton is a full-service accounting, auditing and tax firm utilizing leading edge technology to serve their clients. Grafton's team of experienced accountants and consultants not only give you the numbers, they also explain what those numbers mean to you, your business, and your family. They work with their clients to shape events that could happen, not just record what has happened. They offer a wide variety of services for individuals and businesses, tax preparation, general business, tax, succession and retirement planning, software selection and implementation and many other accounting, bookkeeping and tax-related services.

Over the years, Grafton & Associates has gained industry expertise to become a leader in a wide variety of entities such as small business, non profits, banks, and realtors to name a few. They take pride in the belief that no client is too small to benefit from their services, yet they have the knowledge, experience and personnel to accommodate many of the larger, growing companies throughout our community. When you are their client, they determine what is important to you and provide an individual package of services tailored to meet your specific needs.

In today's competitive environment, you need an accounting firm that can help during each stage of your company's life. You need a firm that can understand your unique needs and help you reach and surpass your goals. For more information contact Tom Grafton by telephone at 402-486-3600 or by email at [tom@geacpa.com](mailto:tom@geacpa.com). You can also visit their redesigned website at [www.graftoncpa.net](http://www.graftoncpa.net).

