

Celebrating **100** Tech Tips!



Over the past 2 years, our Team of engineers and CEO, Josh Wilmoth have been combining their expertise to publish a new tool for your business: "100 Tech Tips For a Productive, Proactive Business That Thrives"

This collaboration of technology knowledge is jam-packed with valuable tips and strategies for utilizing smart and strategic IT systems to PROTECT your business from cybercriminals, viruses, hackers, downtime, disgruntled employees and a number of online threats. Threats that can shut down your business or cause major interruptions that cost you big bucks, not to mention a lot of aggravation you don't have time to deal with.

To get your feet wet, we've compiled the 10 most popular tech tips! Get a free copy of our Top 10 Tech Tips: www.CTTSONline.com/Top-10

We believe you'll find this to be an invaluable tool as your business grows and faces new challenges. At CTTS, we're here to face IT together as Your Business Partner.



This monthly publication provided courtesy of CTTS, Inc.



The Top 4 Lessons I Learned From *Shark Tank's* Barbara Corcoran

I recently had the pleasure of meeting "Shark" investor on ABC's Shark Tank, Barbara Corcoran. This tenacious and incredibly resourceful American businesswoman and investor, among other titles, shared a few stories on how she built the largest residential company in New York City, The Corcoran Group.

I'd like to share with you the top 4 lessons I learned from her:

1. Be Driven

Dealing with dyslexia throughout her childhood school days in a time when there was no terminology for the condition, she was constantly ridiculed and spent her younger years proving that she was not stupid.

Overcoming this and other challenges instilled in her the

constant desire to prove herself and has ultimately driven her to be the successful woman she is today.

She says to find what keeps you focused on your ultimate purpose and goals, and if you can visualize it, you can get there.

2. Bounce Back

Barbara says, "the difference between successful and unsuccessful people is how long they feel sorry for themselves." They key is to pick yourself up and keep moving!

When something goes wrong, a failure will spend all their time feeling regret and shame for their mistakes and use these feelings as an excuse not to succeed.

A successful person thinks fast on their feet when challenges

arise, always turning the problem into an advantage. A successful person is too busy to stop and lick their wounds, they are committed to remedy the situation, so they bounce back and keep moving forward.

3. Always Be Recruiting

Barbara's real business has always been in growing and cultivating good employees. Her intuitive nature has given her a knack for hiring the right people for the right position, but there is another trick up her sleeve for hiring a rock star: always be recruiting.

She says don't wait until you have a position to fill and spend the time looking for someone, you need to constantly be interviewing. Your barista, your neighbor, the person sitting next to you on the plane, everyone is a contender.

If you're always looking, the right person will always come along.



a simple concept, but very important for any business to have a lasting success.

By inviting fun into the workplace, it creates a positive atmosphere where employees can enjoy their work and thrive.

Fun brings people together, and when people can have fun at work, they become an ambassador for you and your brand, they recruit for you, and they stick around. Find what's makes your employees happy, and you'll find the key to your culture.

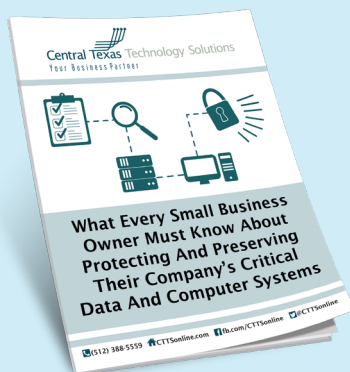
Of all the wisdom Barbara Corcoran imparted to us, that was the most inspiring. It doesn't matter how big or small your business is. If people are having fun, they're going to work harder, stay longer, maintain their composure in a crisis and take better care of the organization.

"The difference between successful and unsuccessful people is how long they feel sorry for themselves."

4. Have Fun

There's a time to be serious but there's always a time for fun. Barbara says, "Happy people make more money." It's

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R.I.P. Windows 7 and Windows Server 2008



October 22, 2009 – January 14, 2020

Dearly beloved, we are gathered here today to say farewell to our dear old friends, Windows 7 and Windows Server 2008. Born on October 22, 2009, Windows 7 was a reliable computing friend for more than ten years. However, technology has changed dramatically since then and it's time to make plans to transition to next generation OS, Windows 10.

R.I.P Windows 7 means no more security updates, patches or system updates will be released to protect you from viruses, malware, spyware, crashes or theft of personal information. Your machine will be at risk and dangerous to use, as hackers and other nefarious individuals will target these machines that are still out there but are no longer being supported.

This is such a serious threat that all companies housing financial and medical information are being required by law to upgrade any and all computer systems running Windows 7 and Windows Server 2008 because firewalls and antivirus software will NOT be sufficient to completely protect them (or you).

Now is the time to start budgeting and planning for this big change and we are here to help. If you would like more information or any assistance, call us today at (512) 388-5559.



Good Morale Means Profitability

Employee morale is a fickle thing, going up and down seemingly without reason, a rollercoaster ride of emotions and profitability. Of course, you can't control people's emotions, but with the right approach, you can steer company morale consistently in the right direction. Here are a few tips to do just that.

1. INITIATE A DAILY HUDDLE.

The stories we tell ourselves have more impact on our emotions than perhaps anything else. But by holding standing mini-meetings of no more than 10 minutes every day, you can spark a new, authentic story in your work community. Let people share their challenges, the actions they're taking to overcome them, and their victories.

One thing, though: if you do start doing a daily huddle, make sure you keep it consistent for the entire life of your company. Leaving huddles hanging is a surefire way to plummet morale.

2. CHANGE UP THE WORK SCHEDULE.

When people fall into an emotional rut, they're often in an action rut as well. Let your employees switch up their daily work schedules, and it will help jar them out of sluggishness. Letting someone start late on Monday to allow them to clear up some personal baggage can go a long way.

3. REMIND THEM OF THE "WHY."

People tend to get fixated on the "what" of your business, and the day-to-day grind begins to cause fatigue. To stir up passion and purpose among your team, direct everyone's attention to the deeper meaning behind the work they do. The more compelling and fleshed out your

company mission is, the easier it'll be to stick to it and stay happy.

4. LISTEN.

The first thing many customer service reps learn is that angry people need to vent before they are open to change. Meet with disgruntled team members individually or in small groups to learn about the problems they're facing. However, avoid big groups — these tend to spawn soapboxers who will bring more problems forward than you can fix.

5. LET THEM TAKE NAPS.

Seriously! Ever had a critical conversation with your significant other when you were both exhausted? I'm guessing it didn't go too well. Well, it's the same thing with your employees. Giving your team a "dark room" to take a 20-minute power nap shows that you genuinely care about them, not to mention boosting their productivity when they return to work.

6. TAKE ONE FOR THE TEAM.

When your people are facing a particularly nasty obstacle and morale is sinking, be the ultimate leader and shoulder the burden for them. Take on the dirty work, handle the confrontation, and show the team you're there to serve them.

Once you've taken action and morale is lifting, it's your job to keep the momentum going. With regular communication and authentic leadership, you can keep mood dips brief and keep everyone working together for a common goal. Don't blame your team — it's your responsibility to maintain positivity, trust, and cooperation in the office.



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. He is also 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* and the instant new classic, *ClockWork*, his latest book. For more information, visit www.mikemichalowicz.com.

■ 5 Ways To Build A Stronger Small Business In 20 Minutes Or Less

1. Go to a networking event. It's all about who you know, as they say, and with sites like Eventbrite or Meetup.org, it's easy to find communities where you can connect and learn.

2. Take a break and learn something. Listen to a podcast or put on a quick TED Talk on a subject you're interested in. Over time, these little nuggets of information add up and can transform the way you work.

3. Work on your social media. Schedule some posts that will get traction.

4. Take an online class. Whether it's through Google's free online academy, Udemy, LinkedIn Learning, Skillshare or Coursera, it's

easier than ever to pick a subject and learn everything you can.

5. Find money you're owed. Track down an overdue invoice and send a friendly reminder.

Inc.com, 10/10/2018

■ 5 Ways To Protect Your Company From Cybercriminals

A recent survey by Vistage revealed that a full 62% of CEOs do not have an active cyber security strategy in place, while 27% have no plan at all. Frankly, this is insane. Follow these five quick steps to bolster your security right now. There's no time like the present.

1 Use a tool like the Cybersecurity Framework from the National Institute of Standards and Technology, or contact CTTS to perform a thorough assessment. You can't fix something until you know what's broken.



2 Train your employees on cyber security risks. Forewarned is forearmed, and most data breaches occur as the result of employee neglect.

3 Implement cyber security policies. Put procedures in writing, and make sure they're followed to the letter.

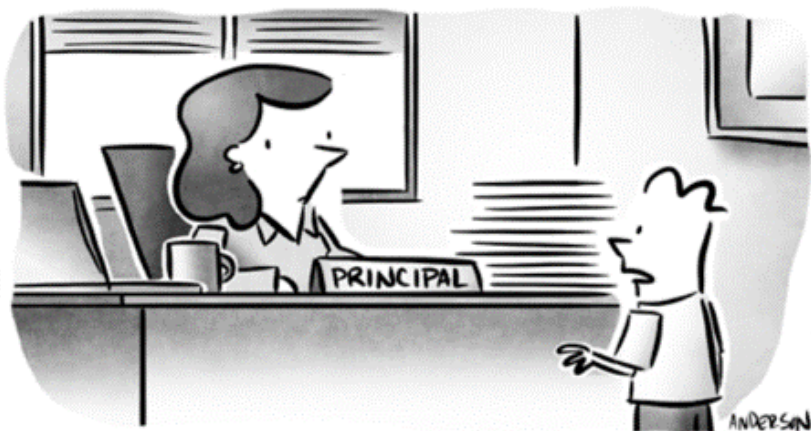
4 Get tools that work. It needs to go far beyond a simple antivirus, encompassing everything from endpoint security systems to firewalls and backup solutions and everything in between.

5 When in doubt, consult an expert like CTTS.

Inc.com, 9/25/2018

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"You know, in the tech world being disruptive is seen as a positive."



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