

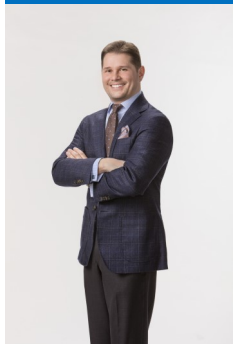
What's New

3 Technology Truths For Transforming Your Business

1. You have to keep up. Tech changes fast. By the end of this year, 5G will be more widely available – along with devices that can use it. More businesses will be relying on artificial intelligence to supplement productivity and customer interaction, putting them light-years ahead of the competition that lags behind.
2. You have to invest. Change comes with cost. If you aren't willing to invest in new tech, then you will fall behind, and so will your support and security. If you run into any problems, then you could be in big trouble.
3. Don't fall behind on cyber security. It's easy to forget about cyber security when things are running smoothly and working as intended. But cybercriminals never stop. They are always looking for a way in, and if you fall behind the times on your IT security, then you make it easier for them. Keep your data and your customers as secure as possible.

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This monthly publication provided courtesy of Frank M. DeBenedetto, President of TRTG.

“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!”



3 Critical Cyber Security Protections EVERY Business Must Have In Place NOW To Avoid Being Hacked

Five years ago, you might have had state-of-the-art security protecting your business and network. You had the latest malware protection, highly rated firewalls and a great data backup plan. Maybe you even had a handbook on how to address cyberthreats. You were set. But then you forgot to do one crucial thing: you didn't stay up-to-date with your IT security policy.

This is a trap countless businesses fall into. They invest in great cyber security *once*. Five years ago, this was fantastic. The problem is that cyberthreats are constantly evolving. Methods used by hackers and cybercriminals have come a long way in the past five years. Criminals stay on top of what's going on in the IT security industry. They are always looking for new ways to steal your data and make a quick buck at your expense.

What can you do to stay up-to-date in an ever-changing digital world? Here are three things every business must do to protect itself.

Understand The Threats

It's easy to assume that hackers are trying to get into your network the “old-fashioned” way. You might picture them hacking your network trying to get your passwords and usernames or breaking through your firewall protection. While some hackers will do this (it's easy for them if you use simple passwords), many of today's cybercriminals rely on social engineering.

The most common form of social engineering is the phishing scam. The criminal sends you or your employees an e-mail, hoping someone will click a link or open an attached file. Cybercriminals have gotten VERY sophisticated. These e-mails can

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mimic the look of a legitimate e-mail from a legitimate business, such as the local bank you work with or another company you buy from (or that buys from you). Social engineering is all about tricking people.

This is why you need a cyber security handbook – one that is regularly updated. It's something you can reference. Your team needs to know how to identify a phishing e-mail, and you need to have procedures in place for what to do if a questionable e-mail shows up. This helps keep your employees from becoming the weak link in your security setup.

Update, Update And Update

From software to hardware, you must stay updated. There is no such thing as “one-and-done” when it comes to network security. Something as simple as a wireless router can DESTROY your security if it's not regularly updated. Hackers are always looking for vulnerabilities in both hardware and software, and when they find them, they WILL exploit them.

What happens when a piece of hardware (like a router) is no longer supported by the manufacturer? This occurs all the time, particularly as hardware ages. Manufacturers and developers drop support for their older technology so they can focus on their newer products. When they drop support for a product you use, this is a good indicator that you need to replace that piece of hardware. The same applies to software.

You might balk at the cost of buying new technology, but in the long run, the cost is well worth it. Think of the cost

of buying a new router versus the cost of cleaning up after a data breach. Some small businesses never recover after a hack – it's just too expensive. Keep your malware software updated, keep your firewall updated, keep your cloud backups updated and keep all your devices and software UPDATED!

Invest In Proactive Network Monitoring

When it comes to the security of your network and overall business, being proactive can make a huge difference. Proactive monitoring means your network is being watched 24/7. Every little ping or access to your network is watched and assessed. If a threat is found, then it can be stopped.

The great thing about proactive network monitoring is that you can customize it. Want to know about every threat? You can request a real-time report. Only want updates once a day or once a week? That can be done too! This approach means you have one less thing to think about. Someone is always keeping an eye on your network, making sure the bad guys stay out.

You might think, “How am I going to do all this?” You don't have to go it alone – and you shouldn't. Work with an IT services firm. Work together to find the best solutions for your business. When you work with IT specialists, you can rest assured your team will be updated on today's threats. You'll know your network – and everything connected to it – is updated. And you'll know someone is watching over you. That's the ultimate peace of mind.

“Proactive monitoring means your network is being watched 24/7.”

Free Report Download:

The Business Owner's Guide To IT Support Services And Fees

You'll learn:

- The three most common ways IT 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.



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Shiny New Gadget Of The Month:



FitTrack – A Smart Scale That Does More

The bathroom scale isn't always the most useful device in the home. FitTrack is a smart scale that aims to change that. It's a different kind of bathroom scale that gives you *much* more than a single number.

Traditional bathroom scales don't tell you anything about what's happening in your body. FitTrack *does*. It gives you an "inside look" into what's going on inside your body. It measures your weight, body fat percentage, body mass index, muscle and bone mass, hydration and more. In fact, it tracks 17 key health insights.

The advanced scale pairs with the FitTrack app, which you can download to your smart phone and connect to the smart scale. All you do is step on the scale with your bare feet – the scale actually reads electrical signals from your body – and it sends the results to your phone. Simple and useful. Learn more about FitTrack at bit.ly/2VOg7Vs.

Building Confidence As A Business Leader

How can you build your confidence as a CEO, investor or entrepreneur?

My colleagues and I at ghSMART see many talented people work hard to build their confidence.

New CEOs have imposter syndrome. Private equity investors who just raised another \$1 billion in funds read newspaper headlines about the coming recession and quietly gulp. Self-made billionaire entrepreneurs worry that their fortunes will take an embarrassing hit. Newly elected government leaders worry about whether their results will live up to their campaign promises.

We find that leaders are less confident when they obsess about things they can't control, rather than take action in the areas they can control.

Like what?

The *Wall Street Journal* reported the results of a Conference Board survey (Jan. 16, 2019) of what is on the mind of 800 CEOs.

External Hot-Button Issues

1. Recession
2. Global trade
3. Politics

Internal Hot-Button Issues

1. Attracting and retaining top talent
2. Disruptive technologies
3. Developing the next generation of leaders

What this survey says to me is this: it's good to be aware of issues that are outside of your control – recession, global trade and politics. But it's even more brilliant to master the things that are within your control – hiring

and retaining top talent, developing digital capabilities and developing the next generation of leaders.

How much confidence do you have in your team?

If you have a high degree of confidence in your team, then keep doing what you are doing to hire and develop them.

But if you don't have a high degree of confidence in your team, then you should focus on hiring, developing and retaining more of the right people who fit your strategy and who can achieve the results you seek.

How?

There are three ways to build confidence in your team. You can invest the time to master the skills and best practices around hiring, developing and retaining top talent yourself. You can engage ghSMART to do it for you. *Or* (what most of our clients do) you can engage ghSMART to solve this problem immediately and build your skills in this area for your long-term success. (A quick side note: I'm very proud to report that my colleagues achieved 99% "high" client-reported satisfaction over the past 12 months. So, to go with this confidence theme, I have a very high degree of confidence that my team will help you solve your #1 problem!)

A great way to build confidence in yourself as a leader is to build your confidence in your team.

If you are the CEO of a company that generates over \$1 billion in revenue (or has raised at least a \$1 billion fund), then please reach out if you would like my team to help you build confidence in your team to deliver the results you want to achieve for customers, employees and shareholders.



Geoff Smart is chairman and founder of ghSMART. Geoff is co-author, with his colleague Randy Street, of the New York Times best-selling book Who: A Method For Hiring and the author of the No. 1 Wall Street Journal best seller Leadocracy: Hiring More Great Leaders (Like You) Into Government. Geoff co-created the Topgrading brand of talent management. He is the founder of two 501(c)(3) not-for-profit organizations. SMARTKids Leadership Program™ provides 10 years of leadership tutoring, and the Leaders Initiative™ seeks to deploy society's greatest leaders into government. Geoff earned a BA in Economics with honors from Northwestern University, and an MA and PhD in Psychology from Claremont Graduate University.

Services We Offer

*Cloud Services ~ Managed Networking Services
Cybersecurity ~ Hosted Voice over IP*

TRTG Happenings

OLIVER L. E. SODEN AGENCY
Insurance & Risk Management

New Client Alert

We are proud to have recently onboarded the Oliver L.E. Soden Agency team to our exclusive cloud platform and service solution stack. Fortunately, we started their migration process at the height of the pandemic when businesses were forced to close their doors until further notice. They were hesitant to make this type of change initially, especially during these uncertain times. However, they soon learned they made the best decision to switch to our plan. Their employees did not usually work from home and they were most concerned about their data security and business continuity. They could not risk any downtime or losing any important information.

Opening in 1925 the Oliver L.E. Soden Agency is an independent insurance agency that works with multiple insurance companies to provide their clients with a range of options that best suit their unique needs. While their company has come a long way since it was first established, they never forget their history. Therefore, they keep their phone lines open 24-hours a day and encourage their agents to develop a close relationship with every client. They believe that getting to know their clients is the best way to ensure they will receive the most options for protecting their family, business and property from financial losses.

Thanks to the cloud, the world is fighting coronavirus with technology. Businesses, including the Soden Agency, have managed to remain operational and are connected even amid strict lockdowns. Given this scenario spurred by the coronavirus crisis, one factor is clear: businesses need to handle this pandemic strategically. The first advantageous step, as the Soden Agency has proved, would be migrating to a reliable cloud platform.

TRTG Security Tips:

Make THIS password different from everything else

You know you're guilty of it: using the same password for everything. Believe me, I understand how annoying it is to try and remember all those passwords; and if you're using the same password for sites that don't share sensitive information, like a login to a news feed you like to read, then it's generally okay.

HOWEVER, the ONE password you want to keep unique is your e-mail password. If an e-commerce site you've registered at or bought from gets hacked – and you've used the SAME password you usually use for everything to register at the site – you can pretty much bet hackers are going to gain access to your in-box. They'll have your e-mail and your password to the e-commerce site and will use that to hack in. From there, they'll have fertile ground for getting all your data and other passwords.

Work computers and devices are only for ONE thing...

That is, WORK! Never mix personal web surfing and social media with company devices. If you want to check your Hotmail account or Facebook page, do it during your lunch break and on YOUR personal device. Over 600,000 Facebook accounts are hacked every day. If you're using a company device to access a compromised account, you're opening up a door to a hacker who can then get into your company's network via your e-mail or PC. Bottom line, don't use company PCs, devices, phones or Internet for PERSONAL use.

The DANGERS of Dropbox and other file sync apps

If you're using Dropbox, OneDrive, Google Drive or other consumer-grade file sync and sharing cloud applications, listen up! These applications pose a huge threat to your company because company data can be spread far and wide without central oversight of what information is being shared with whom. Further, over 7 MILLION Dropbox accounts have been hacked, giving cybercriminals a path into the company's network.

This is even MORE important if your company has access to and/or stores financial, medical or other sensitive data. Using file-sharing applications like these are a clear and direct violation of data breach and compliance laws. Bottom line, DON'T USE THEM FOR COMPANY DATA and use only company-approved, business-grade file-sharing applications.