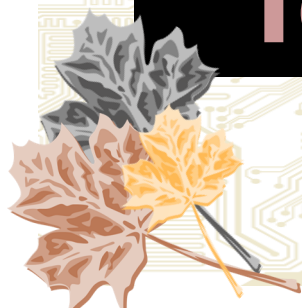


Technology Times

Solutions Unlimited, LLC



The true colors of your business shine through your communications and relationships

Businesses revolve around a series of communications. Our relationships are built with vendors, clients and employees through communication. How can we be successful communicators?

What is communication? Communication is defined by Webster's Dictionary as "An act or instance of transmitting: information transmitted or conveyed: a verbal or written message: a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior: exchange of information."

We are all natural communicators. As humans we fall into this definition with every move we make. We communicate with others in some way from the time we wake up to the time we rest our eyes again at night. Today, technology plays a huge role in our communications with phone calls, messaging, e-mailing, texting and postings at our fingertips.

How can we be more successful with our communications? Pay close attention to your method. Your approach including body language, voice, tone and wording can

make or break a communication before it even gets underway.

Most communications are judged and prioritized before the entire message is even conveyed? Think about it... most of us look for three key points: What does the person want to discuss? How long is it going to take? And when the communications are over, what are the expectations, benefits, or deliverables?

Remember your manners. Simple things like phone manners are easily overlooked. Remember to treat every call as if it were a meeting. Have a set purpose or agenda and gather all of your thoughts before you pick up the phone. Decide what you will do if you cannot get through like leave a message or call back later. If the call is a scheduled meeting, be at your desk at least 15 minutes before the call time to settle in and prepare. Also, learn the names of the people who answer the phone or write down their name when the call begins to remind you later.

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Autumn Quotes

"Rather than turning over a new leaf, prune your tree so new leaves continue to blossom."

~ Feroz Bham

"Autumn, the year's last, loveliest smile."

~ William Bryant

"The leaves are telling secrets to the wind."

~ Peter Mulvey

"Be the change you wish to see in the world."

~ M. Gandhi

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Fall faster

September 22nd marks the end of our sunshiny Summer season and the beginning of Fall. What's in the forecast for you?

Back in session...

Vacations are over, children are back in school, and business is picking up with anticipation for the year's end. So, take a moment to assess what is next for your business.

Change is in the air.

All of us have a focus. Some driving factor that keeps us running from task to task, but how do you know what to do next? Here is a little tip to grow on,

"Fall forward faster.

Because the people who have failed the most are the most successful."

~Dr. Tom Orent

Prioritize and dominate your to-do list!

Failing doesn't mean giving up. Line up your idea list and set the wheels in motion to accomplish your goals before this year comes to a close.

Make a plan. Narrow your

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Solutions Unlimited, LLC

100 Corporate Dr Ste N

Spartanburg, SC 29303

864.599.8678

www.suisc.com

The true colors of your business...

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Your close attention to detail will show commitment and respect. Finally, be pleasant with everyone you come in contact with using basic manners like “please” and “thank you”.

E-mail etiquette is essential. E-mail communications with clients, coworkers and vendors should be clear and concise too. It’s ok to be informal but, don’t be sloppy. Keep your messages brief and to the point with complete sentences, correct spelling, and a defining subject. In addition, remember e-mail is not instant or completely private. Your tone can’t be heard in an e-mail. Don’t hesitate to pick up the phone or schedule a face-to-face meeting for urgent or sensitive communications.

Use communication tools that work.

There is nothing worse than dropped business calls, disconnected web meetings and undeliverable e-mail. If you are having trouble with your current business solutions, it may be time to find something new. Give us a call to explore options.

Success in business is directly impacted by the way in which we communicate. Ongoing practice, patience and persistence with a few good tools in your pocket will help you develop your skills as a good communicator.

Have you RSVP’d for the September Lunch and Learn?

Email us:
kevin@suisc.com

Apple Restrictions: A voyage to remember

I’m positive you’ve heard about children running ramped with downloads on their parents devices but, did you know there is a setting to lock them out? If you haven’t found it, this is a money saver tip!

Vacation extras? A friend of mine recently arrived home from a cruise. The ship was almost brand new and the amenities were comparable to that of a Las Vegas casino. The whole family had a fantastic time! They checked out with golden tans, pictures galore, souvenirs, and a \$300 Apple ID bill, *what?*

15 memorable minutes... That’s right \$300 down in just 15 minutes. My friend opened the e-mail invoice from Apple and immediately knew what happened. He was busy getting ready for a night out with his beautiful wife, when his son asked to purchase an app on their iPhone. He hurriedly punched in the passcode and went back to his preparations.

Level 47, yea! While his young son was very excited to get so far on his game, my friend was disappointed with the lack of restrictions on the Apple de-



vice. The default allows 15 minutes of purchasing power before locking your account so his son bought every boost imaginable!

Setting the restrictions?

Go to settings, select “General”, click on “Restrictions”, then tap the button to “Enable Restrictions” and set a passcode. Scroll down to click on “Require Password” and change this setting from the standard “15 minutes” to “Immediately”. There are a variety of other restriction options to consider too, take a look!

An extra tip to keep you safe! If you ever update your restrictions passcode or change a restriction, be sure to double check the settings again so you don’t end up with another surprise bill. Generally, the settings will go back to the default. That means 15 minutes of purchasing power for anyone on the device.

Save yourself the headache and bill, set your restrictions today!

Wise web browser warnings

Are you a Firefox fan, Explorer junkie or Chrome lover? No matter what browser you prefer, you can rely on them even more for useful warnings these days.

Rewind to the 90’s when you believed everything you read on the Internet. Browser security was the least of your worries. After all, we didn’t have hackers then, right?

Over the past few decades, many online users have been hit with horrible attacks, fake security alerts, network intrusions, even e-mail scams and harmful downloads. These problems can be annoying, exposing and very expensive to fix. Who can you trust?

Browser companies are learning. They are becoming even more educated about the security risks online and have improved their warning systems to send users like us valuable information. Now, you will see more popups regarding phishing attempts, malware attacks and invalid certificates.

It’s time to listen. Billions of warnings are sent out through browsers each year. Take time to read and research popups from your browser and explore security add-ons that can help you stay out of trouble.

Warning woes? If you aren’t sure what’s real, give us a call before you click. Devious attackers have created very realistic warnings using legitimate company logos and information. Better safe than infected.



Fall faster...

(Continued from page 1)

list down to the top seven ideas and set the others in a tickler file for next year.

Plan your top picks. From the top seven, pick one idea to implement this month. Put a reminder on your desk in writing, add time to your calendar to work on your idea, and define your goal. Then focus only on this one idea this month. It doesn't matter what type of idea. It can be anything from building better processes for accounting to working up a company manual or pushing out a new marketing campaign.

Set yourself up for success. Secure a strategy for implementation. Work time into your busy schedule to address your idea and dive in. Be sure to schedule 1-2 hours for each idea session and keep yourself focused.

Follow through. Take your other six ideas and schedule them for the next three months. Add time to your calendar early so you have the availability when it's time to begin working on your ideas.

Keep it simple. Don't reinvent the wheel with every new idea. Research implementation techniques and review similar success stories about topics you want to explore. Find a mentor to help guide you and good resources.

Visit www.SBA.gov for inspiration and information on a variety of topics to help your business flourish this Fall.



12 steps to secure your payment processing

A new school year is here reminding us about the importance of education. Even in the workplace, ongoing training and testing are necessary to keep your company's policies and procedures current. Here are 12 easy steps to evaluate and comply with PCI requirements.

What are PCI requirements? The Payment Card Industry (PCI) developed a set of requirements to ensure all companies that process, keep and send credit card information maintain a secure environment to protect card holders. All companies or merchants that process credit card information must comply even if you only process payments over the phone.

PCI compliance isn't so bad. Take a look at these necessary steps to secure your payment processes.

- 1. Build and maintain a secure network** to ensure data collected, stored and transmitted is safe.
- 2. Use passwords to protect your servers, workstations and important files.** Create strong passwords using letters, numbers and characters to keep hackers away.
- 3. Protect cardholder data.** Anything associated with the cardholder like account numbers, expiration date, name, address, etc. must be protected.
- 4. Encryption.** Keep sensitive information secure using encryption when data is sent over the Internet.
- 5. Maintain a vulnerability management program.** Identify, document, and remedy issues with programs like vulnerability scanners, firewalls, and anti-virus.
- 6. Secure your network and keep your applications healthy.** Network security starts with assessing your current standing, ongoing monitoring, and layers of protection using hardware and software.
- 7. Strong access control measures are like door locks.** You wouldn't go to bed with the back door wide open, right? Lock down your network so only the right people are allowed to login.

8. A unique ID for every workstation gives you a signature to follow so you can see exactly who is accessing what information and when.

9. Physical access to data should be restricted too. Keep your data restricted with physical access limitations that only allow key personnel access.

10. Regularly monitor and test your network. Who is watching your network? Constant monitoring of your network allows you to head off attacks, slow or failing components, and unauthorized use.

11. Security and processes for all network processes. Did you know, the safest way to secure your network is to unplug it! The next best thing is strong consistent security monitoring and control processes to ensure your company is safe.

12. Maintain information security policy (data policy). Pave a way for your company to address and recover from things like hardware and software glitches, attacks, natural disasters, even theft or fire.

Need a keen eye? Give us a call. We will conduct a Free Network Assessment giving you the tools for PCI compliance.



“We make all of your computer problems go away without the cost of a full-time I.T. staff!”

Ask about our fixed price service agreements.

— Computer support at a flat monthly fee you can budget for, just like rent!

Inquiring Minds...



Tablets harvesting productivity in the workplace. This year, more businesses are adopting tablets to boost productivity. One study showed that nearly seven out of 10 business owners use tablets and many say these devices help them get more done.

Are tablets right for your business? First, think about how you plan to use them and what applications would be useful. A quick assessment of your current software can help you determine where to utilize tablets. You may find that many of the programs you rely on are available on a tablet and could potentially decrease intake time for new clients and streamline your service offerings. If you would like assistance reviewing your business structure to see if tablets can help, give us a call.

Just keep swimming, just keep swimming... Dory said it best when she chanted these three little words to her sad clown fish friend in the children's movie, Finding Nemo. Everyone needs a little encouragement sometimes. Boost morale with these no-cost extras that will put a smile on everyone's face.

1. Build partnerships with local service providers.

Do you or anyone in your workplace use a dry cleaner or auto detailer service? Bring amenities like this your workplace and help everyone save a little time. Providers are often happy to bring their services to you when they know there are multiple employees interested. Call companies near you and pass around a sign-up sheet to make it happen.

2. Establish family discounts. I'm sure you've listened to stories from your coworkers about a fantastic family outing. Why not make a partnership with local movie theaters, pools, and other entertainment hosts to give your

employees a break. A few phone calls and you can show just how much you care about your employees.

3. Bring the restaurant to them. I know this one sounds cumbersome but, I assure you it is well worth it. Imagine, work is piling up and everyone is longing for the lunch hour, but they know it will put the breaks on their productivity if they duck out to grab a bite. Solution... show them you care by finding a local eatery that is willing to bring a variety of sandwiches to your office to sell or one that allows you to order online for delivery.

Try your hand with the new Leap Motion Controller.

Ever wished your laptop could be a touch screen like your tablet? Throw out all your previous ideas about computing and take a look at this fancy new gadget. The Leap Motion Controller lets you turn any computer into an exciting hands on experience. This tiny device lets you interact with programs and applications using only hand gestures in the air. While there are some mixed reviews on this product and compatibility is still somewhat limited, the Leap Motion Controller is redefining how we use computers. To see this new product in action, visit www.leapmotion.com. The Leap Motion Controller is available now through Leap Motion and major retailers like Amazon and Best Buy for just \$79.99.



Solutions Unlimited, LLC
100 Corporate Dr Ste N
Spartanburg, SC 29303
864.599.8678
www.suisc.com



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