Technology First 2015: Statistically Speaking

Managing the Aftermath of Identity Theft
From its inception, Technology First has worked on a lean staff model. From the beginning, the Board of Directors recognized the need to enlist an army of volunteers to drive the committees and the programs that were important to the organization. As a member-based organization enlisting a small amount of time from many hands can make up for lean staff hours and drive programming to better meet companies’ needs.

Each summer starts a new fiscal year with a new annual plan in place. A call for volunteers goes out to the technology community to engage professionals in Technology First and its programs. Professionals have committed to help drive membership, events, workforce development, marketing, and conferences.

Our fiscal year ended June 30 with over 4,500 volunteer hours contributed to the success of the organization over the past 12 months. Just to name a few achievements this year we held the most successful Taste of IT since the conference’s inception, hosted our second Technology Leadership awards, initiated a new Women 4 Technology initiative, and re-launched our business intelligence special interest group and Tech Thursday.

Our thanks go out to our Board of Directors listed below. They serve as working members — leading committees and providing strategic direction to the organization and staff. Technology First has definitely been strengthened and more successful this year through the power of its volunteer network!
Technology First 2015: Statistically Speaking

SHARE KNOWLEDGE

12th Annual Ohio Information Security Conference
- Focuses in 3 areas: management, technical, and implementation
- 200 Attendees
- 17 Speakers
- FBI, AFIT, ATIC, CISSP
- 17 Exhibitors
- 4 Tracks
- 3 Keynotes

OISC 2015

CEO Council
- Business Owners / Dayton HQd IT Shops
- Business Dashboards and Metrics
- Strategic Planning
- Hiring and Workforce Challenges

CIO Council
- Company’s Highest Level IT Executive
- 11 meetings
- 25-30 attendees each session
- Data Retention and eDiscovery
- Ruggedized Devices
- Mobile Strategies
- Cloud Contract Considerations

Training Exchange
- Delivers Business and Technical Training with Discounted Member Rates
- In Partnership with Sinclair Workforce

2 Special Interest Groups
- Infrastructure Forum
- Business Intelligence

Taste of IT
- Smorgasbord of Technologies
- 200 Attendees
- 45 Exhibitors
- 23 Speakers
- 4 Tracks
- 3 Keynotes

5 Tech Thursdays
- Informal After Hours Networking Event
- The Pub – EAST
- Milano’s – SOUTH
- Warped Wing Brewery – DOWNTOWN
- ProtoBuildBar – TECH TOWN

GROW BUSINESS

Tech Source
- Helps IT Buyers Find Suppliers
- Locate Competent Resources in our Region

Employment Exchange
- Unlimited Full-time, Part-time, or Intern Jobs posted on our Website

Taste of IT Conference
- Trade Show and Conference
- Smorgasbord of Technologies
- 200 Attendees
- 45 Exhibitors
- 23 Speakers
- 4 Tracks
- 3 Keynotes

Luncheon Forums
- 70 attendees each session
- Big Data and Public Safety
- CIO Forecast
- Women in Technology

3rd Annual Ohio Information Security Conference
- Focuses in 3 areas: management, technical, and implementation
- 200 Attendees
- 17 Speakers
- FBI, AFIT, ATIC, CISSP
- 17 Exhibitors
- 4 Tracks
- 3 Keynotes
Technology First 2015: Statistically Speaking (cont.)

EXPLORE THE FUTURE

Digital Mixer
- Annual Networking Event with College IT Majors
- 128 Students
- 5 Colleges and Universities
- Computer Science
- Computer Engineering
- Management Information Systems
- Computer Information Systems

CyberSecurity Consortium of Southwest Ohio
- Convened a Conversation
- University of Dayton
- Air Force Institute of Technology
- Wright State University

Robert V. McKenna Scholarship Recipients
- Sinclair Community College
- University of Dayton
- Wright State University

Women4Technology
- 100 attending
- Inaugural Event hosted at Midmark

7th Annual Compensation Report
- Dayton-based competitive salary and benefits
- 30 Organizations Participating

Inaugural Dayton Area Workforce Skills Report
- Forecasting Critical Skills, Hiring, and Disruptive Technologies
- 42 Organizations Participating

Technology First Website
- 41,000+ Unique Annual Visitors
- 21,000+ Job Posting Visitors

Technology First Newsletter — E-version
- 4400+ Subscribers
- 190,000 Annual Views

EXPLORE THE FUTURE

Technology First Leadership Awards
- Recognizes the contribution of information technology professionals ensuring a vibrant Dayton community
- Best IT Services
- Outstanding IT Team
- Innovative Team
- Emerging Tech Team
- IT Executive
- 125 Attendees

190 Members
- 12 Annual Partners
- Enjoy the benefit of their time and contribution throughout the year

Technology First Magazine — Print
- 11 Issues
- 50+ Expert Articles Contributed by Members
- 60,000+ Readers
- 75 Retail Locations
New Technology touches every aspect of library service: from the types of materials people expect, to the ways information is accessed, to effectively operating a modern library system.

“The Dayton Metro Library is currently undergoing a massive facilities renovation project, and our new and newly remodeled Libraries will have a greater variety of technological tools than ever before,” said Barb Kuhns, the Library’s Assistant Director for Technology. “You’ll still find the workhorse desktop computers with Windows 7 and Office 2013 and resume creating software, but your new Dayton Metro Library will offer so much more.”

New Technology for Library Patrons

Library cardholders will be able to borrow laptops and tablets for use at the Library. Young children can use learning tablets with attractive, well-developed programs that develop reading, science, math and other skills. Teens can use Mac laptops for homework help, as well as gaming consoles with four controllers and headphones.

Audio recording equipment will be available at many locations for simple recording and editing. A green screen room is planned for the Main Library for video recording and production, and large monitors will display current and upcoming events at your Library.

For people who have difficulty reading on a regular monitor, there will be computers with large-type keyboards and easy-to-use screen magnification software. In addition to having copiers available, all Libraries will have faxing and scanning services. Wireless printing is available now.

Spaces

“The Library encourages collaboration and shared creativity, so we are creating spaces where people can work together and share technology,” said Kuhns. Two-person stations allow people to work together on one computer. In children’s areas, a similar setup will allow a parent and child to share a computer. “Wherever there are tables or chairs, there will be electric outlets, making it convenient for people to plug in their laptops, tablets or phones,” she said.

Community rooms will have ceiling projectors for presentations during meetings. Interactive short throw projectors allow a stylus to be used on a white board to simulate a computer mouse. Many locations will also have large monitors for the same purpose.

Behind the Scenes

There’s far more going on behind the scenes with library technology. Bandwidth has been increased to between 100 Mbps and 1000 Mbps to provide faster service to all using the WiFi system as well as the wired network. There are more access points and an upgraded controller in the cloud to accommodate more people and more devices using WiFi.

The Dayton Metro Library Data Center will move to the Operations Center permanently this summer. A new core switch replaces a 12-year-old switch, providing the basis for a more robust network, handling more people and more devices at faster speeds. Modern HVAC for the equipment as well as a natural gas generator for backup in case of power failure will ensure continuous service.

The Library is embarking on a plan to use RFID (radio frequency identification) and AMH (automated materials handling technology). Staff will place RFID tags in all items and

(continued on page 6)
install new equipment to take advantage of the benefits of RFID technology. Patrons will be able to check out several titles at once instead of one at a time as they do with barcode technology. Automated book returns sort items before staff have to shelve them, saving time. A central sorter at the Operations Center will detect where an item is supposed to go to fill reserves and automatically deposit it in the correct bin.

Upgrades to security systems will help keep Library buildings safe and secure. These include modern, up-to-date cameras, special cards used as keys and burglar alarm systems. Security gates will make it easier to help people if check out has not been properly completed and should deter theft.

“All of these new technological conveniences mean staff will have more time to work directly with patrons, helping them get the most from their Library,” said Kuhns.

The Dayton Metro Library continues to grow and evolve in exciting ways, exploring new technologies to meet the needs of our community, today and tomorrow.

For more information visit DaytonMetroLibrary.org or call (937) 463-2665.

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Ideally, the security systems of an organization can only provide protection as long as its network is up and running 24 hours a day, 7 days a week—however, unscheduled server downtime is a regular struggle for building security and automatic systems which need to be accessible, or available, to users. Consider a server with basic data backup and replication procedures is 99% available; perhaps that sounds fine initially, but that 1% calculates to an average of 87.6 hours of downtime per year, or roughly 1.7 hours per week, potentially resulting in costly consequences, such as loss of valuable property, sensitive information, or even lives.

While maintaining operational efficiency of an organization’s security systems is important, there are also some facilities, such as hospitals and data centers, that require extremely high availability to perform routine daily activities. Of course, scheduled downtime is usually necessary for instances such as system patches and software updates, so the true goal is to reduce security incidents that result from unscheduled server outages that occur due to component failure, unreliable crossover, or other causes.

In the event of a security breach or emergency situation, an organization cannot risk any interruptions in their security system or network infrastructure because reacting and responding to an incident becomes extremely difficult. The security risks involved with server outages can be serious:

Security managers would be unable to redirect or override security resources by means of changing security access, repositioning cameras, or instituting a building-wide lockdown. A nonfunctional security system means a loss of control of access, opening your organization to potentially life-threatening liabilities as unauthorized individuals would be able to get into the facility, compromising the safety of everyone inside. There are considerable financial costs for organizations that require compliance with government regulations, such as utility companies, airports, and healthcare facilities, which require specific standards for safety and security; the risk of unscheduled downtime can incur high penalties or loss of licensure.

If a catastrophe such as a natural disaster were to occur, security systems should employ back-up solutions in a geographically separate location, mitigating its impact on IT systems and potentially preventing more outages. There are a variety of solutions to protecting an organization’s security systems from downtime. High-availability clusters are composed of two or more servers that are configured similarly that continually confirm the other servers are up and running. If not, another server takes over with minimal disruption. This solution aims to recover from downtime as soon as possible rather than focus on preventing it from occurring. Conversely, high-availability software is designed to prevent downtime by predicting and handling faults before they develop into major problems. When these two solutions are effectively implemented in tandem, the system can provide more than 99.99% availability—or less than an hour of unscheduled downtime per year.

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Managing the Aftermath of Identity Theft

By: Tammara D. Porter, Taft Law

Despite a company’s best efforts, data security breaches happen. Now the federal government is making it a little easier for businesses to manage the aftermath of identity theft and mitigate damages. If your customers and/or employees are at risk or have fallen victim to identity theft, you can now send them to www.IdentifyTheft.gov.

The website is designed to help victims of identity theft manage the process of recovery. For example, the website addresses what first steps to take, as well as provides resources like checklists of things a victim should and will want to do in order to limit the amount of damage. There are even links to other websites, like the credit bureaus and the IRS, that will likely be helpful in navigating the recovery process.

Perhaps one of the website’s best, and most helpful feature, is the nearly dozen or so sample letters. These are letters a victim may need to send to a credit card company in order to dispute a charge (https://www.identitytheft.gov/sample-letters/dispute-credit-card-charges.html) or a letter that needs to be sent to one of the three credit bureaus in order to request the bureau remove any fraudulent information (https://www.identitytheft.gov/sample-letters/identity-theft-credit-bureau.html).

If the personal information of your customers or employees has been compromised, do not hesitate to make this website part of your response plan. It could mean the difference between a chaotic experience that could lead to a loss or a smooth recovery process that could lead to a more favorable image of your business.

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us.sogeti.com
What Google’s Mobile-friendly Search Changes Mean for Your Website

By: Alexa Fox and Matthew Kelley, Segue Technologies

Google regularly updates its algorithm in order to improve the relevancy of user search results. This ensures that the sites returned are what the person is looking for, as well as recent sources. However, on April 21, Google released a new search algorithm that will favor “mobile-friendly” websites in mobile Google searches. Sites that have earned the mobile-friendly badge will rank higher in Google’s mobile search results from now on. This is definitely supportive of users on mobile devices, but it may have impacts on site owners that haven’t yet modernized to a mobile-friendly web presence.

What Does it Mean to Be Mobile-Friendly?

For a website to be considered mobile-friendly, it must be just as easy for a user to navigate on a mobile device as on a desktop. It must also meet the following criteria as detected by Googlebot:

- Avoids software that is not common on mobile devices, like Flash
- Uses text that is readable without zooming
- Sizes content to the screen so users don’t have to scroll horizontally or zoom
- Places links far enough apart so that the correct one can be easily tapped

(Source: Google’s Webmaster Central Blog)

What These Changes Mean for Your Business

According to Google, “94% of people with smartphones search for local information on their phones. Interestingly, 77% of mobile searches occur at home or at work, places where desktop computers are likely to be present.” This means that mobile searches are extremely prevalent and if your site isn’t mobile-friendly it could severely impact your ranking on Google, making it harder for your potential audience to find you. This will affect not only your web traffic, but more importantly your bottom line. It is because of this that many IT blogs and news websites are referring to this algorithm change as “Mobilgeddon.”

How to Make Your Website Mobile-Friendly

First and foremost, you can take Google’s Mobile-Friendly Test to find out if your website has a mobile-friendly design. If you want to go deeper, you should talk with a developer with mobile experience to assess your site and determine what can be done to ensure it meets the Google Mobile-friendly criteria listed above, at a minimum. A development company can also do a usability assessment of your site to not only make sure it is mobile-friendly, but to ensure that your mobile visitors have equal access to all of the functionality and information of your website, including mobile optimized navigation, images, and page designs.

Segue provides full-service Website and Web Application development—from business process analysis to solution implementation and maintenance. We create attractive, modern, and easy to use interfaces that are mobile-friendly and tailored to our customers’ requirements.
A staple of the information technology industry is the notion of a “best practice”. I’m not very fond of it.

Best practices are supposed to be the golden standards by which technological solutions are implemented and problems resolved in the surest way possible. They’re often researched and developed by the vendor who produced the technology, and so they come with a certain weightiness. For example, if Microsoft says that an Exchange environment needs to be built a certain way for a certain number of users to work well, the conventional wisdom asks, “who am I — a lowly user of their technology — to disagree?”

There’s an irony in this. For years, I have heard technology experts complain that Cisco certification exams reflect perfect-world environments that don’t exist. They’ve said that they were only able to pass their exams by answering questions the way Cisco says you should do things, not the way they would actually solve networking problems in real life. This is just one example with one vendor, but it brings to the surface the familiar conflict between book learning and hands-on experience. People in the business know that the two solution paths are often different.

Therein lies the paradox. When it comes to certification exams, our experience tells us that the textbook solution, the “best practice”, may not genuinely be the best way to address a problem. It bugs us when these disconnects happen, but we play along with the vendor in order to get the certification and their stamp of approval. Yet, when we face a real world problem in search of a solution, we tend to seek out the industry whitepaper on the best practice and give it special reverence.

Whitepapers serve their purpose, but they’re crippled from the start as guides to perfection. First of all, who gets the special privilege of defining the criteria for all that is required to be “best”? Is there any room in the determination of what is best for a customer’s hard budget constraints, deployment timelines, and flexibility? Or is an industry best practice limited from the very beginning because it starts with a rigid problem specification that doesn’t match a real technical challenge, assumes unlimited access to resources and time, and assumes a pristine lab environment in which to operate?

Experience has taught me that best practices are merely templates to start from and nothing more. They are just tools that give us a benchmark to work from, and maybe they establish some realistic performance expectations. However, a person’s real-world experience deploying and understanding technology is always infinitely more valuable to me. Over-reliance on vendor best practices can be seen as forever leaning on a technological crutch. Saying that “vendor so-and-so’s best practice in this situation is to…” may appear to add credibility to a course of action, but it can also stifle experimentation during problem solving, innovation, and independent thought. We need more than just the ability to read and regurgitate our Google search results.

My advice? Read the whitepaper, read the best practice. Bask in the information presented, and then put it aside and be a critical thinker. Technology professionals are fantastically innovative, and they need to trust their own experience and imagination to solve their own unique problems, perhaps in even new ways that make sense to them, their customers, and their employers. No new thinking ever came out of blindly following a vendor best practice.

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Representatives from regional universities, businesses, and local government agencies recently met at the University of Dayton, River Campus to discuss the possibility of establishing a regional Cybersecurity Consortium for Southwestern Ohio. Our initial plan for this new consortium is to bring together professionals in our region to explore ways to elevate the awareness and reputation of cybersecurity education and workforce. Given the growing threats to cybersecurity globally, it is our belief that a regional, collaborative approach will provide benefits to our members and our region.

Dan Ciufio, Special Agent from the Cyber Unit of the FBI joined us as our featured guest. Dan updated us on the work that the FBI is doing related to cybersecurity and cybercrime.

The 5 Strategy Teams presented priorities for their areas to include: Regional Forum, Capabilities Inventory, Cyber Workforce, Collaborative Research, and New Paradigms.
EVENTS

**Technology First magazine is now available on ISSUU!**
To locate the magazine on this website, search for Technology First Dayton.
http://issuu.com/search?q=technology+first+dayton

**August 2015**
- 18 CEO Council — invitation only
- 21 CIO Council — invitation only

**July 2015**
- 24 CIO Council — invitation only
- 31 Business Intelligence Special Interest Group

**September 2015**
- 11 Business Intelligence Special Interest Group
- 15 CEO Council — invitation only
- 17 **Women 4 Technology**
- 17 “Meaningful Mentoring”
PQ Systems Assumes New Ownership

Beth Savage, PQ Systems operations manager since 2007, has acquired ownership of the company's shares formerly held by the family of Michael J. Cleary, PhD., who died in 2014. Both the Cleary family and Savage have expressed their intention to keep the company headquarters and 30 jobs in Dayton, with operations in Europe as well. An experienced leadership team is in place, and operations will continue to expand as organizations seek solutions to quality management and measurement accuracy. Customers in more than 60 countries are served in a business model that includes a worldwide network of distributors.

Its software applications are available in five languages, with additional languages forthcoming, to expand the company's global reach.

For more than 30 years, the company has been providing solutions to help organizations implement quality improvement programs and demonstrate proof of their quality performance. Its products include solutions for statistical process control (SQCpack®) and measurement systems analysis (GAGEpack®). In addition to SPC software and other quality control solutions, PQ Systems offers a variety of training opportunities, including public seminars, on-site training, and web-based instruction.

OBD2 and Torque

When my 2004 Jeep Grand Cherokee's check engine light came on last week, I invested $24 for a Bluetooth OBD2 scan tool from BAFX and installed the free (I love free) Torque app on my Android smart-phone to diagnose the cause. Then I made sure the gas cap was tightly sealed. Case closed.

http://www.amazon.com/gp/product/B005NLQAHS
http://www.obd-codes.com/

Google Doc Image to Text

If you've ever received a scanned document that you needed to re-type, Google Docs may save you some time. With your image uploaded to Google Drive, right click on the file and select "Open with" then "Google Docs". Google Docs will do its best to convert the image to the written word. Depending on the quality of the image, the results can be quite good, although rarely 100% accurate, as shown below, where an apostrophe was missed. But it's usually better than starting from scratch.

https://docs.google.com/document/d/1NZ40YuMvboIm95BZKoJD_1ojjWZ-CLT79-BaEKhTqTaQ/edit?usp=sharing

Amazon Echo and Google Calendar

One of the latest features delivered on the Amazon Echo is integration to Google Calendar. A quick setup and then ask a question such as "Alexa, what's on my calendar?" and she reads the results.

Setup > http://www.amazon.com/gp/help/customer/display.html?nodeId=201810470
Use > http://www.amazon.com/gp/help/customer/display.html?nodeId=201810490

Do you want a blog site where everyone knows your name?

Technology First’s blog features members of Dayton's IT community commenting and linking to posts that they find valuable. There are several new posts every week. Other ways that our community is getting interactive is our Twitter account @technologyfirst and our LinkedIn group.

If you would like to contribute to this blog, please contact Ann Gallaher at agallaher@technologyfirst.org.
IMPORTANT INFORMATION

Writers:
Our mission is to support the growth of Greater Dayton's information technology industry. Technology First provides a forum for educators, business, and technical professionals to communicate their expertise and lessons learned while working in the field. Please submit the article in Word, preferably with 500 to 700 words, with any graphics in pdf to agallaher@technologyfirst.org. Please include your name, business organization, business address, phone number, fax number, e-mail address, and a brief description of any professional accomplishments. Please also include a digital photograph if available.

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Technology First would like to thank and recognize its Board of Directors. They provide input into the strategic direction of the organization and actively lead working committees that drive our programs and services.

NEW JOB POSTINGS

Technology Architect ..................................... Back To Business I.T.
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