What's New

A fresh look for the New Year! Some of you may have visited our North Smithfield or Johnston locations recently. If so, you may have noticed the full overhaul of both locations.

Our retail department has had a major facelift. We wanted to match the quality and professionalism in not just our service, but our overall appearance. The business department fully renovated and upgraded with triple monitors. Our Johnston store is now 100% Business Support & HelpDesk.

With all the new upgrades, we look forward to faster service and support for all our clients!

January 2016

This monthly publication provided courtesy of Paul Riendeau, CEO of Southern New England Computer Services.

"With 2015 behind us now, I look forward to working with all of you in 2016. If there is a project or business move you are planning, get in touch with us first so we can help you! The more time you plan ahead, the smoother the project or transition will be."

3 Office Move Blunders That Will Stress You Out, Demolish Your Budget And Waste Hours Of Your Time…And How To Avoid Them

If you'd rather have a root canal than move your office, you're not alone…

The No. 1 lament from anyone who's ever gone through a stressful office move is "Sheesh – I never would have guessed THAT would happen!"…followed closely by "Yikes! We have to wait *how* long for our cable to get hooked up?!?"

A smooth move requires careful planning. And a critical part of your planning process is knowing what pitfalls to avoid. Here are three things to NOT do when moving your office:

Moving Blunder #1: Letting your staff try to move your computer network just to save a few bucks

Your computer network is a complex, delicate and mission-critical system. You wouldn't let your dentist's receptionist pull a tooth or fill a cavity for you, would you? Allowing untrained staff members to move your computer network almost always leads to

unexpected glitches, frustration (on your part, and theirs…) and added expense. Even professional movers can mess things up – they simply are not specialists in computer networks…and neither is your staff.

Moving Blunder #2: Hiring the WRONG IT firm to move your network

There are several warning signs that you may be dealing with an inexperienced or downright incompetent IT firm to move your network. If you don't see these in the IT firm you're considering to run your office move, then run away:

- A systematic, well-organized approach to moving your network

- References from other clients whose networks they've moved

- Proof of liability insurance

- A service-level guarantee assuring they will reconnect your IT devices and internal

business network back together

- A policy in place that they will work with your ISP and VoIP provider to get your office back up and running after the move.

If they don't INSIST on visiting your current location as well as your new one to conduct a detailed site survey, beware. And NEVER hire anyone who wants to quote moving your network over the phone.

Moving Blunder #3: Not giving your electricity, phone, Internet and cable vendors sufficient advance notice of your move

Waiting 'til the last minute to map out a moving plan for your computer network virtually guarantees you'll be dealing with emergency rush fees and band-aid fixes to make things work…

An estimated 80% of unexpected communications blackouts and cost overruns during a network move can be avoided simply by planning your voice, data and electrical

transfers ahead of time. Internet and telephone connections require as much as six weeks' notice to be installed, tested and ready the day you move in.

And if you are building a new office, leaving it up to the builder to decide how many power outlets and network and phone connections you get may leave you woefully

"The key to a stress-free move is to plan well in advance."

shorthanded. Consult with your IT provider during the design phase to ensure that you have what you need before the drywall goes up.

When it comes to moving your office, it pays to remember that Murphy's Law prevails (in spades).

Your best defense against the painfully unexpected is to invest the time it takes to map out your game plan *before* the fun begins. It's easy and all too tempting to underestimate how much time it takes to create an effective plan. Yet it's the one thing that controls whether your move is a success – or disaster.

The key to a stress-free move is to plan well in advance. Avoiding pitfalls with careful planning will ensure that your calls and connections don't get crossed – or worse yet, lost – in the transition.
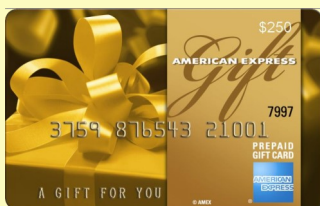
If you are planning an office move, contact us as soon as you know the move date. We can plan ahead and get you ready for this huge transition. If you know anyone planning an office move, have them get in touch with us. Just call (401) 684-3036 and mention you are looking to do an office move.

Notes to make your move as smooth as possible:

- Have your IT company move the IT equipment (but not the furniture)

- Make sure your IT company has a plan in place to make the move as painless as possible for you and your network.

- Give your utility vendors a move date so help is available that day.

- Have a plan in place and give advanced notice to all parties involved of at least 6 week.

Technology Spotlight: Logitech K480

I didn't find out about this neat little gadget until after I made my Christmas Wish List otherwise, it would have been on there.

The Logitech K480 is a Bluetooth keyboard that works with 3 devices simultaneously. Easily switch between devices with the wheel on the side of the keyboard to go between tablet, phone or PC. With a groove built into the keyboard, you can sit a phone and a tablet next to each other and easily switch between the two for faster communication, writing or searching.

Another great thing is it is not specific to only one device. This works with any computer or tablet that has Bluetooth and runs Windows, OS X, Chrome OS, Android and/or iOS. This means you can use the same keyboard for your iPad and Samsung Galaxy at the same time, creating less downtime texting between emails. You can find the Logitech K480 on Amazon.com for under $30.

-By Leeanna O'Neill

The Government Leadership Challenge

I have a challenge for you.

If you are a business leader at the very top of your game, it will help you avoid career stagnation. And in so doing, it will also contribute to solving a broader problem: broken government.

A recent Gallup survey shows a record-high 81% of Americans are dissatisfied with the way the country is being governed. So here it goes:

I challenge you to do a two-year, full-time stint in government leadership, and to do it before your 70th birthday.

"What?" you might be thinking. "I would never work in government."

That is what I used to believe.

Then in December of 2010, I received an e-mail that changed my perspective, and my life. It was from a client who was running the transition effort for the newly elected governor of Colorado, John Hickenlooper, who is a former entrepreneur. He asked if I would be willing to donate some consulting time to assist in selecting top leaders for his cabinet. I nearly said no, because I thought it would be an exercise in futility. Weren't all cabinet hires just political decisions?

What I discovered, much to my shock, was that at least in this one case, a governor wanted to make hiring decisions based not on politics, but on leadership talent. I also found that a private-sector leader who goes into government does not necessarily have a miserable time. Rather, a stint in government leadership can be the most fulfilling and exciting leadership adventure of a lifetime.

I'm not here to urge you to do a stint in government because others will benefit. There will be no "Do your patriotic duty" platitudes from me. As a corporate leader, you have already contributed value by building successful businesses, bringing innovative and high-quality products and services to market, and creating jobs. You have paid far more in taxes than the value of services you have received from government. You don't "owe" your country anything at this point.

So let's say you are finally at the head of the boardroom table, finally calling the shots, finally making an impact on a global scale. This is the moment when you should be detecting the landmine lying hidden ahead. You find yourself beginning to wonder, "Is this it?" Or worse yet, "Gosh, what am I going to do next?" If that prospect of career stagnation is looming, make the Leadocracy Pledge today. It is a commitment to yourself to do a two-year full-time stint in an appointed role in government by your 70th birthday.

To help make that plan a reality, I've created a non-profit, The Leaders Initiative, which matches private-sector leaders with government roles. It's modeled after Teach For America, and the flagship chapter is up and running in Colorado, in service of Governor Hickenlooper.

Just agree to do a stint in government because it will be one of the best experiences in your life.

Geoff is Chairman & Founder of ghSMART. Geoff is co-author, with his colleague Randy Street, of the *New York Times* bestselling book *Who: The A Method for Hiring* and the author of the #1 *Wall Street Journal* bestseller *Leadocracy: Hiring More Great Leaders (Like You) into Government*. Geoff co-created the Topgrading brand of talent management. Geoff is the Founder of two 501c3 not-for-profit organizations. SMARTKids Leadership Program™ provides 10 years of leadership tutoring and The Leaders Initiative™ seeks to deploy society's greatest leaders into government. Geoff earned a B.A. in Economics with Honors from Northwestern University, an M.A., and a Ph.D. in Psychology from Claremont Graduate University.

Expert of the Month: Kristin Poshkus of "Women's Internal Medicine"

This month, we are highlighting the doctors at Women's Internal Medicine. Kristin Poshkus is one of the doctors and partners of this independent, private practice (but also a small business) located in East Greenwich. They are an all female, adult care group that specializes in primary care for their patients since 2002. The 5 physicians there all share the responsibilities from client care to decision making and everything in between.

"With the help of a great office manager, we manage our practice ourselves," says Poshkus. "We are very collaborative with each other, and I think that that's something that's not true as much in medicine as it probably should be. Collaboration as a group of physicians is important to us and we've been very fortunate in being able to work with each other really well in that way." Women's Internal Medicine enriches their individual communities as well as the town of East Greenwich with charitable donations and sponsoring local youth teams in the area.

When Women's Internal Medicine was moving forward into the technological era with their practice, they invested in their EHR and needed not only a company to get computers from, but one to also manage the network and the new machines. They were looking for a local company that understood their needs, concerns and would be there for them if they needed help. After calling about a dozen companies and meeting with half of them, their final choice was SNECS. "We never had this kind of a relationship with an outside group before." Having the ability to call and ask for a tech by name and get an immediate response was a huge deciding factor. "...being able to know and having the consistency of having someone that is going to know how to help, or if they can't, they will figure it out and get back to you. It makes a big difference."

If you would like to get more information about Women's Internal Medicine, call 401-884-0020.

Your Workspace

What can we learn from companies like Google, Facebook and Apple about office design? Plenty, according to a study published in the *Harvard Business Review*. As it turns out, chance encounters at work affect the bottom line. In a good way… An engineer chats with a sales pro, and a successful new product is born. One company tore out tiny coffee rooms in each department and replaced them with bigger, company-wide open areas. Now marketing folks talk with operations peeps; accountants chat with customer-service reps. Ask yourself, what kind of outcomes would you like to improve? Redesigning your workspace could transform your real estate from a passive asset into a powerful profit-builder. *– Harvard Business Review*

Your Family Time

You may be spending way too much time with your kids. That's the surprising outcome of a recent study about the quality versus quantity of time we spend with our children. It revealed that the sheer amount of time parents spend with their kids between ages three and 11 has zero effect on how they turn out. What does matter is the state the parent is in when they're with the child. Time spent reading stories, at dinner or just playing with them makes for happy kids. Time spent watching TV or doing nothing, or when a parent is upset or stressed, has the opposite effect. Bottom line? Don't count the minutes – make the minutes count. *– Washington Post*

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"The up side is it makes a nice selfie stick."