

# The Tech chronicle

## What's New



### How To Earn Big \$\$\$ Helping Other Business Owners Succeed

Refer Other Business Owners To Us For A FREE Disaster Recovery Audit and Network Health Check. If They Become Clients, We'll Pay You A 30% Commission On Their First Month Of Service With Us, And Send You A \$100.00 Amazon Gift Card, or \$200.00 Service Credit On Your Next Invoice!

#### Who's A Good Referral For Us?

Anyone in the Construction Services or Trades industry, HVAC, Electrical, Construction, Paving, Landscaping etc...

They must be the owner of the business and have at least 5 or more computers in their office.

**May 2019**



This monthly publication provided courtesy of Darryl Cresswell, President of MYDWARE IT Solutions Inc.

Our Mission: To build a community of successful-minded entrepreneurs that inspires excellence, encourages collaboration and expands the capacity of all members to achieve great things.



## Are YOU Prepared For The End Of Windows 7?

If you're one of the estimated 40%+ of businesses still on the outdated Windows 7 platform, consider this your wake-up call: time is nearly up for your trusty, tried-and-true operating system. On January 14, 2020, Microsoft will end support for Windows 7. That means no more updates, security or otherwise, will be offered by the company from that date forward.

The clock's been ticking on Windows 7 ever since Microsoft ended mainstream support back in 2015, and its time will soon be up. While it's important to note that Windows 7 will still technically be usable after next January, this upcoming shift will spell trouble for users who've stuck it out to the platform's bitter end. Not only will Windows 7 become progressively more unstable as modern hardware outpaces the software, but cybercriminals are certain to flock to the operating system after support shuts down, eager to pick off easy targets left

vulnerable by the lack of ongoing security updates.

If you're running a business, this is a risk you can't afford. It's time to contact your IT provider and make preparations to upgrade, preferably well in advance of the January 14 deadline. Whether you're planning on seamlessly transitioning to Windows 10 or moving on to an alternative operating system, this is a task that needs to be at the top of your list.

#### Don't Leave Yourself Vulnerable

Since Windows 7 will continue to work after January 14, you may wonder why you can't just stick it out and keep using the platform. The answer is you can – but you absolutely shouldn't. In fact, the risks and problems this decision would pose to your business make an upgrade less of a decision and more of an eventuality.

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Modern software is no longer designed with Windows 7 in mind. This includes old software that's been upgraded since the world moved on from the operating system. As technological progress continues at breakneck speed, more and more key programs will become unusable in Windows 7.

The same goes for hardware. Tech equipment advances exponentially year by year. In order to take advantage of these massive improvements, you need an operating system equipped to handle these new capabilities and features. What's more, as the hardware progresses, it may become incompatible with Windows 7 altogether.

However, these are small concerns when compared to the future security of your network. As time goes on, new vulnerabilities are discovered in even the most well-designed operating systems. To fight against hackers, developers continuously search for ways to remove these security gaps and release them in the form of patches. With every annoying update you're forced to install on your machine, you're staving off would-be opportunists on the hunt for their next victim.

**“Cybercriminals are certain to flock to the operating system after support shuts down, eager to pick off easy targets left vulnerable by the lack of ongoing security updates ...”**

After Windows 7's end of life, these updates will dry up. That means that any users still on the platform – and there will be a lot of them – will be exposed to the increasingly crafty exploits used by hackers. Cybercriminals, attracted to the lowest-hanging fruit, will come in droves for Windows 7 users, eager to pick at the scraps.

Staying on an operating system after it's no longer supported is like leaving the digital door open on your business. Don't do it.

### **Time Is Running Out**

Of course, we're still at least six months out from the Windows 7 end-of-life date. That may seem like a lot of time. When it comes time to actually make the transition, though, you'll need all the time you can get. Upgrading dozens, hundreds or even thousands of PCs is more laborious than you probably realize. And with so many other companies scrambling to do the same toward the end of the year, IT providers are likely to get bogged down with service requests.

Instead of putting it off to the last minute and potentially leaving yourself vulnerable, contact your IT provider as soon as possible to initiate the upgrade process. You'll leave yourself ample time to iron out any issues as they arise without the added pressure of an imminent deadline.

When your business is on the line, it just doesn't make sense to delay. Don't risk losing everything you've worked so hard to build. Make preparations to leave Windows 7 behind today!

## **Free Report: What Every Small-Business Owner Must Know About Protecting And Preserving Their Company's Critical Data And Computer Systems**

### **PROTECT YOUR NETWORK**

“What Every Business Owner Must Know About Protecting and Preserving Their Network”



**Don't Trust Your Company's Critical Data And Operations To Just Anyone!**

This report will outline in plain, non-technical English the common mistakes that many small-business owners make with their computer networks that cost them thousands in lost sales, productivity and computer repair bills, and will provide an easy, proven way to reduce or completely eliminate the financial expense and frustration caused by these oversights.

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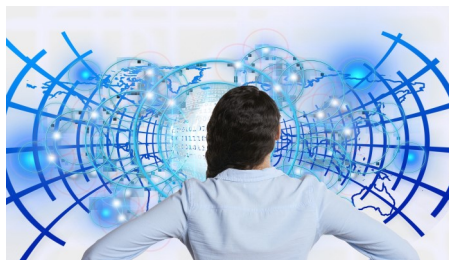
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## Our Services



**Managed Services**—We'll manage all of your IT services for a flat rate fee.

**Network Monitoring**—Ensure your core network devices are running smoothly. When trouble arises, we'll know about it, and proactively work to resolve the problem.

**Hosted PBX & Fax**—In addition to the plethora of FREE features we include, our clients, on average, can save up to 40% using our VoIP and Fax Services.

**High-Speed Internet**—Let us connect your business using Wifi, Cable, DSL/Fibe or any combination of these.

**Hardware Procurement**—We're vendor agnostic right across the board. We provide servers, switches, desktops PCs, and/or laptops that are the right fit for your specific project.

**Vendor Management**—Your business uses industry specific software and hardware that you need to work in tandem with your IT. When things go wrong, and issues arise, we'll work with your vendors on your behalf to correct the issues so you can focus on running your business.

**Data Backup & Recovery**—Your company's data is the most important aspect of your IT. Computer and Server hardware can fail, data can be corrupted, lost, stolen and even targeted by cybercriminals. Prevent the unexpected from ruining your company.

**Network & Cybersecurity**—It's a fact, over 80% of data breaches and cybersecurity events will be triggered unintentionally, or inadvertently by employees in your company. An educated, well-informed workforce is your best line of defense. We provide security awareness training for your entire staff.

**Network Design & Cabling**—Arguably, one of the most important parts of your company's IT, next to your data, is your network. In fact, it's the backbone that runs everything you use. Using business grade equipment we design, cable and build SOLID networks that you can RELY on.

**Webhosting & Email**—True business grade website & email hosting. We NEVER over sell our servers to maximize profit. We focus on quality instead of quantity. Your business needs stable and reliable webhosting and email services and we totally get that!

## What Keeps Them Coming Back?



In this era of intense competition and global communication, it's more essential than ever that your company makes figuring out what your customers want, need, desire and expect your #1 priority. Everything should start with a definition of how you want your company to be remembered in the eyes of your customers. Once that's in place, ensure that everyone in your organization understands and strives to make that definition a reality.

Lauren Freedman, president of the e-tailing group, once said, "Always keep in mind the old retail adage: Customers remember the service a lot longer than they remember the price." The human side of doing business is of paramount importance, especially in this age of advanced technology and e-commerce. Consider it an enormous opportunity for any company wishing to enlarge their market share. After all, only one company can be the cheapest, so all others must do something else to attract their customers. With that in mind, raising your level of customer service will boost your revenue and dominate your market.

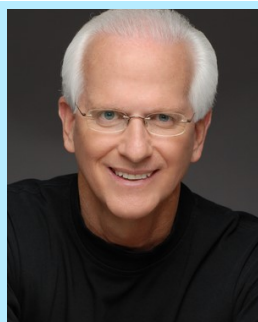
It seems to me that many companies fight their competitors the wrong way. They spend enormous sums on advertising, desperate to establish their brand presence in the marketplace, rather than simply doing more than their competitors. They overlook the principal factor that will drive customers to tell their friends and family about what a great company they are. Take a look at the demographics: millennials are now the largest group in Canada, and Gen Z will take that title

by 2020. And what do more than half of these individuals cite as the most influential factor on their purchase? Comments on social media.

Disappointed, displeased, unsatisfied and unhappy customers all happen because of one word: less. The company or service person delivers "less" than expected, "less" than required, "less" than promised. "Less" is a disease caused by poor corporate culture, and eventually, it will kill any company, no matter how much they pour into advertising.

If you want to succeed, you better fully understand what it is your customers expect and do everything in your power to never deliver less than that or less than what your competitors deliver. When you turn your customers' expectations into reality, everyone wins.

One of the most powerful statistics I've ever come across comes from a study conducted by the global consulting firm Bain & Company, in which they state, "Eighty per cent of companies believe they deliver superior customer service, but only 8 per cent of their customers say they do." With that in mind, go back to my first statement in this article: identify what your customers want, need, desire and expect; define how you want your company to be remembered; and make sure everyone in your organization is dedicated to making that definition happen.



*Robert Stevenson is one of the most widely recognized professional speakers in the world. Author of the books How To Soar Like An Eagle In A World Full Of Turkeys and 52 Essential Habits For Success, he's shared the podium with esteemed figures from across the country, including former President George H.W. Bush, former Secretary of State Colin Powell, Anthony Robbins, Tom Peters and Steven Covey. Today, he travels the world, sharing powerful ideas for achieving excellence, both personally and professionally.*

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### ■ 3 Ways To Protect Your Remote Employees From Being Hacked

Remote work is a staple of any truly modern office, but it opens your employees up to some unique security risks. To minimize the vulnerability of your team and the precious data of your organization, it's essential that you implement a few simple guidelines.

First, avoid using public, unsecured WiFi. Tons of people work from the comfort of a coffee shop, but this is actually a pretty big security risk. Hackers can spoof free WiFi networks to boost company data or spread malware throughout unprotected networks. It's hard to ban this one outright, but it's important to at least be aware of the risks, and at the very least, never log in to a network that isn't password-protected.

As always, the weakest link in any

security plan is the people behind it. Teach your team about the warning signs of malicious cyber-tactics, like phishing, and the importance of implementing tech best practices while they work, such as strong passwords. With a little foresight, you can reduce your employees' exposure and teach them to be responsible with company data out in the wild. *Inc.com, 2/12/2019*

### ■ Don't Use These E-mail Accounts for Business

Here's an opinion that's sure to be unpopular: you shouldn't be using Gmail, Yahoo, Hotmail or any other popular free email service for your business accounts. Without a proprietary e-mail address specific to your business to lend your e-mails legitimacy, prospects are likely to ignore them outright or even assume they're spam. What's more, cloud-based e-mail platforms can be quite vulnerable. It's pretty easy to set

up a company e-mail, and once you do, you'll never look back. *ConversionPipeline.com*

### ■ 4 Insurance Plans You Should Carry TODAY

1. Cyber security insurance. As data breaches against small businesses skyrocket year after year, it's practically a no-brainer to invest in insurance that keeps you protected, especially if you collect sensitive data from your customers.

2. Sexual harassment insurance. It's vital to hold accountable those acting inappropriately in the workplace and to make the global working environment comfortable for everyone. But unfortunately, you can't always prevent the bad behaviour of insidious assaulters, making sexual harassment claims a constant risk.

3. Flood insurance. Floods have been steadily worsening countrywide over the past few years. Forty per cent of businesses that face damage from natural disasters never reopen – do you want to be one of them?

4. Umbrella insurance. For every potential liability issue not specifically covered under another policy, it's good to have your bases covered. This isn't for every business, but if you're concerned about things like rental-vehicle accidents, slander or defamation-of-character claims, it's a good idea to invest in the added protection. *SmallBizTrends.com, 2/18/2019*

