TECHNOLOGY TIMES

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

Don't Let IT Happen Again This Year

Three Changes To Increase Your Luck In 2014...It's Not Too Late!

Have you forgotten or lost track of your New Year's Resolutions? Besides resolving to spend more time with family and friends, getting fit and getting organized, have you made any New Year's resolutions for your business?

Looking at your current computer network and reviewing your past year's network support and services, are you saying to yourself, "I'm not going to let this happen again in 2014!" Do any of your New Year's resolutions include dealing with continually pesky computer network issues?

Do Your Resolutions Look Anything Like This?

- RESOLVED, double pinky shake, I WILL get my critical company data automatically backed up offsite daily. Whether through fire, natural disaster, tape failure or just human error, I might lose all of my company data, which will cost me plenty.
- RESOLVED, I will take a serious look at cloud computing and all of the business benefits and potential savings the cloud offers for my business.
- RESOLVED, I will not tolerate subpar security policies or procedures for my company that put it in a high-risk category for being subject to cyber-attacks that could cripple or completely wipe out my business.

FREE Technology Business Review Gets You On The Road To Keeping Your Resolutions And Eliminating Your Day-To-Day Computer Headaches.

To schedule a Technology Business Review today, simply call our office at 312.554.5699.

"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 with the correct answer to win a $25 gift card.

According to Hallmark, the No. 1 card-giving holiday is: (a) Mother's Day, (b) Christmas, (c) Valentine's Day.

in this issue:

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.

Benefits of... SharePoint

"I'm familiar with SharePoint, but how can its features benefit my business?"

SharePoint Saves Time.
- SharePoint allows you to access your data simply and quickly. No more wading through piles of paper or wrestling with difficult to navigate databases. You can find information instantly, edit data without having to remove it from the system, and add new files as they are created.
- SharePoint is online 24/7 so you have instant access to your data whenever you need it.
- SharePoint makes it easy to find what you're looking for – even if your organization produces large volumes of data – thanks to its powerful search features.

SharePoint Saves Space.
- With SharePoint, you can say goodbye to dusty archives and filing cabinets stuffed full of paperwork. Documents are "filed" electronically, freeing up valuable storage space within your office.
- SharePoint allows you to create a fixed library and folder structure that unauthorized users cannot edit, therefore keeping your data organized just how you want.

SharePoint Retains Knowledge.
- SharePoint helps you retain exactly the kind of information you want in exactly the way you want it. Documents and information are only added if they are approved.
- With SharePoint, you can create centrally controlled and owned areas in order to manage your data storage.
- SharePoint enables you to establish access rights to prevent unauthorized users from accessing, reviewing, or editing files.

SharePoint Increases Productivity.
- SharePoint is simple and easy to use. There's no headache for the user and no expensive training bill.
- SharePoint's out-of-the-box workflows can be implemented in an instant, allowing users to review and approve documents, track issues, and collect signatures.

SharePoint Reduces Your Company's Costs.
- SharePoint is a one-time investment. It can be adapted to meet your needs as your company grows, changes or the focus is redirected.
- From speeding up communication to storing precious data effectively and efficiently, SharePoint can do it all.

Read more about how SharePoint can help your business in the next edition of Technology Times or contact Joanna or George today at 312.554.5699.

This technology tip is brought to you by:
MXOtech University

Still Using Windows XP In Your Office? FREE Microsoft Risk Assessment And Migration Plan Shows You The Easiest, Most Budget-Friendly Way To Upgrade

During this assessment, you will receive:

- A **Customized Migration Plan** that will show you how to painlessly upgrade your old Windows XP machines in the most efficient manner.

- A **FREE 27-Point Analysis** of your computer network, aimed at exposing any security risks and issues you weren't aware of and also at finding ways to make your business FAR more efficient and productive.

To secure your FREE Microsoft XP Risk Assessment And Migration Plan, call us today at 312.554.5699 or go online to: http://www.mxotech.com/january-techtip/

MXOtech Supports March For Kids And We Hope That You Will Too.

March For Kids is a fundraising campaign to help raise awareness and the resources necessary to build hope and successful futures for the kids at Mercy Home for Boys & Girls.

Join us in collecting donations, handing out Mercy Home's shamrock stickers, and showing your support at a St. Patrick's Day parade.
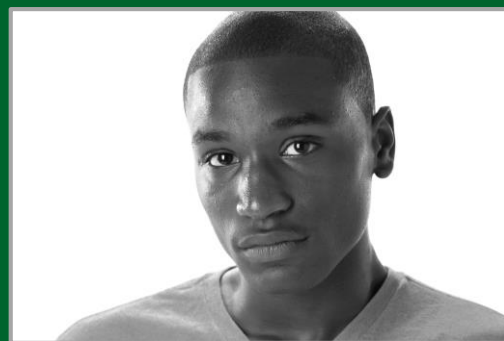
To make a donation visit
www.mxotech.com/marchforkids

To volunteer, contact Dee at
312.738.9584

www.mxotech.com/marchforkids
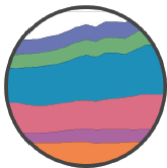
Simplify & Evolve

Cloud-Based Hosted VoIP

MXOtech is now offering the most versatile, reliable and affordable business telephone system available.

Scalable
Your system grows with your business. Our solutions scale from 5-1500 users.

Feature Rich
Over 150 enterprise-class features all at a low, predictable monthly rate.

Economical
Customers switching to VoIP see an average savings of 40-60% per year.

24/7 Support
Helpful support you can count on 24/7, 365 days a year to answer any questions.

Transform your business with Hosted VoIP. Call us today 312.554.5699 or go online
www.mxotech.com/getvoip

Client Love Letters

DWF FOOD & PAPER REDISTRIBUTORS

Dear MXO Team,

I wanted to reach out to say THANK YOU for all your help in upgrading our phone system.

I was in shock over the $14,000 estimate I received to replace my traditional phone system in my new office. When I spoke with Joanna, she suggested I consider a **VoIP system** instead, plus she thought she could save me some money. Well, imagine my surprise when she got back to me with a quote of just $3,000 to replace my entire system with a cloud based solution – **that's $11,000 in savings!**

I couldn't be happier with the new system. The quality is better and it has more diverse features than a traditional phone system. Everything is integrated and can be accessed all in one place at no additional cost. Voicemail and faxes are now received in an e-mail inbox which can be seamlessly shared by all my employees, in a way that centralizes the task of processing our orders.

The MXO team provided the highest level of professionalism and responsiveness. I can't express how much I appreciate your help in the installation of the new infrastructure and managing the other vendors that were involved. The instructions for the new system which you shared on our internal Share Point site will come in handy in the future too.

Because of MXO's knowledge and proficiencies, I was able to take a hands-off role in the process, and was pleased at how seamless the transition was for us. I enjoyed working with everyone on your team. Keep up the great work.

Sincerely,

Mike Thiakos
President | Dennis Wholesale Foods

Contact George today at 312.554.5699 to learn how you can save too with a VoIP System from MXOtech!

Client Spotlight

WOMEN'S BUSINESS DEVELOPMENT CENTER
Your growth is our business.

8 South Michigan Avenue
4th Floor
Chicago, Illinois 60603
312.853.0154

MXOtech is happy to announce the addition of new client the Women's Business Development Center (WBDC). WBDC is the oldest, largest, most comprehensive, and successful women's business assistance center in the U.S. They are nationally and internationally recognized for their responsive, innovative, and effective programs and advocacy efforts; and they deliver business services and financial assistance to empower women towards entrepreneurship and economic self-sufficiency. Since its founding in 1986, the WBDC has assisted more than 55,000 women in the greater Chicago area, helped establish 14 additional women's business assistance centers in six states in the U.S., and continue to be credited for programs and policies that impact women's economic development across the nation and globally. To learn more about the Women's Business Development Center visit their website at www.wbdc.org.

9 Ways To Disconnect From Technology This Year (At Least A Little Bit)

The New Year brings renewal in our lives. It is a time that many people vow to make changes to correct certain behaviors in their life that are causing them pain or harm. With technology improvements, it has rapidly become difficult to disconnect from technology, which can cause harm in our health and sanity.

Here are 9 simple steps you can take this year to disconnect from your technology, even if for just a little while:

1. **Turn it off.** Whether overnight or on a day each weekend, turn off technology and feel the peace of disconnecting from the connected world.
2. **"No Tech Night."** Get your family involved. Turn off the TV. No iPhones or tablets. No work to catch up. Read a book. Play a board game. Or even just talk with each other!
3. **No E-mails First Thing In The AM.** Focus on YOUR biggest task first before you dive into everyone else's agenda.
4. **Social Media 1x Per Day Only.** Set a certain time each and every day to check social media and then stay off the rest of the day.
5. **Read Actual Printed Materials.** Books, magazines, a real newspaper or this monthly newsletter!
6. **Don't Sleep Next To Your Phone.** Leave it in the other room. You'll sleep easier.
7. **Get Outdoors.** Simple, but effective.
8. **No Cellphones During Dinner!** Enjoy your food and the company around you.
9. **Set Your "Work Hours" And Stick With Them.** You're not expected to work every hour of the day. Take your life back and just live a little.

7 IT Policies And Procedures That Companies Under HIPAA Regulations Must Have

HIPAA and HITECH have been around for quite some time. Even so, many companies covered by these laws are way behind the times when it comes to actual implementation. And when you really think about it, even companies not covered by these laws should have the requisite policies and procedures in place.

1. **Access Control Policy.** How are users granted access to programs, client data and equipment? Also includes how administrators are notified to disable accounts when needed.
2. **Workstation Use Policy.** Requiring secure passwords, monitoring logins and limiting unsuccessful logins are just a few of the basics covered. Policies also need to cover basic security best practices such as not allowing passwords to be written down or shared with others.
3. **Security Awareness Training.** Organizations must ensure regular training of employees regarding security updates and what to be aware of. You must also keep an audit trail of your reminders and communications in case you're audited.
4. **Malicious Software Controls.** You must have documented policies for the frequency with which anti-malware and antivirus software are updated and what happens if an infection/outbreak occurs.
5. **Disaster Recovery Plan.** How you respond to emergency situations (of all shapes and sizes) must be fully documented and tested regularly. A full Disaster Recovery Plan is something our company can help you with.
6. **Media Disposal Policy.** How do you dispose of old computer equipment and data? You must have policies and procedures in place that cover exactly how all equipment is properly disposed of and logged.
7. **Review & Audit Procedures.** There's much more to HIPAA compliance than the 6 items discussed here; however, be certain also that whatever you do has a firm audit trail/log that shows that everything has been executed according to plan.

These are just starting points. MXO has over 8 years of experience in the Healthcare IT market serving medical practices. We understand the pain and confusion you may be experiencing trying to figure out how you can stay compliant. **Avoid fines and contact us today at 312.554.5699 for a HIPAA Risk Assessment.**

Employee Spotlight

Meet Our Product Owner Analyst, Rebecca Johnson

Rebecca brings a breadth of experience in process analysis and redesign, project management, database design and implementation, training, and report creation. She has created policies, procedures, business rules documentation, and user guides as well as a self-guided interactive curriculum for children. Rebecca has a Masters of Nonprofit Administration and loves digging into a problem to come up with the best way to accomplish a goal efficiently. She's worked as an analyst at MXO client Mercy Home in Special Events, Fundraising, and IT and then as a tech camp Director before finding her home at MXOtech. In her free time she loves to cook, sing with a community symphony, and travel.

REFER A CUSTOMER

We'll Give You a Gift Card or iPad Mini!

Do you know someone who is worried about their computer technology?

Tell them about MXOtech.

Simply refer any company to us with 10 or more computers and we'll provide them with a FREE Network Assessment (a $297 value). Once we've completed our initial appointment with your referral, we'll rush YOU a **$50 Starbucks gift card**. It gets better. If they sign a contract with MXOtech, we'll send you an **iPad Mini**!

Complete our [Referral Form online](#) or call Joanna or George today at **312.554.5699** with your referral's name and contact information!

MARCH MADNESS!

Whoever makes a SLAM DUNK and sends us the most referrals during the month of March will win a copy of **Windows 8 Pro (a $200 value)!**

Complete our [Referral Form online](#) or call Joanna or George today at **312.554.5699** with your referral's name and contact information. We'll take care of the rest!

Around the Town | Upcoming MXO Events & Recaps

2014 kick off event!

We started off the New Year with a team strategy session and kick off meeting on January 10ᵗʰ. The team meeting highlighted some of our best 2013 accomplishments – such as celebrating 8 years of service, growth within our Networking and Application Development departments with the addition of 6 team members, and adding a new company-wide PSA (Professional Services Automation) system. We also finalized our MXO core values, mission, niche, and what makes us unique. **Check them out on the right.** We have lots of exciting things planned for 2014 too! So stay tuned!

Inspiration from Tony Horton! P90X

We recently attended a technology event covering various topics from security, cloud solutions, software applications to HIPAA compliance. One of the guest speakers was fitness guru, **Tony Horton**, best known for his boot camp style P90X home fitness program. His advertisements are some of the most frequently aired infomercials on TV.

Tony was very inspiring and gave us so many great tips including:
- If your great grandmother can't recognize the food you are eating, you probably shouldn't be eating it! (HINT: No Doritos!)
- Make a calendar for the week ahead and commit to one week at a time with various activities.
- Don't overwhelm yourself…just take things one week at a time.

Joanna with fitness & health expert, Tony Horton.

Read more about what Tony had to say in our next issue.

Niche Mission & Values

Mission
To provide an inspiring environment for talented individuals to come together and create excellence.

Core Values "Embrace"
- **Clarity:** We practice methodologies that enhance team vision.
  For us: This means tapping into all of our individual strengths in order to achieve a unified vision.
- **Inspiration:** Rising to the challenge and staying cutting edge.
  For us: This means challenging and inspiring each other to do our best.
- **Trust:** It's in everything we do.
  For us: This means trust is so strong amongst us that the clients feel it too.
- **Accountability:** We own our work and every commitment.
  For us: This means going above and beyond to deliver to each other and to our clients.

Niche
Beyond IT. People.

What Makes MXO Unique?
- Our "can do" attitude.
- We integrate with our clients to understand their needs.
- Consistent, positive and prompt results...we own it.

Learn more & watch our video at
http://www.mxotech.com/corevalues/

mxotech
Where IT Gets Personal

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Follow us on LinkedIn

Innovation Inspiration

"You can't expect to meet the challenges of today with yesterday's tools and expect to be in business tomorrow."

– Unknown Source

How Long Do Hard Drives Really Last?

One-hundred percent of all hard drives will eventually fail. This is a fact. Some will fail prematurely due to manufacturers' defects while others will fail because a mechanical part finally wears out. **The question is, how long until that happens?**

Online backup provider Backblaze.com has kept 25,000 consumer-grade hard drives constantly running for the last four years, diligently noting whenever a hard drive breaks down. The results are very interesting.

- **92% of all hard drives will survive the first 18 months.** These failures are typically due to manufacturers' defects (oftentimes called the "lemon effect"). Hard drives' warranties are typically one to three years, which is basically the manufacturers saying that they are only on the hook to replace the lemons.

- **During the next 18 months, only a very small percentage of drives (~2%) will fail.** These failures are from random "unlucky" issues and occur rarely anytime during the life of the drive.

- **Beginning in year 3, hard drives start to wear out due to usage.** They are simply mechanical devices that are getting old. 80% of drives will make it to year four and then they drop off at about 12% or more per year thereafter.

- The failure rate is essentially a U curve with most failures very early on or after the 3 year mark.

So, What Does This Mean?

Simple. Back up your data. With a 1-in-10 chance that your hard drive dies in the first three years of its life and an accelerating chance of failure after that, there is no excuse for being caught without a solid backup. Ever.

Make a plan. Build equipment replacement into your budget at least every four years for most devices, with a 10% equipment-replacement expense built in over the 1st year and then again starting in year three. As for that 10-year-old PC in the back room still running Windows XP and your most critical reporting software, the clock is ticking…

Contact us today about how we can help you make your backup plan.