

AUGUST

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DRP
SOLUTIONS

IT SECURITY STRATEGY: IN-HOUSE OR OUTSOURCE? WHAT YOU NEED TO KNOW

HEARD OF VOIP?
HERE'S WHY IT'S THE
BEST CALL YOU'LL MAKE

PURE OR POLLUTED?
THE TRUTH ABOUT SPRING WATER

PRINTING ESSENTIALS
3 KEY CONSIDERATIONS FOR
OFFICE MANAGERS

+

Solutions

SOLUTIONS



‘Every workflow issue has a solution—you just haven’t found it yet. But with us, you will.’

MITCH COHEN
CHIEF EXECUTIVE OFFICER

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CUT COSTS
BOOST CONNECTIONS

ENDLESS POSSIBILITIES WITH VOICE OVER IP



THE BEST CALL YOU'LL EVER MAKE VOIP



WELCOME TO THE NEW STANDARD IN BUSINESS COMMUNICATIONS

In today's fast-paced, digitally driven world, businesses can't afford to fall behind when it comes to how they communicate—both internally and with customers. One technology that has redefined the landscape of modern communications is Voice over Internet Protocol, better known as VoIP. Whether you're running a small startup or managing a large enterprise, VoIP provides an efficient, flexible, and cost-effective way to stay connected. But what exactly is VoIP, and why is it quickly becoming the go-to standard for businesses of all sizes?

WHAT IS VOICE OVER IP?

Voice over IP is a technology that allows you to make voice calls using a broadband internet connection instead of a traditional phone line. Instead of voice signals traveling through copper wires (as with landlines), VoIP converts those signals into digital data packets that travel over the internet. This allows businesses to make calls from desktops, laptops, VoIP-enabled phones, and even mobile devices

But VoIP is far more than just an internet phone service. It often integrates with video conferencing, voicemail-to-email, mobile apps, CRM tools, and other digital platforms to streamline communications and improve overall productivity.

TOP BENEFITS TO KNOW BEFORE YOU GO

1. Cost Savings

One of the biggest drivers of VoIP adoption is the potential for significant cost reduction. With VoIP, long-distance and international calls are much cheaper—or even free—compared to traditional telephony. Plus, there's no need to maintain expensive on-site PBX hardware.

2. Scalability

VoIP systems are highly scalable. As your business grows, adding new users is as simple as assigning a license or adding a device. There's no need for complex rewiring or hardware expansion.

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With VOIP businesses no longer need to worry about missed calls due to hardware failure or outages.

3. Flexibility and Mobility

VoIP allows employees to make and receive calls from anywhere with an internet connection. Whether your team is remote, in-office, or hybrid, VoIP ensures they stay connected and productive.

4. Advanced Features

Most VoIP systems come with a suite of features like auto-attendants, voicemail-to-email, call forwarding, call analytics, and video conferencing—all of which enhance the customer experience and improve internal operations.

5. Integration with Other Business Tools

VoIP can integrate with CRMs, helpdesk platforms, project management tools, and more, helping your team streamline workflow and improve customer service.

6. Reliability and Redundancy

With modern VoIP providers offering cloud-based infrastructure and failover options, businesses no longer need to worry about missed calls due to hardware failure or outages.



QUESTIONS TO ASK A POTENTIAL VOIP PROVIDER

Choosing the right VoIP provider is crucial to getting the most value and performance from your investment. Before signing a contract or committing to a solution, here are some important questions to ask:

What features are included in your basic plan?

Understand what's included and what's considered an add-on or extra cost.

How is call quality ensured and maintained?

Ask about jitter, latency, and packet loss prevention. Look for providers that offer QoS (Quality of Service) capabilities.

Do you offer 24/7 support and how is it accessed?

Support availability is critical, especially for businesses that operate outside standard hours.

Is the system compatible with our existing hardware and software?

Find out whether your current phones, headsets, or CRMs can integrate with the VoIP system.

What is your uptime guarantee or SLA (Service Level Agreement)?

Look for providers that guarantee 99.9% uptime or better.

What security measures are in place to protect communications?

Ensure the provider offers encryption, secure data centers, and compliance with relevant regulations (e.g., HIPAA, GDPR).

Can we scale services up or down as needed?

Flexibility is important as your team grows or contracts.

Are mobile apps and remote features included?

For a modern workforce, mobile compatibility and remote functionality are must-haves.

What are the setup and onboarding processes like?

Some providers offer white-glove onboarding, while others leave much of it to the customer.

Can I port our existing numbers?

Keeping your current business numbers is vital for continuity and customer recognition.

IF YOU WANT TO MAKE THE RIGHT VOIP CALL, THAT WOULD BE US

VoIP is more than just a trend—it's a strategic investment in the future of your business communications. If you're ready to explore your options or just want to talk through the basics, contact DRP Solutions today. We'll help you navigate the process, find the right solution, and get your team communicating better than ever.





ABOVE: Had a great time at the LIBI Summer Mixer, hosted by Tritec at its Ronkonkoma headquarters, and co-hosted by DRP Solutions. Pictured here are Mitchell Cohen, Jennifer Thompson and Anthony Bulla

OUT AND ABOUT

BELOW: DRP's gleaming white delivery van arrived earlier this summer and Mitchell Cohen and Thomas Capuano can't wait to load it up for its first run.





INFO TECH

KEY FACTORS EVERY BUSINESS SHOULD CONSIDER WHEN EVALUATING IT SECURITY STRATEGY

Cybersecurity is no longer just a technical concern—it's a business-critical function. As cyber threats grow more advanced and more frequent, companies of all sizes face tough decisions about how to protect their data, systems, and customer trust. One of the most important decisions? Whether to manage IT security in-house or outsource it to a third-party expert.

There's no one-size-fits-all answer. Every business must weigh its resources, risk tolerance, and long-term goals. But when it comes to evaluating your options, three core considerations should drive your decision-making.

DEPTH OF EXPERIENCE, AVAILABILITY OF RESOURCES

IT security demands specialized skills that are hard to come by—and even harder to keep. Threat landscapes evolve constantly, and staying ahead of cybercriminals requires deep, up-to-date knowledge of everything from endpoint protection to cloud security, compliance, and user behavior analytics. Before deciding to manage security in-house, ask yourself: Do we have the talent and time to stay on top of this? For many businesses, the answer is no.

Skilled cybersecurity professionals are in high demand, and building a robust internal security team can take time and significant investment. Outsourcing to a security-focused provider gives you immediate access to a team of trained experts and enterprise-grade tools. They live and breathe cybersecurity, allowing your internal staff to focus on other priorities without sacrificing protection.

COST CONTROL, SCALABILITY

Managing IT security in-house isn't just about salaries—it includes software licenses, infrastructure, training, monitoring tools, and ongoing education. Those costs can quickly balloon, especially for small to mid-sized businesses.

Outsourcing can help control these expenses through flexible, scalable service models. You pay for what you need—no more, no less. And as your company grows or your security needs evolve, your provider can adjust services accordingly. That scalability also helps your business respond more quickly to new threats or changes in your operations. In contrast, internal security teams may struggle to ramp up protection quickly without hiring or retooling.

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RISK MANAGEMENT AND COMPLIANCE

If your business handles sensitive data, regulatory compliance is non-negotiable. Industries like healthcare, finance, and education face steep penalties for violations of laws like HIPAA, PCI-DSS, and GDPR. Even outside those fields, customers and partners increasingly expect proof of strong data protection practices.

Managing compliance and risk in-house requires deep knowledge of regulatory frameworks and a commitment to constant monitoring, documentation, and audit readiness. For many businesses, this level of effort is outside their wheelhouse.

Outsourced IT security partners specialize in risk assessment, compliance alignment, and incident response. They can help ensure that your company isn't just reacting to threats but proactively reducing exposure—and meeting legal obligations in the process.


FINAL THOUGHT

Choosing between in-house and outsourced IT security isn't just a technical decision—it's a strategic one. By closely evaluating your internal capabilities, cost structure, and risk profile, you can decide which approach best supports your long-term goals. Whether you build internally or partner with a trusted provider, the most important thing is to act—because in today's digital environment, doing nothing is the greatest risk of all

IF YOU WANT TO MAKE THE RIGHT IT CALL, **THAT WOULD BE US**

Every business relies on a strong Information Technology infrastructure. From cabling and data servers to WiFi, cybersecurity, software and computer hardware, a company's digital footprint determines the overall success of its employees. DRP Solutions offers a strong variety of IT programs to meet any company's needs. We provide a comprehensive Managed IT service plan, an array of individual IT projects and unique document solutions which all improve the function and efficiency of today's office environment.

FIERCE PROTECTION. RELENTLESS VIGILANCE. CYBERSECURITY WITH BITE.



COPIERS/MFPS

PRODUCTION PRINT

WIDE FORMAT

THAT WOULD BE US

When you need a print solution that doesn't break the budget.

When your team prints smarter,
faster, and more securely .

When your copier stops being a bottleneck and
becomes a productivity tool.

At DRP Solutions, we help businesses cut costs, streamline workflows, and scale smarter with Konica Minolta technology. From strategic planning to seamless deployment, our expertise delivers real results where it matters most — your bottom line.



THAT WOULD BE US.

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PRINTING ESSENTIALS

CHOOSING A NEW MULTIFUNCTION PRINTER: 3 ESSENTIAL CONSIDERATIONS FOR OFFICE MANAGERS

When it comes to managing a busy office, few pieces of equipment are as central to daily operations as the multifunction printer (MFP). These devices handle a range of tasks—printing, scanning, copying, and often faxing—and are used by nearly every team member. So, when it's time to procure a new one, the decision isn't just about replacing a machine—it's about choosing the right tool to support productivity, cost-efficiency, and long-term reliability. Here are the three most important considerations every office manager should have top of mind, along with key questions to guide the selection process.

Functionality That Aligns with Office Needs

Not every office uses a printer the same way. A small legal office may prioritize high-quality scanning and secure document handling, while a marketing firm may need color accuracy and fast output speeds. The right MFP should meet the specific demands of your workflow and help you avoid overpaying for features you'll never use. Ask yourself:

- What tasks do we use our printer for the most—printing, scanning, copying, or faxing?
- How many users will share this device, and how frequently?
- Do we need color printing or will black-and-white suffice?
- Is mobile or cloud printing important for our team?

Total Cost of Ownership

Purchase price is just the beginning. Supplies like toner, paper, and maintenance services can add up quickly. Evaluating the total cost of ownership gives you a realistic picture of long-term expenses.

Ask yourself:

- What are the costs of consumables such as toner or ink cartridges?
- How many pages can we expect to print per month (duty cycle), and what is the cost per page?
- What kind of warranty or service agreement comes with the device?
- Is there a lease or managed print services option that offers predictable monthly costs?

Security and Integration with Existing System

Printers are often overlooked as potential points of vulnerability in an office network, but modern MFPs are highly connected devices. Ensuring that your printer offers up-to-date security features and integrates smoothly with your office's existing systems is essential.

Ask yourself:

- Does the printer offer secure printing, user authentication, or encryption features?
- Can it integrate with our existing document management or cloud storage systems (e.g., SharePoint, Google Drive, Dropbox)?
- Will it support remote printing or mobile device access while maintaining security standards?

A secure and connected MFP not only protects sensitive documents but also helps streamline digital workflows.



OUT AND ABOUT

Summer Kick-Off event with the ACLD Foundation.



HEALTHY HYDRATION

SPRING WATER VS. FILTERED DISPENSER WATER

When it comes to hydration, many people don't think twice about where their water comes from—but the difference between bottled spring water and sanitized, filtered water from a dispenser is worth knowing, especially for workplaces or households looking to balance health, convenience, and cost.

Bottled Spring Water: Sourced from Nature

Spring water is collected from a natural underground source where the water flows to the surface. It typically contains a range of naturally occurring minerals like calcium, magnesium, and potassium. These minerals can give spring water a distinctive taste and may contribute to health benefits, depending on the specific source.

Spring water is regulated to ensure it meets safety standards, and many brands emphasize purity by bottling it at the source. However, the environmental impact of single-use plastic bottles and transportation can't be overlooked.

Filtered Dispenser Water: Clean and Consistent

Filtered water from a dispenser is often sourced from municipal supplies but goes through additional purification processes—such as carbon filtration, reverse osmosis, or UV sanitation—to remove impurities, chlorine, and potential contaminants. The result is a consistent, neutral-tasting water that's safe and pleasant to drink.

Dispensers offer a sustainable, cost-effective way to provide clean water without the need for continuous plastic waste. Many office and home water systems now include multi-stage filtration, ensuring quality and safety on demand.

Which One Should You Choose? If you prefer the natural mineral profile and taste of spring water, bottled options may appeal to you. But if consistency, sanitation, and eco-consciousness are more important, a filtered water dispenser is likely the smarter choice.

Ultimately, both types provide safe hydration—it just depends on what factors matter most to you or your organization.



POINT-OF-USE WATER PURIFICATION SYSTEMS

THAT WOULD BE US

Say goodbye to old-fashioned water coolers and hello to next-level hydration with DRP Solutions' touchless purified water dispensers. Designed for modern workplaces, these sleek, sensor-activated systems deliver crisp, clean water without the need to lift a finger—boosting hygiene, reducing plastic waste, and keeping teams refreshed around the clock.

Smarter, safer, and effortlessly efficient... if you're looking for a hydration solution that does it all—**that would be us.**



THAT WOULD BE US.

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OUT AND ABOUT



We were proud to have been a part of the Mill Neck Foundation's Silver Soiree, an inspiring evening that celebrated the remarkable achievements in supporting the deaf and hard-of-hearing community.



OUT AND ABOUT



FREE LUNCH FRIDAY. Big grateful shout out to our friends at Kaseya-Datto for the Free Friday Lunch a recent lunch and abundance of pizza at DRP Solutions! Made possible by Greg Jones, Brandon Taylor.

