

# Triangle Tech Times



PALLADIUM  
NETWORKS

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

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“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

*A Peek Inside!*

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## 3 Expensive Missteps You’re Probably Making With Your Data Backups

St. Patrick’s Day is a good time to remind you that you shouldn’t depend on “luck” to protect your data. That’s why I’m going to share with you 3 common missteps companies make with data backup that you \*might\* be making.

- 1. Not Doing A Reverse Backup.** If you use any line of business application in the cloud to store data – including accounting records, client files and the like – you should be backing up ALL of that data to your location on a regular basis. How frequently? That depends on how much you are willing to lose. If you could lose a week of data, then back up weekly. If the thought of losing a week puts you into fits, then back up daily. Most cloud providers are savvy enough to have redundant systems and backups of your data – but don’t risk it!
- 2. Depending On Employees To Save Data To Your Server.** Many offices only back up their server; the problem is, employees often keep a LOT of critical documents and data on their workstations that are NOT being backed up; and if you’re depending on them to remember to do it, you’re asking for trouble. The right thing to do is automate your backups so ALL devices and data are backed up without depending on someone’s memory.
- 3. Having A Single Point Of Failure.** If you’re still using outdated tape drives (and we hope you’re NOT) you might discover that nobody can remember the password to access the data on it. Or there may be only one person in the organization who knows where your data is being backed up and how to access it. A smart move would be to walk through a couple of “what if” scenarios to see if you actually have what you need to recover your data.

Having a good, reliable backup and disaster recovery plan is essential for every business, and it should be installed and maintained by a pro. After all, if you knew there was a chance you could fall out of an airplane, would you want the cheapest parachute strapped to your back? Of course not – and that doesn’t mean you need to spend an arm and a leg for the most expensive one either.

If you’re not on our Palladium 360° solution and you’re using a cheap offsite backup like Mozy or Carbonite, OR if you’re using outdated tape to back up your data, then give us a call IMMEDIATELY to find out how we can let you sleep easier at night with a far more reliable data backup. Don’t wait; call us today for a free consultation and backup assessment to find out how to protect yourself from data loss, corruption or extended downtime.

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## Shiny New Gadget Of The Month:

### Transcribe Meetings In An Instant With The New Dev-Audio Microcone



If there's anything worse than attending a long, boring meeting, it has to be transcribing it from an audio recording. Now this can be done instantly thanks to the new Australia-based Dev-Audio Microcone. This device is a multi-directional, intelligent desktop microphone that works with Windows or your Mac. Just plug it in to any available USB port and it will not only record the conversation, but it can also discern the voices of six different people.

Its Microcone Recorder software records the conversations on individual tracks and automatically reduces the background noise. An accompanying smartphone app allows users to tag parts of the conversation for easy reference later. The Microcone Recorder also includes integration with Dragon Speech-to-Text Conversion web-service (pay-per-use feature) to automatically annotate your meetings at the click of a button.

## 5 Smart Tips For Mobile Devices

If you're planning on heading out of town – or simply to the coffee shop to work – here are a few tips to keep in mind.

1. **Protect your devices from thieves.** All mobile devices should be passcode-protected and loaded with apps that will help you track and find them in case they get lost or stolen. <<Insert your advice here: For iPads and iPhones, there's the free "Find My iPhone." Android users can try "Lookout Mobile Security.">> These apps allow you to remotely wipe the device if it falls into the wrong hands; you definitely don't want to expose yourself to identity theft or allow someone access to your company's network and client data. Also, never leave your device anywhere you wouldn't leave your wallet.
2. **Backup.** Mobile devices get lost and destroyed more often than desktop computers because you're dragging them around from place to place and exposing them to non-gadget-friendly environments; therefore, make sure you are backing up all the data to the cloud. All it takes is a spilled cup of coffee to erase those precious family photos and videos; and most people don't think about backing up their phone.
3. **Take caution when connecting to free public Wi-Fi.** Hackers with routers and readily available software set up rogue hot spots for spying and serving you fake websites. They often name these hot spots something generic such as "Coffee Shop" or "Linksys" to fool you into thinking they are safe. You think you're connecting to the coffee shop's Wi-Fi, but you're actually accessing the web through their portal. If you are going to use public Wi-Fi, simply use it for general web surfing, not shopping, banking or accessing critical data.
4. **Turn off sharing.** If you use a laptop, you might have it set to share files and folders with other computers at work or home. However, you don't want those settings "on" when connecting to a public network. When connecting to a public hotspot for the first time, Windows will ask you for a location type; choose "public" and it will automatically reset your settings to turn off sharing.
5. **Carry your own connection.** If you're going to access your bank account, go shopping online or retrieve critical data when traveling, invest in your own personal Mi-Fi connection. We recommend <<Name of Your Recommendation.>> If you don't have one and you need to make an emergency balance transfer or an immediate purchase to save a significant amount of money, it's safer to use your cell phone. When banking, use your bank's official app and sign up for any extra security they offer. For example, Bank of America's SafePass program sends a text message with a 6-digit code to authorize a transaction. The code expires as soon as you use it.

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## Guest Article Provided By: Mark Sanborn



### Mark Sanborn, CSP, CPAE,

Is president of Sanborn & Associates, Inc., an idea studio dedicated to developing leaders in business and in life. Mark is an international bestselling author and noted authority on leadership, team building, customer service and change. Mark is the author of eight books, including the bestseller

*The Fred Factor: How Passion In Your Work and Life Can Turn the Ordinary Into the Extraordinary*

which has sold more than 1.6 million copies internationally. Learn more about Mark at [www.marksanborn.com](http://www.marksanborn.com)



## 7 Ways To Add Value To Your Job

Adding value to your job – making your contribution unique – is key to survival and success in a competitive job market. What could you do within your existing (or future) company to increase your value and influence? The seven job skills that follow won't mean you necessarily work harder, but that you work differently and more creatively. You can add value if you choose to be:

**Experience Manager.** Every interaction with another person creates an experience that leaves a memory of you and your work. How are you consciously designing these experiences to be positive? Enriching? Rewarding? Lasting? Since most people don't tell you about their experience unless it is awful, you have to work intentionally to design experiences that draw people back for more and that get them to tell others about you, your products, and your services.

**Value Creator.** All great employees (including CEOs, owners, board members, etc.) add value to the organization's offerings. Being a value creator is a form of job security. Value neutral employees are inter-changeable or worse, replaceable.

**Talent scout.** Identify people within and outside your organization who would be a valuable addition to your team. Talent scouts have the ability to understand the talents and abilities individuals possess and match them with organizational needs. This makes your team stronger, but it also makes you a go-to person for resources and talent advice. Others will want to know who you know who can help.

**Ambassador.** A person is known by the company he or she keeps, and an organization is known by the people it keeps. You represent your organization, as well as yourself, to customers and vendors. Learn the history of your organization well enough that you can share it frankly and passionately with outsiders.

**Amplifier.** Increase the good that happens around you by noticing and noting it to others. Most people can spot what's wrong and complain about it. An amplifier knows the work around him well enough to spot what's right, praise the work, and praise the person or people responsible for it. Good news often is so subtle that it needs amplification to be heard. Noticing good work and telling others is a positive influence on any organizational culture.

**Router.** Internet data is broken into chunks called "packets," and routers make sure those packets go where they are supposed to go. Similarly, a good communicator makes sure information gets to the right people in a timely manner. Peter Drucker famously said that good communication is about who needs what information and when. Developing the judgment and discernment for routing information correctly and efficiently is a valuable skill set.

**Interpreter.** As Erwin Raphael McManus put it, "People don't need more information. They need more insights." Understand information and how it applies to the people and circumstances around you. Offer context. Offer insights. Provide the links that turn chaos and confusion into order.

### What can we help *you* with today?

- |                                       |  |
|---------------------------------------|--|
| • IT Strategy planning /CIO           | • Spam Filtering   |
| • Managed Services                    | • Document Management  |
| • Cloud Services                      | • Voice over IP (VoIP)   |
| • Back up and Disaster Recovery       | • Website Hosting  |
| • Onsite and Remote Support           | • Hosted Exchange  |
| • Managed Print Services              | • Xerox Copiers and Printers                                       |
| • Virus/Spyware Protection & Removal  | • Vendor Management (phones, Internet, copiers, web hosting, etc.) |
| • Network Security and Spam filtering |  |

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## The Lighter Side: Dublin Over With Laughter



Why did St. Patrick drive the snakes out of Ireland? *He couldn't afford plane fare.*

Why do people wear shamrocks on St. Patrick's Day? *Regular rocks are too heavy.*

How did the Irish Jig get started? *Too much to drink and not enough restrooms!*

How can you tell if an Irishman is having a good time? *He's Dublin over with laughter!*

What's Irish and stays out all night? *Patty O'furniture!*

What do you get if you cross poison ivy with a four-leaf clover? *A rash of good luck!*

What would you get if you crossed a leprechaun with a Texan? *A pot of chili at the end of the rainbow!*

Did you hear about the leprechaun who went to jail? *He was a lepre-con!*

What baseball position do leprechauns usually play? *Shortstop!*

Knock, knock! *Who's there? Irish. Irish who? Irish you a happy St. Patrick's Day!*

## Should You Let Employees Bring Their Own Devices To Work?

You might find that some of your employees would prefer to work on their Mac rather than the PC you've provided, or use their own computer as a supplemental device. Should you tell them yes and save yourself some money on new PCs? Yes, provided you follow a few simple guidelines.

First and foremost, you need a policy outlined in an agreement the employee signs detailing what the responsibilities and rights are for them and for you. For starters, you should make it clear that the company retains ownership of the DATA on the device, even though the employee owns the actual device. All employers should have a confidentiality agreement in place with their employees anyway, but if your confidential data is on their device, you want to make sure you can retrieve it and/or delete it from their device.

Second, you need to make sure the employee takes care NOT to disable anti-virus software or download viruses. Since the employee owns the device, they will (most likely) take it home and use it for personal web browsing. If their after-hours activities invite viruses into their device, your data can be stolen or the hacker can use their device as an access point to your entire network. Can this happen with work-issued PCs? Yes, but people tend to be more liberal with their own devices than with a work laptop or workstation.

You should also clarify that you have the right to "govern" the data on the device, which means you might also be able to access personal information of theirs. And finally, your agreement must clearly define what happens if the employee leaves or is terminated. They may have downloaded software that you (the company) have paid for. In that case, you'll need to figure out a way to retrieve the license from their device. We highly recommend you get with a qualified HR professional or attorney regarding these matters to make sure you are complying with all state and federal laws in this manner. Otherwise, you could end up with an ugly lawsuit over the matter.

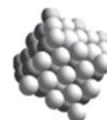
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