

# TECHNOLOGY TIMES

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

## 5 Lessons And An Endearing Bear Hug With Mike Wolfe of American Pickers



Joanna and Mike Wolfe

Earlier this year, I had the fantastic opportunity to meet Mike Wolfe from American Pickers. He shared his journey as a boy digging through the trash to becoming a hit TV series star. His story was inspirational, fun, energizing and full of wisdom for any entrepreneur chasing after their dreams. As we head

into summer, I wanted to share some of Mike's Wisdom with you to encourage and lift you up as he did for me.

❶ **The importance of MAKING it happen everyday.** Mike has been self-employed for over 26 years and he claims a key to his success is simply getting up and has creating a habit of "Making It Happen" every single day. He said this with such compassion and conviction you could tell that it has been a rough road. Nevertheless, he "made it happen" each and every day.

❷ **Core Value - Make A Personal Tangible Difference In Other's Lives.** Mike shared that he always knew he was suppose to make a personal difference in other people's lives - not just writing a check to some nameless, faceless person. His heart told him to make a personal connection with people. As an example, he is a "hugger" when he meets someone new or serves others. He said there is something magical about connecting with others. This sentiment hit home for me - because I hug others as well. Likewise, his show American Pickers gives him this opportunity everyday. The show is not about the junk - it's about the personal stories and connections the people have with their stuff. He thoroughly enjoys learning and sharing those stories with others - it's about the people and their stories that make him love the show so much.

❸ **Stay Grounded and Remain True To Yourself.** As Mike's success grew, doors opened and opportunities blossomed. Some were good and others just didn't set right with him. He said "No" to many

...continued on page 4



"As a business owner, you don't have time to waste on technical and operational issues. That's where we shine! Call us and put an end to your IT problems finally and forever!"

Joanna Sobran  
President/CEO, MXOtech

**Want To Win A \$25 Gift Card?**



Be the first to email [brainbuster@mxotech.com](mailto:brainbuster@mxotech.com) with the correct answer to win a \$25 gift card.

**Who was the first U.S. President to be born in a hospital?** (a) John Adams (b) Jimmy Carter (c) Andrew Jackson (d) Gerald Ford

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**Do you have a funny story or resource to share with other subscribers?**

Send it to us! We are always looking for new and useful content to add to our newsletter. Submit your content to [kburmeister@mxotech.com](mailto:kburmeister@mxotech.com).

## Why use... SharePoint



**SharePoint is a major asset to any business. Use SharePoint to:**

### Manage Your Projects

- ☑ It manages all your projects in one place & shows you all the information in a Gantt Chart view making progress easier to track.
- ☑ You can divide one project into a number of activities that need to be performed for the completion of the whole project.
- ☑ You can use an Issue Tracking System, which keeps track of issues that come up.
- ☑ At the end of the project, you can easily create a report in Excel by simply exporting all the data to Excel.
- ☑ You can even allow your clients to track the progress of the project.

### Manage Your Reports

- ☑ You can create online forms which can be filled out by anyone.
- ☑ You can convert the daily reports received from the project sites into an online form.
- ☑ You can easily convert your Excel sheets into online forms for easy submission data.
- ☑ It helps you to create weekly/monthly/yearly reports which are not possible to do manually.
- ☑ You can export all the data to an Excel sheet and get it printed.

### Manage Calendar and Contacts

- ☑ SharePoint can integrate with your Outlook Calendar & any changes in your calendar are reflected on the SharePoint website.
- ☑ You can access your calendar from anywhere, which is not possible otherwise.
- ☑ You can put in all your contacts online. So you do not need to carry your address book.

### Easily Manage Data

- ☑ Since all your data will be on one SQL server, you can easily manage it.
- ☑ Backup and restore is very easy and can be scheduled.
- ☑ You don't need your files on the local system, you can simply upload your data to the portal and you easily access it anywhere.
- ☑ SharePoint also allows you to share a same file with your team. Changes made to the file by everyone can be saved.

### Get Alerts

- ☑ When there's a change on the site (someone uploads daily report, applies for a leave, completes a task, etc.), you will get an email. So you simply need to check your email in order to keep yourself updated.
- ☑ No more phone calls to get the latest update.
- ☑ You can set up Alerts for yourself for a particular item, file, folder, list or a document library.

**No special training is required to use SharePoint.** Anyone who knows to work with Internet Explorer and Outlook can work on SharePoint. And there are no special hardware requirements. Just a computer with at least 2GB-4GB of RAM.

**Contact Joanna or George at 312.554.5699 to learn how you can get started.**



This technology tip  
is brought to you by:

**MXOtech  
University**

## The Chicago Business Owners' Guide To IT Support Services And Fees



### You will learn:

- ✓ The 3 most common ways IT services companies charge for their services, and the pros and cons of each approach.
- ✓ A common billing model that puts ALL THE RISK on you, the customer, when buying IT services; you'll learn what it is and why you need to avoid agreeing to it.
- ✓ Exclusions, hidden fees and other "gotcha" clauses IT companies put in their contracts that you DON'T want to agree to.
- ✓ How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later on that you didn't anticipate.

**Request Your FREE Copy Today by emailing [sales@mxotech.com](mailto:sales@mxotech.com).**



## What Does It Cost?

Operationally Mature Cloud-Providers typically charge on a “per-user” basis, ranging from \$70 to \$350 per user per month. The main variables affecting per user price include the types of applications, data storage/size requirements, data retention periods, security measures, complexity of your environment, services that are bundled with cloud computing power, number of servers, availability of multiple data centers, disaster recovery options, and compliance levels. The fixed-fee approach makes pricing transparent and monthly bills predictable.

Other cloud providers price on a “per-user-plus-cost” model that includes the above variables plus other costs. The “plus costs” may include items such as bandwidth usage, power consumption, cooling requirements, failover capabilities and number of multiple Internet Service Providers available. These built in provider-based “safety valves” make it difficult for companies to calculate usage and, therefore, their monthly costs. “Plus costs” can vary greatly from month to month, bringing unpredictability to your monthly cloud computing bill.

If you have more questions or would like a customized quote, call Joanna or George at 312.554.5699 or email [sales@mxotech.com](mailto:sales@mxotech.com)



*Client  
Love Letters*

Dear MXO Team,

*We are so thankful that you suggested we consolidate and upgrade our old servers so that we no longer have to worry.*

*You have helped us transition to the cloud in order to integrate our multiple locations for seamless sharing among our employees. We now have access to the best-of-breed network and security solutions, similar to the ones used in large companies, but at a fraction of the price.*

*I feel great knowing we are in good hands with a team that has our best interests at heart.*

Sincerely,

Tom Madura  
Carroll Seating Company

To learn how  
MXOtech can help  
you transition your business  
to the cloud, contact  
George at 312.554.5699.

## Client Spotlight



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MXOtech is proud to announce the addition of our new client GI Energy. GI Energy is a leading global renewable energy solutions company with multiple office locations throughout the US and Europe.

Through initial feasibility to design, installation, remote monitoring and long term maintenance of Renewable Energy systems, they are unique in their range and depth of skills. With their in-house technical expertise and experience GI Energy is ideally placed to deliver a comprehensive service including all Sustainable and Renewable Technologies.

To learn more about GI Energy visit their website at <http://www.gienergy.net/>.

## 5 Lessons With Mike Wolfe...continued from page 1

opportunities that others only dreamed of because he had strong convictions about his beliefs, right and wrong. I can tell you – that after you have sweated blood and tears for a personal passion – it's hard to say "No" to opportunities, but I applaud Mike for staying "True Blue" to his values. In doing so, the "right opportunities" presented themselves. He showed that one can fulfill their dreams and stay true to one's core and central values.

- ⊗ **Being Told No Is An Opportunity.** Mike pitched his TV series countless times and faced too many rejections to count. Instead of giving up, he used these moments as opportunities to improve and better his game. He said that "No often simply means not right now – not No forever." Taking this outlook, he pressed on and eventually the right opportunities presented themselves.
- ⊗ **Tapping Into Your Alternative Energy.** As Mike shared his story, it became very apparent that he is extremely open minded. He kept referring to "tapping into his alternative energy" and being intentional about not future casting how things should work out. As he was rejected time and time again, he always tapped into his "alternative energy" to see new possibilities emerge – perspectives not yet explored. He said this practice has been a game changer for his personal development, relationships and career. He encouraged us to do the same.

### HIPAA Brief: Why You Shouldn't Use Webmail or Text Messages for Patient Info

#### Definition:

Webmail includes the free mail services available on the Internet, like Gmail, Yahoo! Mail, Hotmail, etc. plus free e-mail accounts you receive with Internet service from Verizon, AT&T, Comcast, and others. Text messages include the services from cell carriers like Verizon, AT&T, T-Mobile, Sprint, and others.

#### These services are free & so easy. So why is it a bad idea to use them?

Free webmail services are not secure methods of communication. While they may be fine for personal messages, they do not include the security required to communicate protected information, including medical records and lab and test results. Even e-mail messages you send to someone else in your office goes outside to the free webmail service and then back. Text messages are never deleted by the cell phone carriers. The recent scandals involving the media prove that text messages can be hacked. The companies that offer these services typically will not sign Business Associate Agreements required for any organization that stores patient information, including any messages or attachments containing Protected Health Information (PHI.)



#### What happens if we use webmail or text messages to communicate patient information?

In 2012 a small medical practice was using webmail to communicate patient information. They were also using an online calendar to schedule patient appointments. The practice was fined \$100,000 and had to pay for notification costs for patients whose data was breached. It also had to implement secure communications and undergo a Corrective Action Plan to address their underlying lack of HIPAA compliance.

#### So what should we do?

Immediately stop sending patient information by webmail or text messages.

- ⊗ Use **faxing** or other methods to communicate patient data. You should not use a system that converts faxes to e-mail messages sent through a webmail account.
- ⊗ It is less expensive and easier now than ever to implement a **Cloud-based secure e-mail system** for communicating within your practice. Communicating patient information to anyone outside of your practice should be done using e-mail encryption.
- ⊗ Use an **Electronic Health Records (EHR)** system. It likely includes a **portal** through which you can securely communicate with patients.
- ⊗ Subscribe to an **e-mail encryption** service that secures sensitive data. Instead of receiving an e-mail containing protected information, your recipient receives an e-mail inviting them to log into a secure site to retrieve the protected information. All they get is a message to log-in; no protected information is ever sent.
- ⊗ Text messages should be replaced by voice calls as long as any voice message you leave is not converted to an e-mail or text message through an unsecure service.

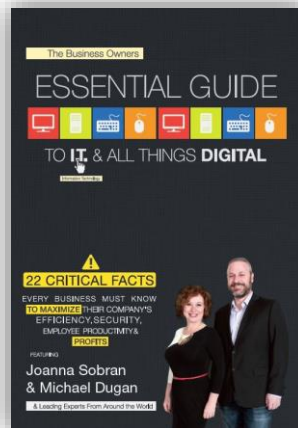
For questions on HIPAA or how to protect your firm, contact Joanna or George at 312.554.5699 or visit [www.mxocare.com](http://www.mxocare.com).



## Around the Town | Upcoming MXO Events & Recaps

### IT & ALL THINGS DIGITAL: 22 Critical Facts Every Business Owner Must Know To Maximize Their Company's Efficiency, Security, Employee Productivity & Profits

That's the title of our new book and its well on its way! Our publisher expects the book to be a bestseller on Amazon when it's released on May 15th. Joanna and Mike covered the topic of Application Development and there are other goodies inside too, including Cloud Computing, HIPAA Compliance, VoIP, Security and more. **If you'd like to order an advanced copy, email [sales@mxotech.com](mailto:sales@mxotech.com) or call 312.554.5699.**



### March For Kids - Save A Kid In Crisis.



The annual fundraising event, March for Kids, raises awareness and funds to build hope and successful futures for the kids of **Mercy Home For Boys & Girls**. MXOtech helped to promote the campaign this year, and in return, Mercy Home graciously printed our name on their banners in the middle of downtown Chicago. We encourage you to please consider supporting them as they take great care of children in need. These children are the future of our country...we need to make sure they are nurtured. **To make a donation visit: [www.mxotech.com/mercyhomeforkids](http://www.mxotech.com/mercyhomeforkids)**

## MORE Inspiration from Tony Horton! P90X

In our last issue, we shared a few of the inspiring tips we learned from fitness guru, Tony Horton, when Joanna had the rare opportunity to workout and talk with him recently. As we promised, we're sharing more of Tony's stay fit tips in this issue. **Here's what he had to say in terms of exercise:**

Spending as little as 20 minutes a day, can extend your life. The key to a great exercise program is consistency. To stay mobile, exercise at least 3 times per week. Tony suggests you mix it up – combine strength training with cardio, stretching, yoga and breathing exercises. When you exercise, your brain releases endorphins, which feed your entire body. He said that movement was the secret fountain of youth. If you keep moving, you feel better and look your best. Intensity and variety are also important – don't get stuck doing the same thing and make sure you push yourself a little in your workouts. To learn more about Tony Horton or to get more of his tips on staying healthy, check out [www.tonyhortonsworld.com](http://www.tonyhortonsworld.com).

## Employee Spotlight

### Meet Our Network Admin, Enes Avdic

Enes brings a seasoned tracked record in Network Administration to MXOtech. He has spent time working in the IT consulting industry as well as in Internet Protocol Television (IPTV). In his role on the MXO Support Team, Enes answers the calls of our helpdesk hotline and manages client needs as they arise. With a natural talent for problem solving and all-things-technical, Enes is quickly moving towards a role in System Administration. Hailing from Europe, Enes is a devout soccer fan and in his free time enjoys spending time with his friends and family and catching up on new technology.



Joanna with fitness & health expert, Tony Horton.

## R.I.P. Windows XP

(October 25, 2001-April 8, 2014)



Dearly beloved, we are gathered here to say farewell to a dear old friend, Windows XP. Born October 25, 2001, this operating system was a reliable computing friend through the dawn of the Internet revolution. She introduced us to "the blue screen of death," but overall lived a happy and productive life. XP outlived her troublesome brothers, Windows ME and Windows Vista, and is survived by Windows 7 and 8.

**April 8, 2014**, officially signifies the end of life for Windows XP. Launched in 2001, predating 9/11, Windows XP instantly became a huge hit, unable to be toppled later by Windows Vista (by most) and even Windows 7 and 8 (by many). The operating system was still being installed on some new computers as recently as 2010.

### An Urgent Security Warning For Any Business Still Running Windows XP

If your organization is currently running Windows XP on one or more computers in your office (29% of all PC operating systems were Windows XP as of the beginning of this year), you need to be aware that you are exposing your computer network to a dangerous security threat that must be addressed immediately.

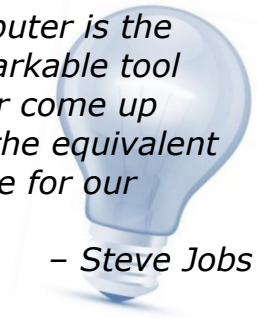
With the retirement of Windows XP as of April 8, no further security updates, patches or system updates will be released to protect you from viruses, malware, spyware, crashes or theft of personal information. That means your computer network could very soon be completely exposed to serious hacker attacks aimed at taking control of your network, stealing data, crashing your system and inflicting a host of other business-crippling problems you do NOT want to deal with. **If you have even one XP computer on your network, then you are at risk!**

**If you still have any Windows XP PCs in your office, we need to replace these computers immediately!** Please call our office at 312.554.5699 to schedule a priority appointment with one of our team members.

## Innovation Inspiration

*"The computer is the most remarkable tool we've ever come up with. It's the equivalent of a bicycle for our minds."*

– Steve Jobs



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