



Technology Times

“Insider Tips to Make Your Business Run Faster, Easier and More Profitably”

Meet the Team

Name: Lisa
Position: Business
Relationship Manager
What I do: Work closely
with our clients for
purchasing of equipment
and managing of their
services.



About me: I have always had an interest in computers which has taken me through a “hands on” learning path over my working career of 25+ years. During this time I have held technology positions at Bell Canada, Western University and now with Stronghold. Going from being the “go to person” for computer help at Bell Canada eventually becoming a technician as technology advanced at Bell Canada and continued with my technical role at Western. My technical role eventually led to assisting with the purchase of computing equipment and working closely with Stronghold. I chose to join Stronghold a couple of years ago as I really enjoyed working with people and assisting them with making the right purchase for their needs. When I’m not working I enjoy spending time with my husband and two children. Soccer is a passion that we all share as a family both on and off the pitch. Other interests and hobbies include boating, vacationing and catering.

June 2018



This monthly publication provided courtesy of Jeff Cameron, CEO of Stronghold Services Corporation.

Our Mission:

To create and build professional, valuable and exceptional relationships with our clients; to develop and implement the most appropriate and effective technology solutions and processes.



3 Deadly Mistakes You’re Making By Being Cheap With Technology

Today’s small and midsize businesses (SMBs) have an uneasy relationship with technology – even if they don’t realize it yet. As the marketplace reaches new heights of complexity and speed, and consumers migrate to cyberspace in masse to make their buying decisions, SMBs are responding in turn. Today’s savvy business owners utilize ever-evolving technologies to capture their customers’ interest and imagination, make conversions and manage their day-to-day operations with unprecedented ease and clarity. Certainly, the Internet age is a thrilling time to be in business. Each business is equipped with wildly powerful tech that has transformed the landscape of commerce forever.

But there’s an uncomfortable truth that goes hand in hand with this increased dependence on technology. At its best, IT allows us to do incredible things we never would have imagined were possible even 10 years ago. At its worst,

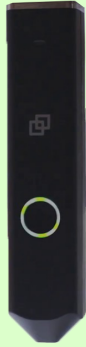
IT is an unreliable, finicky and potentially hazardous scaffolding upon which we built our loftiest hopes and dreams. Even the best IT requires wrangling to shape it to our needs and keep it on track and safe from intruders.

Despite this reliance on technology, the vast majority of business owners consider it an extra expense rather than a foundational element of their company. As a result, they skimp on technology spending. But being cheap comes with a cost – one much bigger and more dangerous than you probably realize. Here are three mistakes you’re making by underspending on this key part of your business.

1. You’re spending on technology based on an unrealistic, poorly planned budget rather than building your technology budget around your actual needs.

Continued on pg.2

Shiny New Gadget Of The Month:



Watch What You Eat With LinkSquare

Everywhere we go, most of us use vision to navigate our world. Whether our mouth begins to water at the sight of a tasty dish or our brow furrows at the sight of a shady-looking dollar bill, our eyes are one of our primary means of connection to the world around us. But, just by looking, can you tell whether that delicious-looking food is as high quality as it seems? Or be absolutely sure that the dollar is real?

Enter LinkSquare, the pocket-sized spectrometer that enables us to gaze deeper into the objects around us. After you scan an object with the device, it uses machine learning to analyze the properties of all sorts of items, including the freshness of food, the authenticity of money or gold, the identification of stray medications and a huge variety of other potential applications. If you're interested in purchasing this wildly futuristic technology, it'll cost about \$300. Learn more at LinkSquare.io.

3 Questions No Leader Should Ever Ask

At ghSMART, we advise board members and CEOs of large companies on their most important leadership issues. One of the most important skills we discuss is making sure they are consulting on the right questions.

I think of a "right" question as one that matters – a question that will cut to the heart of an issue, produce an answer on which the leader can act and provide the highest value to the leader in terms of results.

But the "right" question then becomes, "What are the wrong questions?"

There are three categories of "wrong" questions that I've heard time and time again over the years. Merely asking these questions can lead you down the wrong path when you're seeking to achieve your career's full potential.

1. If you have to ask an ethical question, just don't do the thing you were considering.

The wisest, most successful leaders I have served or worked alongside all seem to lead according to this rule regarding ethical questions: "If you have to ask, then don't." In other words, if there is something you're considering that's in a moral gray area or might be misinterpreted as unethical, then just don't do it. At ghSMART, we call this "having 110% integrity." We do things that are not only 100% ethical, but we give an extra 10% safety margin to avoid things that could be misinterpreted.

2. If you have to question whether someone is underperforming in their job, they are.

There's a common cycle of "facing reality" I often see my clients go through. They have a bold vision and a goal to achieve something great. And when they realize that they don't have the team to make it happen, they start to fantasize and think, "I wonder if Fred or Amy is going to rise to the occasion and display strengths we've not yet seen to achieve these results." Great leaders know who they can count on. They don't expect a subordinate to suddenly start performing well in a role that does not appear to fit their talents and interests.

3. If you wonder whether you can trust your boss, you can't.

There is a saying: "People don't quit companies; they quit bad bosses." So if you find yourself wondering whether you can trust your boss or not, you likely can't. Instead, go find a boss you can trust. Find a boss who will hold your interests in high regard and care about your career goals as much as you do, giving you coaching and feedback to help accelerate your learning. These bosses will have your back during bonus time. Rarely do you see great leaders who wonder about the trustworthiness of their boss staying at that particular job very long.



Geoff Smart is chairman and founder of ghSMART. Geoff is co-author, with his colleague Randy Street, of the New York Times bestselling 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, an MA, and a PhD in Psychology from Claremont Graduate University.

Client Spotlight

Would you like your company highlighted here in our Client Spotlight?

Then give us a call today at 519-471-9999 or email us at techtimes@strongholdservices.ca

■ How To Quickly And Easily Make Your Business More Profitable

Early in any small business, it's extremely difficult to turn a profit. Even after you gain a little traction, it's easy to get caught up in the never-ending details. This means you have no time left for the things that will actually increase your revenue. But there are a few things you can do right now to raise your bottom line.

Perhaps the most important action item on your list should be to calculate the exact costs of your business. In order to know where you're starting, you need to look beyond general expenses

and pinpoint just how much your activities are worth to the company. Then you can start cutting out tasks that are measurably low in value, automating them wherever possible. If you can do that for both you and your team, you have a great place from which to start.

SmallBizTrends.com, March 26, 2018.

■ Top Ways To Stay Secure In The Social-Media World

Social media allows millions of people to reconnect and stay up-to-date with family members, friends, acquaintances and even former in-laws. But as social media reshapes the way we communicate with one

another, it's important to keep a couple of things in mind to protect yourself and your data.

Remember that there's no "delete" button on the Internet. Even if something seems temporary, a simple screenshot or check through the archives can make it permanent. Even if you keep your social media completely private, relationships change, and what was private yesterday may suddenly become public record. The question you need to ask is whether you'll be comfortable in 10 years with what you're posting today.

In the same vein, if you post in online forums or on message boards, consider using a pseudonym. Never share names of real businesses, clients, friends or family. If a bank manager wouldn't allow a picture of all the money in the vault to be shared on the web, you shouldn't allow a picture containing confidential, financial, legal or other protected documents and items to be shared either. A good social-media policy in the office now can save headaches down the road.

Who Else Wants To Win A Great Escape Gift Certificate ?

Now, here's this month's trivia question. The winner will receive a Cineplex Great Escape Gift Certificate. Which of the following search engines has been helping people find things online for the longest? (i.e. which came first of the four?)

- A) Ask Jeeves
- B) Yahoo!
- C) Google
- D) WebCrawler

Email Us Right Now With Your Answer at techtimes@strongholdservices.ca