

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!

Eyes on Your Network?.....	Page 1
Avoid Office Move Mistakes.....	Page 2
Get \$25-\$500 Easily.....	Page 2
Client of the Month.....	Page 3
Security Briefing.....	Page 3
Service of the Month.....	Page 4
The Technique of Blending.....	Page 5
Neo Grab.....	Page 5
Manage Your In-box.....	Page 6
A Halloween Story.....	Page 6

This Halloween...

Who's Keeping An Eye On Your Computer Network?



Many business owners and managers we work with wait FAR too long to have us check and update their computer network's health and security. Unless we are actively performing regular daily/weekly/monthly maintenance, a nasty virus, malicious hacker, unexpected software corruption, hardware failure or dozens of other problems could catch you off guard and result in extensive downtime, data loss and expensive data recovery efforts.

That's because many businesses do not perform regular maintenance on their network and therefore are overlooking many serious threats that are increasing all the time. At some point, disaster strikes and they find themselves in a real mess, with a network down and employees sitting idle, waiting to get back to work.

By then the damage is done, and it can cost thousands of dollars to get the network back to normal, if that's even possible. What saddens me even more is the fact that almost every one of these costly disasters could have easily been prevented if someone had checked their network's security and health to remove these threats on a regular basis.

No More Excuses! Our Free Network Checkup Will "Exorcise" The Demons Hiding In Your Computer Network

From now until Halloween (October 31st), we're offering all clients and newsletter recipients a FREE Network Checkup (\$497 value) so that you have no excuse for not making sure your computer network is safe and sound. **Schedule your FREE Network Checkup to "see" if you are truly safe from spyware, viruses, hackers and other SPOOKY disasters by calling our office at**

919-386-1127

Get More Free Tips, Tools, and Services at www.palladiumnetworks.com



Don't Make These 3 Mistakes With Your Next Office Move

Moving is always a pain in the rump, but it doesn't have to be a horrific, expensive experience. The No. 1 lament from someone who's experienced a "bad" move is "I didn't know I needed to..." followed closely by "I completely forgot that..." In other words, *it's what you don't do that makes the move a disaster*. To make your move easy and effortless, here are the 3 most common mistakes you want to avoid:

Mistake #1 — Trying To Save Money By Using Your Employees To Move Your Computer Network

Don't ask your staff to disconnect, move and reconnect computers, phones and other devices just to save a few bucks. You'll frustrate them and end up with phones ringing at the wrong extension, lost cables and PCs that get dropped. You don't want to let your movers do this job either; they may be great at moving furniture, but a network is a lot more sophisticated and sensitive. *Be smart and hire an IT pro to pack and move your network.*

Mistake #2 — Not Hiring The RIGHT IT Firm To Move Your Network

While we're on the topic, make sure you know what to look for when outsourcing the move. A few things to look for would include references from other clients, proof of insurance (get them to fax you a copy), a service-level guarantee limiting the amount of time you are down and a professional, organized approach to quoting the move. A real pro will insist on visiting your current location as well as your new location to conduct a detailed site survey. NEVER hire anyone who wants to quote moving your network over the phone.

Mistake #3 — Not Giving Your Phone, Internet And Cable Vendors Enough Advance Notice

80% of unexpected communications blackouts and cost overruns on network moves are caused by failure to properly plan voice, data and electrical installation *in advance*. Just because the prior tenant had computers and telephones is no guarantee that the cabling is suitable for *your* phones and *your* computer network. Allow at least 6 weeks for Internet and telephone connections to be installed. Advance planning will help you avoid emergency rush fees or Band-Aid fixes to make things work.

Turn To Page "4" To Learn More About Our Office Move Specials And Offers

Did you have a great experience in hiring Palladium Networks for your IT solutions? We want to hear about it!

Write us a personal testimonial and we will reward your time with a \$5 Starbucks gift card!



Want to make \$25-\$500 In easy money?!

Refer us to a company with 10 or more computers and you will get a \$25 VISA Gift Card after we have an appointment with them!

If your referral becomes a client, we will reward you with an additional \$50-\$500!

Call us today for more information!

(919)386-1127





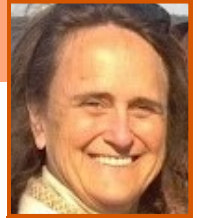
Kim Caraganis
Executive Director

Palladium's Featured Client Of The Month



**Communities
In Schools**
Chatham County

Bringing Chatham County Together! since 1989



Pam Johnson
Operations Manager

More currently known to locals in the area as Communities In Schools of Chatham County (CISCC), this non-profit organization originally established their calling, in June of 1989, as Chatham County Together (CCT). This organization opened their non-profit establishment becoming the go-to resource for providing one-on-one mentors for the young children and adolescents of Chatham County, NC. As the years went by and the business progressed, the agency expanded their services to try to meet the needs of minors who were considered "at risk" for dropping out of school, teen pregnancy and becoming juvenily involved in the justice system. CCT found a niche in not only providing mentors to these youth but also introducing them to effective strategies for turning their lives around. The re-named CISCC gains continual inspiration daily from the close involvement of those who genuinely hold a place in their heart for children that are in need of the specialized help, time and resources that these devoted locals contribute. Communities In Schools of Chatham County feels great encouragement in seeing the resilience of the children they help and how they truly make changes in their lives even through the day to day struggles put on them unnecessarily early in their childhood. Through the many years of serving Chatham County NC, Communities In Schools of Chatham County finds great pride in being a business that always focuses on the greater outcome for the children and families that they are involved with. They deliver their services with only the utmost in quality, integrity and respect. Changing their name from Chatham County Together to Communities In Schools of Chatham County in 2014 shows that this non-profit is proactively working for the future of the local community. As a long term goal, CISCC plans to collaborate with other like agencies and Chatham County Schools through its new mission: "To surround students with a community of support, empowering them to stay in school and achieve in life." This goal can help improve some of the larger problems that local youth and families are facing such as poverty, homelessness and lack of employment. The contributing team at CISCC involves the youth in the local community by introducing them to new experiences such as visiting museums, taking workshops that promote leadership development, and working in the community garden at the CISCC agency. They love helping kids invest in a better future for themselves by working alongside volunteers who serve as their role models. If you would like to learn more about this organization or how you can get involved, please visit Communities In Schools of Chatham County at www.cischatam.org.



Security Briefing



Although we have mentioned this same topic before, we cannot stress enough the importance involved in being up to date with the latest in Credit Card breaches and Identity thefts. Criminals are working hard non-stop around-the-clock to peddle your information long before you have knowledge of such exposure. Of these recent incidents, two very well known chains have been the victim of a very large scale Credit Card breach. Jimmy John's restaurant breach included Credit and Debit Card data and is known to have been going on from June 16th until September 5th of this year. This breach occurred after an intruder stole log-in information for franchisee and vendor Jimmy John's locations that allowed them access to Point-Of-Sale transactions. Jimmy John's has clarified that over 200 locations have been affected, 5 of which reside right here in North Carolina, but that only in-store transactions involving cards were affected. To learn which locations were affected in North Carolina please visit www.WRAL.com and search Jimmy John's Breach. The second chain to be recently affected was Home Depot. The cyber criminals involved used custom created malware to breach Home Depot records and gained access to an estimated 56 Million Credit and Debit Card numbers. This breach is known to have begun around April 2014 and has since been uncovered, as of September 2014. As always, we urge you to keep a close eye on your transactions and statements. If you ever suspect any fraudulent activity, immediately contact your financial institution to discuss it. Be very aware of any and all cyber criminal activity because you never know when you could be next.



**Communities
In Schools**
Chatham County

AND



**Communities
In Schools**
Orange County

PRESENT The 2014 CIS Golf Classic MONDAY, OCTOBER 27, 2014

GOVERNORS CLUB

A Jack Nicklaus Signature Golf Course

11000 Club Drive, Chapel Hill, NC 27517

Continental Breakfast and Registration Open, 8:30 AM

Shotgun Start, 10:00 AM

Lunch, beverages and snacks will be served on the course.

Light hors d'oeuvres, raffles and awards following the CIS Golf Classic.

The CIS Golf Classic is an annual fundraiser for CIS Orange and CIS Chatham. It traditionally draws 100 golfers, who will enjoy 18 holes in a shotgun format. There will also be a raffle with prizes including foursomes at Governors Club, UNC Finley Golf Course, Washington Duke Inn & Golf Club, The Preserve Golf Club, Chapel Hill Country Club and the Golf Club at Chapel Ridge. Proceeds from the CIS Golf Classic will help students stay in school and succeed in life.

Interested in sponsoring the CIS Classic Golf Tournament?

Visit www.cischatam.org for a list of sponsorship levels.
919-663-0116 • tcowdin@cischatam.org

Please register through CISCC, all proceeds go to helping our local Chatham children & families.

Get More Free Tips, Tools, and Services at www.palladiumnetworks.com

Did You Know That



Offers...

Comprehensive Moving and Office Cable Installation



Are You Tearing Your Hair Out, Concerned That Moving Your Office Will Result In Days Of Lost Productivity? “How can I simplify the process of moving my business?” If you’re asking yourself questions like these, Office Cable Management is the answer! Let the professionals at Palladium Networks help to simplify your life and office move with our Comprehensive Moving Services tailored for your business.

There’s No Need To Panic, With Office Moving And Network Cabling Services From Palladium Networks Your Business Will Be Up And Running Again Fast

The experts at Palladium Networks can simplify your relocation, with:

- Decreased downtime, by providing installation of your office cabling services without disrupting your daily business processes.
- Dependable cabling and wiring to eliminate the hassle of office moving.
- Flat fees for workplace cabling, providing stability for your technology budget.



Palladium Networks is the partner you can rely on to take the stress out of relocating your business and your technology. Our office cable management services can alleviate any worries you may have about moving your business.

When you count on our custom solutions for network cabling design, office cable management, office moving, office cabling services, network cabling analysis, communications & network cabling, equipment/server racks, or structure cabling, you can rest easy knowing your business is in good hands.

As experts in the design and implementation of strategic cabling plans, we provide solutions that will benefit your business for many years to come. Our office cabling services and office moving solutions are implemented to grow and change with your business, so you know your IT infrastructure will be stress-free for years to come.

Call Us Before Your Next Office Move And Get An Office Move Checklist, Site Survey And Network Plan For FREE!

- To schedule your office move consultation today please call us at **919-386-1127** or
- Email us at info@palladiumnetworks.com and mention the ad in our Newsletter

For more information on our office moves and what areas we cover, please visit us at
www.palladiumnetworks.com/services/it-network-consulting-outsourcing-services/office-move-network-cable-installation/

THE BUSINESS INNOVATION TECHNIQUE OF BLENDING

Entrepreneurs are natural innovators, but even the most forward-thinking people sometimes need a little nudge to help open their minds to new possibilities for growth.

One of the best ways to think outside of the box is to start asking “what if” questions. Here’s a “what if” question I’ve been kicking around lately: What if we took 2 disparate businesses and blended them to make something new? I’m not talking about merging or partnering with another company; I’m talking about blending business methodologies from 2 (or more) industries to create a new business, or dramatically improve an existing business.

A classic example of this is Commerce Bank. Founded by Vernon Hill in 1973, Commerce Bank blended 2 industries: fast-food restaurants and banking. The owner of a fast-food restaurant franchise, Vernon Hill’s bright idea was to bring the convenience and perks of fast food to banking.

For example, fast-food restaurants are open every day, and they start early and close late; Hill implemented extended hours at Commerce Bank and kept the doors open 7 days a week. No other bank had done this before.

Hill blended other systems from his fast-food franchise when he launched his blended business. He installed a “Penny Arcade” coin-counting machine in his lobby, which had the same effect as video games in family restaurants. Kids could count money and win a prize, and the adults loved it too.

One of my favorite examples of Hill’s blending genius is when you use the drive-thru window at Commerce Bank and get a treat for your dog, just like the toy in a kid’s meal. Is it any wonder people call it “McBank”? By blending 2 industries, Hill created the fastest-growing bank ever.

Commerce Bank grew from one location to more than 400, and the franchise sold for \$8.5 billion in 2007. See what a little game of “what if” can spark?

What if you blended your business with hallmarks from another industry? Start thinking WAY outside of the box, looking at winning concepts from industries that may seem to have nothing to do with your business. (Of course, you do have something in common with businesses in ALL industries: customers.) You never know—you just might make billions.

Consider yourself nudged.



MIKE MICHALOWICZ (pronounced mi-KAL-o-wits) started his first business at the age of 24, moving his young family to the only safe place he could afford – a retirement building. With no experience, no contacts and no savings, he systematically bootstrapped a multimillion-dollar business. Then he did it again. And again. Now he is doing it for other entrepreneurs. Mike is the CEO of Provendus Group, a consulting firm that ignites explosive growth in companies that have plateaued; a former small-business columnist for *The Wall Street Journal*; MSNBC’s business makeover expert; a keynote speaker on entrepreneurship; and the author of the cult classic book *The Toilet Paper Entrepreneur*. His newest book, *The Pumpkin Plan*, has already been called “the next *E-Myth!*” For more information, visit <http://www.mikemichalowicz.com/>

Shiny New Gadget Of The Month:



Neo Grab

It’s amazing how quickly our technology evolves. When the GPS devices for cars first came out, could we imagine that our phones would quickly take over that job? More and more, we see people using their phones to navigate in the car, but holding on to the phone while driving can be dangerous. The result has been a series of phone-holding apparatuses that cling to the car in the same manner our GPS’s did.

Finally there is one that is not only functional, but also beautiful, and it battles one of the biggest problems with car phone holders. The NEO GRAB allows you to mount and remove your phone one-handed, and it works for you in ways unimaginable, not only in the car, but also in the kitchen, office, bathroom, bedroom, garage, at work, etc. With its extreme suction cup, the NEO GRAB is easy to attach to any smooth, non-porous surface, like glass, drywall, plastic, wood and metal.

The NEO GRAB fits devices with LCD screens up to 6 inches and can be used for smartphones, mini-tablets and even your GPS device. Needless to say, this is the ideal accessory for any smartphone user.

It comes in 5 colors and can be purchased for \$34.99 from www.SkyMall.com

The Lighter Side:

Halloween Graveyard Story from Vienna



Chris Cross, a tourist in Vienna, is going past Vienna's Zentralfriedhof churchyard on October 31st. Suddenly he hears some music. No one is around, so he starts searching for the source. Chris finally locates the origin and finds it is coming from a grave with a headstone that reads: Ludwig van Beethoven, 1770-1827. Then he realizes that the music is the Ninth Symphony and it is being played backward! Puzzled, he leaves the graveyard and persuades Tim Burr, a friend, to return with him.

By the time they arrive back at the grave, the music has changed. This time it is the Seventh Symphony, but like the previous piece, it is being played backward. Curious, the men agree to consult a music scholar. When they return with the expert, the Fifth Symphony is playing, again backward. The expert notices that the symphonies are being played in the reverse order in which they were composed, the 9th, then the 7th, then the 5th. By the next day, the word has spread and a throng has gathered around the grave. They are all listening to the Second Symphony being played backward.

Just then the graveyard's caretaker ambles up to the group. Someone in the crowd asks him if he has an explanation for the music.

"Oh, it's nothing to worry about," says the caretaker. "He's just decomposing!"

5 Tools To Better Manage Your In-box

In 2013, over 100 billion business e-mails were sent every day. According to the Radicati Group, that number is expected to exceed 132 billion e-mails per day by 2017.

That means approximately 100 e-mails hit your in-box per day. No wonder it's so hard to keep your in-box relatively clean. Here are some tools that can help:

Mailbox - Mailbox makes it easy to organize your in-box from your smartphone. You can quickly archive, delete or save messages for later. You can even add e-mails to your to-do list so you never forget about a message you don't have time to address when it first arrives.

The Email Game - The Email Game turns responding to and archiving e-mails into – you guessed it – a game. Skip an e-mail and you lose 25 points; respond to one and you gain 175 points. You can also challenge yourself to sort through your e-mail in a set time period.

Unroll.me - Sorting through all the e-mail you've subscribed to (or been subscribed to) can be tough. This service takes all your subscription-based e-mails and transforms them into a daily digest.

SaneBox - SaneBox moves unimportant e-mails out of sight so you can focus on your most important tasks. SaneBox uses an algorithm to filter through your e-mails and put nonessentials into a folder for you to look at later; that way you can focus on the important stuff.

ActiveInbox - If you use Gmail, ActiveInbox turns e-mail into a task management system. You can categorize tasks as "action," "waiting on" or "overdue." If you need something done on a certain day, you can schedule it on your calendar and receive a reminder.

Join Us For The Chatham Chamber October Business Exposition

On October 28th 2014, Hosted by Pittsboro Ford
Located at 1245 Thompson Street, Pittsboro NC, 27312
Free Food, Fun and Prizes, From 12 PM until 5:30 PM

Worried About Your Business' Network Security?

Show Up At Our Booth For A Chance To Get!

- ◆ A Free Network Security Audit
- ◆ Prizes From Palladium Networks
- ◆ Microsoft Office 2013 Home Edition
- ◆ Coupons for Microsoft Products
- ◆ Prizes Throughout The Expo From Other Businesses

And Also...

- ◆ Receive A Special Offer For Firewall and Installation
- ◆ Learn About The Many Threats Against Your Business

Get More Free Tips, Tools, and Services at www.palladiumnetworks.com