

# Triangle Tech Times



PALLADIUM  
NETWORKS

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

◆ ISSUE 6  
◆ JUNE  
◆ 2014



"As a business owner, I know 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!"

—Rob Downs, Palladium Networks

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"Your password was so clever I mentioned it to everyone who came in today."

## My Computer Network Doesn't Need Regular Monitoring And Maintenance, Does It?

This is probably one of the biggest and most costly misconceptions that many business owners have. Usually this is because they've been fortunate enough to never have encountered a major computer-related disaster, but that's similar to someone thinking they don't need to wear a seat belt when driving a car because they've never had an accident.

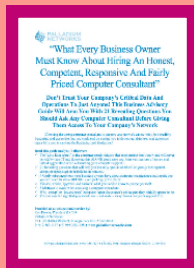
Computer networks are complex and dynamic systems that need regular updates and maintenance to stay up, running fast and problem-free. In fact, it's surprising how fast a brand-new computer will slow down after a few weeks or months of use without proper updates and maintenance. Here are just a FEW of the critical updates that need to be done on a weekly – if not daily – basis:

- Security patches applied – with NEW viruses and hacker attacks cropping up DAILY, this is a CRITICAL part of maintaining your network
- Antivirus updates and monitoring
- Firewall updates and monitoring
- Backup monitoring and test restores
- Spam-filter installation and updates
- Spyware detection and removal
- Monitoring disk space on workstations and servers
- Monitoring hardware for signs of failure
- Optimizing systems for maximum speed

A computer is just like a car: if you don't change the oil, replace the filter, rotate the tires, flush the transmission and perform other regular maintenance on your car, it will eventually break down and cost you FAR MORE to repair than the cost of the basic maintenance – and cars are far simpler than a computer network!

Get More Free Tips, Tools, and Services at [www.palladiumnetworks.com](http://www.palladiumnetworks.com)

## The Ultimate Small Business Guide To Hiring A Proficient IT Consultant



### Read This Report And You Will Discover:

- The “dirty little secret” to the computer repair industry that most people don’t know and will never be told by their IT guy (knowing this ALONE could save you from wasting tons of money and untold aggravation when outsourcing your computer support).
- 21 Revealing questions that will help you instantly spot an unethical or grossly incompetent computer repair/support technician in minutes.
- 4 Costly misconceptions most business owners have about computer maintenance and repair; one you will need to know BEFORE even picking up the phone.
- Viruses, worms, spyware, and hackers: what you need to know to protect yourself.
- 5 Mistakes to avoid when choosing a computer consultant.
- Why “cheap” or “lowest price” computer repair shops aren’t the bargain they initially appear to be.
- The one surefire sign that you should run – not walk – away from a computer support firm.

To Download Your FREE Copy Visit Us At  
[www.palladiumnetworks.com/21questions/](http://www.palladiumnetworks.com/21questions/)

## 7 Ways To Keep Your Tablet Secure



### 1. Don't leave it lying around

Although this is common sense, you've probably violated this rule more than once. Tablets are easy targets for thieves, so don't let it out of your sight when in a public place – and don't leave it in plain view in your car or you might end up with a broken window in addition to a stolen tablet.

### 2. Use a passcode

Although it's not 100% hacker-proof, it will block unauthorized users from accessing your information.

### 3. Consider enabling automatic data erasing

You can configure your iPad to erase your data after 10 failed pass-code attempts. Clearly this is not a good solution for anyone who constantly forgets a password or for those who have kids trying to log in repeatedly. However, if you have a Microsoft Exchange account connected to your mobile device, your IT guy can remotely wipe your mobile device as soon as you report that it has been lost.

### 4. Encrypt your hard drive

On your iPad, simply enabling the password will turn on encryption. All iOS devices also come with a second layer of encryption (called data protection) that protects your e-mails and attachments. This protection can't be broken, even if the passcode is stripped. On Android tablets, you need to enable hard-drive encryption in the security settings.

### 5. Enable iCloud Find My Phone or Android Device Manager

These are valuable tools to use when you misplace your tablet. Both of these services allow you to log in and find your tablet or even wipe it if you have sensitive data on it.

### 6. Install software updates

As with all software, make sure you have the latest security updates and patches installed to protect against hackers and viruses.

### 7. Only connect to trusted WiFi networks

Public WiFis are open territory for hackers and identity thieves. Whenever you connect, make sure it's a legitimate, secure connection.

## Would you like to get a Kindle Fire HDX 8.9 FOR FREE?!

From May 1st through August 31st Palladium Networks will be running a referral contest to win this device. Whomever brings us the most referrals between May 1st, 2014 and August 31st, 2014 will win the Kindle Fire HDX 8.9. In order to qualify as a referral, this company must have 10 or more computers, have central operations within the greater Triangle and Triad areas, as well as, they must know that we will be contacting them to set up a time to give them a Free Network Assessment. For more details:

Please call us today at 919-386-1127



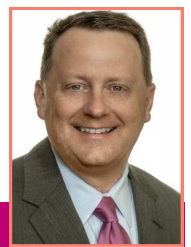
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Skip Woody

## Palladium's Featured Client Of The Month

### Hill, Chesson & Woody—Employee Benefit Services



Todd Yates

In 2001, Todd Yates and Skip Woody opened the doors to Hill, Chesson & Woody (HCW), an employee benefits consulting firm that works with mid market employers to proactively align benefit solutions to their company's vision of the future. HCW continuously brings fresh ideas to the employee benefit industry and is committed to being a destination employer. Having grown from five to 75 employees over the last 14 years, they take great pride in their ability to hang on to their most valuable asset, the HCW team of employees. Their extremely low turnover rate is attributed to Todd and Skip's commitment to continuously reinvesting in staff development as well as into the positive, hard working, fun culture that is evident immediately as one walks into any of their three offices. Every single employee of HCW is dedicated to providing their clients with superior service and support through their depth and drive.



HILL, CHESSEON & WOODY  
*Experience the benefit.*

## Be On The Look Out...

Viruses, Bugs and Hackers... They are searching for you. Now is more important than ever to keep regular monitoring of your personal data and system due to the mass of newly created and ever changing computer malware, spam, viruses, bugs and of course hackers real and digital. As you see technology grow and develop in our world, with the newest tablets, iPads, Smartphones, and computers, you need to be just as weary of the other side of the technological spectrum, the ever growing technologies for hacking into your personal data. Here is one nasty malware to keep an eye out for.

**CryptoLocker** is a ransomware Trojan which targets computers running Microsoft Windows. A CryptoLocker attack is most popularly disguised as a legitimate email attachment. When activated, the malware encrypts certain types of files stored on local and mounted network drives, with the private key stored only on the malware's control servers. The malware then displays a message which offers to decrypt the data if a payment is made by a stated deadline, and threatens to delete the private key if the deadline passes. If the deadline is not met, the malware offers to decrypt data via an online service provided by the malware's operators, for a significantly higher price. Although CryptoLocker itself is readily removed, files remain encrypted in a way which researchers have considered infeasible to break. Payment of the ransom may not result in the files being decrypted. Newer variants under similar names, such as Cryptobit, Cryptotowall and Cryptodefense are also known to exist.

If you ever suspect that you have downloaded a virus into your system, it is more than imperative that you immediately contact your IT provider. Viruses can do massive damage to you or to the network that you work so hard to maintain. Please be aware of the viruses, bugs, malware, spam and hackers that exist out there, and keep a solid backup (preferably onsite and offsite remotely) in the case that this situation could happen to you. The worst thing you can do is anticipate that you could never end up in this condition. For more information about possible threats to your network or if you are experiencing any problems with your system, give us a call today at (919) 386-1127.



## !!Security Briefing!! eBay

The most recent hack of 2014 has people swarming to change passwords on their eBay accounts faster than you can say security breach. On May 21st, 2014 eBay released emails to all of its users with a warning that a database containing encrypted passwords and other non-financial data had indeed been cyber attacked. eBay ensures that the information that was accessed illegally was not personal or otherwise condemning knowledge to those involved in the hack.

If you have an eBay account and have yet to change your password, now would be the best time to do so. Keep informed of any cyber attacks, especially when it pertains to your personal data.

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## Did You Know That Palladium Networks Offers...



### File Sync and Backup

Did you know that Palladium Networks offers a file Sync and Backup solution. This is used primarily when you have the need for a simple way to share your files with colleagues or across your other devices. It also allows you to backup your files and folders. Palladium SYNC will give you secure access to data on all types of devices and can allow for safe uncompromised partnering of your data with others. Our SYNC solution offers secure anytime access, no matter where you are, to all your file server data. This solution works with devices such as PCs, Tablets and SmartPhones. If you have a need for a quick and easy file sharing and backup solution, give us a call today to start new services.

### Get THREE For FREE!

Sign up today with Palladium SYNC and receive your first THREE months for FREE. This offer is only available until the end of July so call us at (919) 386-1127 to receive your 3 free months of Palladium SYNC File Sharing and Backup Solution.

- Backup Files and Folders
- Share Data Safely Across Devices
- Share Data Safely With Associates
- Get Secure Access To Your Files Anytime, Anywhere
- Includes 20GB Of Storage Per Account

If extra storage is needed we offer packages with larger amounts available. Please call us for details.

After your first 3 free months of service you may choose to continue our Palladium SYNC solution for just \$10 a month per account. Keep your files backed up and secure.  
**Call Us Today At (919) 386-1127**



## "I Quit!"

**THE BOSS:** *"Don't think of me as your boss, think of me as a friend who is never wrong!" ... "When I want your opinion, I'll ask for it." ... "We don't pay you to think. We pay you to work." ... "You want recognition? We recognize you every time you get a paycheck." ... "Your job is what I say it is." ... "You're lucky to even have a job." ... "I don't know what it is that you need to improve, but something is definitely wrong and you should work on fixing it."*

**THE EMPLOYEE:** *"The only way I would ever work here again is if the world were coming to an end ... because every day working here feels like an eternity." ... "You can't pay me enough to ever want to work here again." ... "You treat us all the same – AWFUL." ... "I QUIT."*

I was recently talking to *staffing industry expert* Daniel Abramson about why people leave companies. I met him when he was the president of an international staffing firm with 120 offices. He now has his own firm ([www.staffdynamics.biz](http://www.staffdynamics.biz)) and is helping companies in their hiring and retention practices. I wanted his input on the troublesome problem of **WHY qualified, talented and needed employees leave companies**, especially when it costs so much money to find, hire and train them. The last three words of his first statement to me were very disconcerting. He first stated the obvious – "there are several reasons why good people quit" – but then added ... **"MOST ARE PREVENTABLE."** **OUCH!**

Here are his **5 Top Reasons Why Employees Leave Firms:**

- 1) Lack of corporate compatibility and fit
- 2) Lack of appreciation by management
- 3) Lack of support from inside staff
- 4) Limited advancement and personal growth opportunities
- 5) Money and compensation issues

He also mentioned that ... **People don't quit their company, they generally quit their boss ... and Too much emphasis is placed on the technical aspects of the job and not the soft people skills.** I suggest if you are having a problem with a particular employee, you might want to move them to a different department, reporting to a different boss, before firing someone you have invested so much money in; **some people just aren't meant to work with each other.** And while you are doing your reassignments, make sure you give both the manager and employee some help with their soft skills.

It costs a lot of money to replace an employee; some experts say it can cost up to 20% of a worker's salary to replace them, so it's in every business's best interests to keep their top performers. Interestingly, according to the **U.S. Department of Labor, 46% of employees leave their job because they do not feel appreciated.** I would be starting there. It doesn't cost a dime to tell people ...

**You are doing a great job**

**I really appreciate your contribution**

**This company is a better place because of you**

**I don't know what I would do without you**

**You made it happen – thanks for all your effort**

It's free, effective and smart! **Compliments Cost Nothing – Unspoken Praise Is Costly**



Robert Stevenson is a highly sought after, internationally known speaker. He is the author of the best-selling books *How to Soar Like An Eagle in a World Full of Turkeys* and *52 Essential Habits For Success*. Robert is a graduate of the Georgia Institute of Technology (Georgia Tech) and is a former All-American Athlete. He started his first business at 24 and has owned several companies. Robert has international sales experience dealing in over 20 countries, and his client list reads like a Who's Who in Business. He has shared the podium with such renowned names as Generals Colin Powell and Norman Schwarzkopf, Former President George H.W. Bush, Anthony Robbins and Steven Covey. [www.robertstevenson.org/](http://www.robertstevenson.org/)

## Shiny New Gadget Of The Month:



## Laser Projection Virtual Keyboard

**Put the future at your fingertips with our virtual laser keyboard.**

This revolutionary little gadget uses state-of-the-art laser to project a virtual keyboard onto any flat surface. It tracks your fingers like magic using advanced optics and connects via Bluetooth to any Apple or Android device – it can even connect to your laptop!

**You touch, it types.**

Transform any flat surface into an instant workstation and type up a storm any time and virtually anywhere you may want. The Bluetooth technology allows a quick and easy pairing with your tablets, your smartphones and most laptops, and this little device comes with a USB cord for easy charging. It can last up to two hours of continuous typing.

**Revolutionize the way you work.**

It's the future of technology – get it first at [www.Brookstone.com](http://www.Brookstone.com) and show it off. It packs plenty of punch for \$120.

## The Lighter Side: Did June Know This?



1. Did you know it is **Candy Month**? Go ahead and satisfy your sweet tooth – you're supposed to!
2. Also, the polar opposite: it is also **Fresh Fruits and Vegetables Month**.
3. Aside from that, **June is National Turkey Lovers' Month**. Americans consume *more than 353 million pounds* of turkey during National Turkey Lovers' Month.
4. Marilyn Monroe (*Norma Jeane Baker Mortenson*) was born June 1st, 1926.
5. On June 19th, 1997, **Cats** became the longest-running show in the history of Broadway.
6. **The American War of Independence** began in June of 1775 with the battle of Bunker Hill outside of Boston.
7. The very **first baseball game** was played on June 19th, 1845 in Hoboken, New Jersey.
8. June 1st also marks the start of **Atlantic Hurricane Season** – be careful!
9. And, of course, we can't forget the **holidays** in June – Flag Day is the 14th, Father's Day is the 19th, and the first day of summer also falls in June!

## Have You Installed Microsoft Office On Your iPad Yet?

After years of rumors, Microsoft finally unveiled Office for iPad in late March. This is a huge addition to the iPad, as demonstrated by the more than 12 million downloads of the product in the first week it was released.

### The iPad Just Got More Business-Friendly

One of the biggest business complaints about the iPad has been that it's great as a personal device and for catching up on e-mail, but you really couldn't do real work on it. You can now use the core 3 of Word, Excel and Powerpoint on your iPad fairly seamlessly. Microsoft has integrated Office for iPad into their Office 365 suite of products with an annual fee of only \$100, which includes online file storage (or you can simply view files in Office for iPad, but not work on them, for free).

### A Familiar Interface And Functionality

Just about everything you're used to with in the Office Suite is here on the iPad, optimized for touch screens. These three apps are feature-rich, powerful business tools. And while a menu item or two might be out of place, you'll soon quickly adapt to the user interface. If you've used an iPad and you've used Office on your desktop, you'll be just fine. Advanced features such as change tracking, find and replace are all there, and while there still may be a few things you need to do on your desktop, we're hard-pressed to find many of them.



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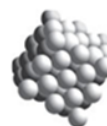
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