

# Executive IT Insider

...The Exclusive Edge to Today's Technology

Published and Distributed by Southern New England Computer Services

## This Month's News:

*Lost Employee Smartphone? Do This NOW!* ..... 1

*Refer-a-Friend* ..... 2

*Technology Spotlight: Bluetooth Light with Built-in Speaker* .. 3

*Skill and Will* ..... 3

*Expert of the Month: Chris Ryan of Ryan Law Office* ..... 4

*What if you could follow visual GPS directions simply through glasses?* ..... 4

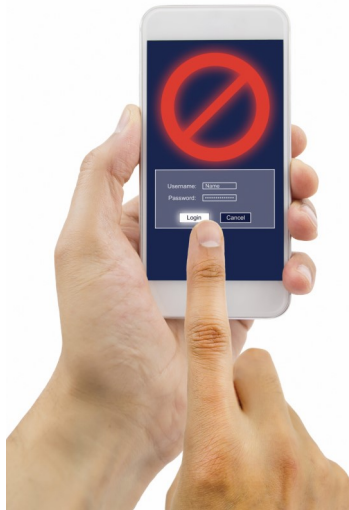
*"And the winning productivity app is ..."* ..... 4

## September 2016



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

"Two months in a row now, we have won awards in our field. We were named **#4 in Fastest Growing Technology Companies** by the *Providence Business News* for 2016! We owe it all to our clients, old and new. Our promise is to hold ourselves to the highest level of quality support possible."



"Hey boss, I lost my smartphone."

How well have you prepared for this moment? It will happen sooner or later. If your company has a plan in place, no big deal. If not, you may suddenly get that sinking feeling in your gut...

And now, you realize you have three big worries:

**Compliance Issues** – If your employee had access to information covered by any number of regulations, your company could be subject to stiff penalties. One employer we know of wound up with a \$900,000 fine.

**Data Security** – Sensitive company data in the wrong hands could spell disaster. Access to your network, secure sites, proprietary files, work-related e-mails and corporate secrets may now be out of your control. You must move quickly to prevent serious financial harm.

**Employee Privacy and Property Concerns** – If a valued employee had

## Lost Employee Smartphone? Do This NOW!

family photos and movies on the device, and you remotely delete all data on the phone, you may now have a disgruntled, or even uncooperative, employee. Especially if company policy regarding BYOD (bring your own device) and data loss were not clearly stated and agreed to up-front.

So how do you prevent a relatively minor incident from blowing up into a big problem? Here are seven smart measures you can take right now to prepare for the day an employee smartphone is lost or stolen:

1. Install a mobile device management (MDM) system on any employee device to be used at work. This software can create a virtual wall separating work data from personal. It facilitates any security measures you wish to impose. And to protect employee privacy, it can limit company access to work data only.
2. Determine which devices will be allowed and which types of

*Continued pg.2*

company data people may access from them.

3. Require that employees agree with an Acceptable Use Policy before they connect to your network. Make sure these include notice as to conditions in which company data may be "wiped" - i.e., destroyed.

Also include specific policies regarding device inspection and removal of company records.

4. Put strong data protection practices in place. Require use of hard-to-crack passwords and auto-locking after periods of inactivity. Establish protocols for reporting lost or stolen devices. Mandate antivirus and other protective software as well as regular backups.
5. Designate someone at your company to authorize access to software and critical data. This person can also be your main point of contact for questions about BYOD policy and practices.

It might also work well to distribute a resource page or FAQ document to your employees.

6. Establish a standard protocol for what to do when a device is lost or stolen. Both Android and iOS phones have features that allow device owners to locate, lock and/or "wipe" all data on their phones. Make sure your policy requires that these features are set up in advance. Then, when a device is lost or stolen, your employee can be instructed to take appropriate action according to your protocol in order to protect company data.
7. And finally, your best protection is to implement a well-crafted BYOD policy in advance. Develop it in partnership with risk management and operations personnel, as well as legal counsel and IT professionals, to come up with an effective and comprehensive plan.

**Don't risk waiting until an incident occurs!**

Know where you stand right now with our BYOD Policy Assessment.

We'll review your BYOD policy with you to make sure it covers all bases. No BYOD policy yet? No problem. We'll help you get started so you and your team can develop a "bulletproof" BYOD policy to keep your data safe.

This service could easily be worth thousands of dollars to you, not to mention untold headaches and time lost due to an employee phone getting into the wrong hands.

Contact us today at [support@itsupportri.com](mailto:support@itsupportri.com), or better yet call **401-684-3036** right away, to schedule your initial consultation at absolutely no cost or obligation to you. We offer this complimentary service to give you a taste of our high degree of professionalism, and as a way of caring for our community.

**Already a client of ours but need some help with BYOD?** No problem! Reach out to us and your account manager can setup a time to review your current policy and any other questions you may have.

Do not delay on this - it is a serious vulnerability that can and must be addressed in order to assure the safety of your company's data and systems.

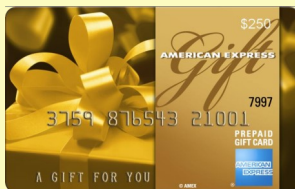
*"Implement a well-crafted BYOD policy in advance."*

## Refer-a-Friend and Get Free Gifts!

We **love** having customers like you and, quite honestly, wish we had more like you! So instead of just wishing, we are doing an ongoing "**Refer-a-friend**" event.



Refer any company with 5 or more computers to our office to receive a **FREE Computer Network Assessment** (a \$300 value). Once we've completed our initial appointment with your referral, we'll send you a **\$25 Amazon gift card**. As an ongoing promotion, for **every referral** that you send, you will receive a \$25 gift card as your referrals complete the Network Assessment. Just a small "Thank You" for thinking of us.



As an added bonus, if they join and become a client of ours, **we will send you a \$250 Prepaid Gift Card** for introducing your friend to us.

Simply call us at **401-684-3036** or e-mail us at [news@snecslc.com](mailto:news@snecslc.com) with your referral's name and contact information today!

## Technology Spotlight: Bluetooth Light with Built-in Speaker

Looking to add a little music to your office but don't want to clutter up the place with a whole stereo system? What about an awesome gift for people of all ages? Then this month's spotlight is right up your alley!

With all the different "smart" electronics out there, a Bluetooth Light with Built-in Speaker is something many people don't think of for their home or office. However, it is a low-cost addition that can add functionality, personality and style to any room, even the bathroom!

Setup is easy enough. Screw in the special blub into any standard light socket, pair the bulb to your smartphone or tablet via Bluetooth and start listening. If you want to be fancy, there are different blubs available that can change colors or pulse to the music. For this feature, you will need to install the app on your device but once that's done, you're good to go.

There are many varieties of these lights available. Many of them start at about \$20 on Amazon.com and go up from there, depending on what you want. The one Nick uses and reviewed is the Kingstar Smart RGB.



## Skill And Will

Let's get one thing straight ... we all begin as a NOVICE. No one – let me repeat that, NO ONE – starts as an Expert. We all have to learn to walk, talk, eat, swim, count, write and read. We all start at zero, the bottom, from scratch, zip ... with absolutely no knowledge, experience or understanding of the "THING" we are about to learn. I actually like that fact; for once, everyone starts at exactly the same place. No one has a head start when it comes to learning.

So then the journey begins; your progression from being a Novice, to being Average, then Skilled, then a Specialist and finally an Expert is all up to you. I really like the title of "EXPERT" because it has to be earned. You can assign someone a title of Vice President or Sales Manager, Boss or Director ... but EXPERT – that title is something to be revered, respected and admired.

EXPERTS have put in the time, effort and study to EARN the title. They have dealt with the pains, frustrations, exhaustion and stress that come with obtaining the title of EXPERT. In fact, it's really not a title at all: it's a designation or confirmation that the person you are dealing with is very, very good at what they do. To be an EXPERT, you have to have passion, conviction, focus, discipline, dedication, drive, purpose, commitment, spirit, determination ... and the undeniable WILL to perfect your SKILL.

According to the American Society for Training & Development, American

workers average 6.5 minutes per day developing their skill. That statistic alone explains why there are so many average-performing people. Most people just aren't WILLING to put in the time and effort needed to raise their skill level.

Your success has a great deal to do with your level of SKILL, but not everything. I was speaking to a Vice President of Sales yesterday who was expressing her frustration with several of the salespeople working for her who have the skill but not the will. She told me they have all the talent, but yet they still don't excel. She went on to say they have the training, knowledge, understanding and a huge opportunity, with thousands of potential clients available for them to call on, but they accept being average.

You have the FREE WILL to succeed, if you have the WILLINGNESS to do it. The big question is WILL you? Who would have ever thought such a simple word as WILL would have so much to do with your success. Here's a quote that I hope will help you see how important WILLPOWER is to your success.

"Lack of willpower leads to more failure than lack of intelligence or ability."

– Anhee Min

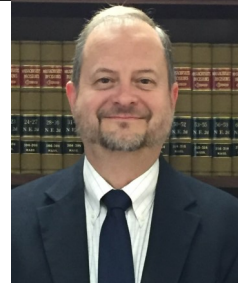
Anyone can go from Novice to Expert if they have the WILL to do it. But the "Skill Knob" can only be turned to the "Expert Notch" if you have the WILL to make it happen and the discipline to study, learn and practice to perfect your SKILL.



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/)



## Expert of the Month: Chris Ryan of Ryan Law Office



Located at 181 Main Street in Blackstone MA, Chris Ryan is a second generation owner of the practice. His father started his law firm back in 1953. When his father could no longer run it due to an illness, Chris took over and kept the family business going. Chris has been a lawyer for about 25 years, is a graduate from Providence College, and has a doctorate from the New England School of Law in Boston. With this background, other lawyers sometimes hire him for his expertise.

As a law firm, they specialize in a few areas including real estate, zoning & planning, business & corporate law, estate planning, and income taxes. As a master of his craft, he works predominantly with clients in Massachusetts. This is so he can hone in and specialize on these areas while keeping up on new rules and regulations as they change. With this and the personal attention to detail given to each case, Ryan Law Office has become a small, but very busy law firm.

"We do all our own work. I'm a very hands-on type of person and always have been. I'm into pretty much every file that we deal with," says Ryan. "Everything we put out, we want to make sure it's right and it's what the people want. We have many very satisfied clients; then they tell their friends and they come see us. Because of this, we hardly need to advertise, the business just comes." Ryan adds, "Also, I won't let the quality go down so therefore, I am very particular when we take a case. We will try to estimate how long it will take to be done because we want it done 100% right with no mistakes. That is why we have our own quality control system in place. Everything is checked by at least 3 sets of eyes before it goes out. I don't want anything wrong."

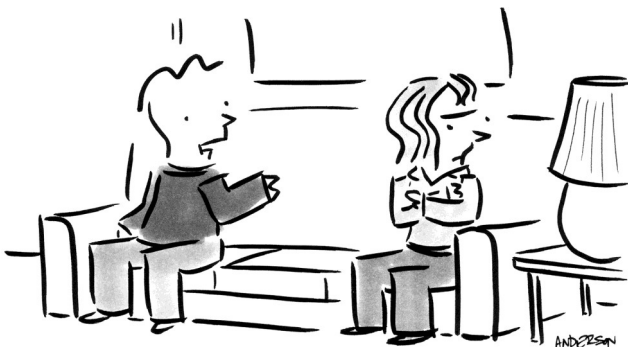
In regards to what SNECS does for his office, he had this to say; "I cannot imagine not having a support system for our computer network. I don't understand how these other lawyers go with no support. When they have a problem, they call around and try to find someone that might know what they're doing. That's the craziest thing I ever heard." He also mentions, "I pay the money and I'm happy to pay it because I know if I need help, I pick up the phone and I know someone's coming to help me out. That means everything."

You can contact Ryan Law Office at 508-883-6000 and also online at [www.ryanlawoffice.com](http://www.ryanlawoffice.com).

## What if you could follow visual GPS directions simply through glasses?

You wouldn't have to look down at your phone while crossing the street. That's one reason for the appeal of a new breed of augmented reality (AR) glasses. Epson, for instance, will release its BT-300 headset line late this fall. Uses could include helping a doctor do surgery, or a mechanic repair a car. Or enable you to read notifications or e-mails without having to look down at a device. It's still an emerging technology, yet Epson's BT-300 glasses are surprisingly light and sleek – unlike bulky VR headsets. While they must still be connected by wire to a controller, they do bring AR one step closer to daily wear. -*DigitalTrends*

© MAZIE ANDERSON, WWW.ANDERSTOONS.COM



"Never talk anymore?! I commented on your blog *twice* today!"

## "And the winning productivity app is ..."

Online collaboration tools lead to higher productivity in at least five ways: 1) They let remote teams communicate effectively. 2) Members can search and archive previous discussions. 3) Back-and-forth questions about work by e-mail aren't needed. 4) Teams can talk about work within the context of the work itself. 5) Team members can express themselves, joke around and get to know each other's personality, thus boosting productivity. These tools come in three types. **Communication:** like *HipChat* and *Slack* focus on messaging. **Task management:** like *Asana* and *Trello* help keep projects on track. **All-in-one packages:** like *Igloo* and *Podio* blend social networks with workflow. Bottom line? Online collaboration tools make teams stronger. -*PCmag.com*