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Insider Tips To Make
Your Business Run
Faster, Easier And More
Profitably

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3 Ways To Protect Your Remote Employees From Being Hacked

Remote work is a staple of any truly modern office, but it opens your employees up to some unique security risks. To minimize the vulnerability of your team and the precious data of your organization, it's essential that you implement a few simple guidelines.

First, avoid using public, unsecured WiFi. Tons of people work from the comfort of a coffee shop, but this is actually a pretty big security risk. Hackers can spoof free WiFi networks to boost company data or spread malware throughout unprotected networks. It's hard to ban this one outright, but it's important to at least be aware of the risks, and at the very least, never log in to a network that isn't password protected.

As always, the weakest links in any security plan are the people behind it. Teach your team about the warning signs of malicious cyber-

tactics, like phishing, and the importance of implementing best tech practices while they work, such as strong passwords. With a little foresight, you can reduce your employees' exposure and teach them to be responsible with company data out in the wild.
Inc.com, 2/12/2019

DON'T USE THESE E-MAIL ACCOUNTS FOR BUSINESS

Here's an opinion that's sure to be unpopular: you shouldn't be using Gmail, Yahoo, Hotmail or any other popular free email service for your business accounts. Without a proprietary e-mail address specific to your business to lend your e-mails legitimacy, prospects are likely to ignore them outright or even assume they're spam. What's more, cloud-based e-mail platforms can be quite vulnerable. It's pretty easy to set up a company e-mail,



and once you do, you'll never look back.
ConversionPipeline.com

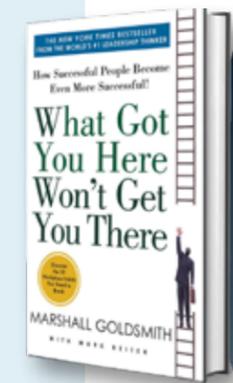
4 INSURANCE PLANS YOU SHOULD CARRY TODAY

1. CYBER SECURITY INSURANCE. As data breaches against small businesses skyrocket year after year, it's practically a no-brainer to invest in insurance that keeps you protected, especially if you collect sensitive data from your customers.

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What Got You Here Won't Get You There By Marshall Goldsmith

Every intrepid business leader – or really any driven individual in any field – eventually reaches a plateau. After reaching a new height in their skills and abilities, stagnation sets in, often without any obvious cause. When that happens, it's time to reassess the behaviors, habits and tactics that got you to where you are today and ask yourself, "Will these guide me into the next phase of development?"



What Got You Here Won't Get You There, by renowned leadership consultant Marshall Goldsmith, is designed to facilitate such a change. By working with some of the most successful leaders in the world, he's learned the problem behaviors that arise from being a leader in the field and discovered ways to tackle these issues head-on.

May 2019



This monthly publication provided courtesy of Steve Edrington, CEO of Service Solutions, providing IT Service & Cyber Security For Businesses In Louisville KY

Our Mission:
Provide Outstanding Service
Listen To Our Clients Needs
Be Honest & Worthy Of Trust



Are YOU Prepared For The End Of Windows 7?

If you're one of the estimated 40%+ of businesses still on the outdated Windows 7 platform, consider this your wake-up call: time is nearly up for your trusty, tried-and-true operating system. On January 14, 2020, Microsoft will end support for Windows 7. That means no more updates, security or otherwise, will be offered by the company from that date forward.

The clock's been ticking on Windows 7 ever since Microsoft ended mainstream support back in 2015, and its time will soon be up. While it's important to note that Windows 7 will still technically be usable after next January, this upcoming shift will spell trouble for users who've stuck it out to the platform's bitter end.

Not only will Windows 7 become progressively more unstable as modern hardware outpaces the software, but cybercriminals are certain to flock to the operating system after support shuts down, eager to pick off easy targets left vulnerable by the lack of ongoing security updates.

If you're running a business, this is a risk you can't afford. It's time to contact your IT provider and make preparations to upgrade, preferably well in advance of the January 14 deadline. Whether you're planning on seamlessly transitioning to Windows 10 or moving on to an alternative operating system, this is a task that needs to be at the top of your list.

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DON'T LEAVE YOURSELF VULNERABLE

Since Windows 7 will continue to work after January 14, you may wonder why you can't just stick it out and keep using the platform. The answer is you *can* – but you absolutely shouldn't. In fact, the risks and problems this decision would pose to your business make an upgrade less of a decision and more of an eventuality.

Modern software is no longer designed with Windows 7 in mind. This includes old software that's been upgraded since the world moved on from the operating system. As technological progress continues at breakneck speed, more and more key programs will become unusable in Windows 7.

The same goes for hardware. Tech equipment advances exponentially year by year. In order to take advantage of these massive improvements, you need an operating system equipped to handle these new capabilities and features. What's more, as the hardware progresses, it may become incompatible with Windows 7 altogether.

However, these are small concerns when compared to the future security of your network. As time goes on, new vulnerabilities are discovered in even the most well-designed operating systems. To fight against hackers, developers continuously search for ways to remove these security gaps and release them in the form of patches. With every annoying update you're forced to install on your machine, you're staving off would-be opportunists on the hunt for their next victim.

After Windows 7's end of life, these updates will dry up. That means that any users still on the platform – and there will be a lot of them – will be exposed to the increasingly crafty exploits

used by hackers. Cybercriminals attracted to the lowest-hanging fruit will come in droves for Windows 7 users, eager to pick at the scraps.

Staying on an operating system after it's no longer supported is like leaving the digital door open on your business. Don't do it.

TIME IS RUNNING OUT

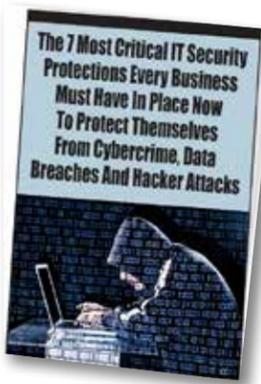
Of course, we're still at least six months out from the Windows 7 end-of-life date. That may seem like a lot of time. When it comes time to actually make the transition, though, you'll need all the time you can get. Upgrading dozens, hundreds or even thousands of PCs is more laborious than you probably realize. And with so many other companies scrambling to do the same toward the end of the year, IT providers are likely to get bogged down with service requests.

Instead of putting it off to the last minute and potentially leaving yourself vulnerable, contact your IT provider as soon as possible to initiate the upgrade process. You'll leave yourself ample time to iron out any issues as they arise without the added pressure of an imminent deadline.

When your business is on the line, it just doesn't make sense to delay. Don't risk losing everything you've worked so hard to build. Make preparations to leave Windows 7 behind today!

“Cybercriminals are certain to flock to the operating system after support shuts down, eager to pick off easy targets left vulnerable by the lack of ongoing security updates ...”

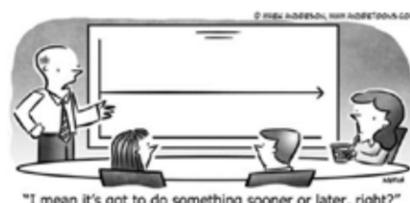
FREE Report: The 7 Most Critical IT Security Protections Every Business Must Have In Place Now To Protect Themselves From Cybercrime, Data Breaches And Hacker Attacks



Eighty-two thousand NEW malware threats are being released every day, and businesses (and their bank accounts) are the No. 1 target. To make matters worse, a data breach exposing client or patient information can quickly escalate into serious damage to reputation, fines, civil lawsuits and costly litigation. If you want to have any hope of avoiding a cyber-attack, you **MUST** read this report and act on the information we're providing.

Claim your FREE copy today at www.servicesolutions.us/cybercrime

Cartoon Of The Month



1. Move quickly and be nimble.
2. Harness power in numbers.
3. Communicate often and authentically.

By mobilizing for positive change, we can make a genuine difference in our world and expand our brand in the process.
Inc.com, 2/11/2019

Lessons In Humanity And Charity

When the government shut down last December, Michael Lastoria, co-founder and president of &Pizza, felt compelled to action. Within days of the shutdown, his company began giving away free pizza to furloughed federal employees as a small token of support in a trying time.

As he writes on Inc.com, this decision was motivated solely out of a simple concept: social responsibility. In 2019, he says, brands and private companies should behave like people and treat their fellows with the same level of respect and kindness.

To do this, he offers three simple guides to other companies interested in getting involved in improving their communities:

1. Move quickly and be nimble.
2. Harness power in numbers.
3. Communicate often and authentically.

By mobilizing for positive change, we can make a genuine difference in our world and expand our brand in the process.
Inc.com, 2/11/2019

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2. SEXUAL HARASSMENT INSURANCE.

It's vital to hold accountable those acting inappropriately in the workplace and to make the global working environment comfortable for everyone. But unfortunately, you can't always prevent the bad behavior of insidious assaulters, making sexual harassment claims a constant risk.

3. FLOOD INSURANCE.

Floods have been steadily worsening countrywide over the past few years. Forty percent of businesses that face damage from natural disasters never reopen – do you want to be one of them?

4. UMBRELLA INSURANCE.

For every potential liability issue not specifically covered under another policy, it's good to have your bases covered. This isn't for every business, but if you're concerned about things like rental-vehicle accidents, slander or defamation-of-character claims, it's a good idea to invest in the added protection.

SmallBizTrends.com, 2/18/2019

What Keeps Them Coming Back?



In this era of intense competition and global communication, it's more essential than ever that your company makes figuring out what your customers want, need, desire and expect your #1 priority. Everything should start with a definition of how you want your company to be remembered in the eyes of your customers. Once that's in place, ensure that everyone in your organization understands and strives to make that definition a reality.

Lauren Freedman, president of the e-tailing group, once said, "Always keep in mind the old retail adage: customers remember the service a lot longer than they remember the price." The human side of doing business is of paramount importance, especially in this age of advanced technology and e-commerce. Consider it an enormous opportunity for any company wishing to enlarge their market share. After all, only one company can be the cheapest, so all others must do something else to attract their customers. With that in mind, raising your level of customer service will boost your revenue and dominate your market.

It seems to me that many companies fight their competitors the wrong way. They spend enormous sums on advertising, desperate to establish their brand presence in the marketplace, rather than simply *doing more* than their competitors. They overlook the principal factor that will drive customers to tell their friends and family about what a great company they are. Take a look at the demographics: millennials

are now the largest group in America, and Gen Z will take that title by 2020. And what do more than half of these individuals cite as the most influential factor on their purchase? Comments on social media.

Disappointed, displeased, unsatisfied and unhappy customers all happen because of one word: *less*. The company or service person delivers "less" than expected, "less" than required, "less" than promised. "Less" is a disease caused by poor corporate culture, and eventually, it will kill any company, no matter how much they pour into advertising.

If you want to succeed, you better fully understand what it is your customers expect and do everything in your power to never deliver less than that or less than what your competitors deliver. When you turn your customers' expectations into reality, everyone wins.

One of the most powerful statistics I've ever come across comes from a study conducted by the global consulting firm Bain & Company, in which they state, "Eighty percent of companies believe they deliver superior customer service, but only 8% of their customers say they do." With that in mind, go back to my first statement in this article: identify what your customers want, need, desire and expect; define how you want your company to be remembered; and make sure everyone in your organization is dedicated to making that definition happen.



Robert Stevenson is one of the most widely recognized professional speakers in the world. Author of the books How To Soar Like An Eagle In A World Full Of Turkeys and 52 Essential Habits For Success, he's shared the podium with esteemed figures from across the country, including former President George H.W. Bush, former Secretary of State Colin Powell, Anthony Robbins, Tom Peters and Steven Covey. Today, he travels the world, sharing powerful ideas for achieving excellence, both personally and professionally.