



Since technology in 2019 allows us to take care of your computers, servers and data remotely, we hardly see you anymore. 😞



That's why you're invited to celebrate Director of Technical Services, Kurt Rinear, and Desktop Support Technician, Dustin Bailey's birthdays on **Tuesday, June 11th at 12:00 pm!** Come

enjoy supremo Italiano! We would love to see you here! Please register by going to <http://bit.ly/CTTS-Birthdays>

If your calendar is already full for June 11th, won't you join us **Friday, June 28th from 8:00– 10:00 am** as we celebrate National Waffle Iron Day. Butter and syrup aren't the only things that taste good on waffles.

Whether sweet or savory, we'll have plenty of delicious toppings for you to enjoy. Reserve your plate of waffles online at: <http://bit.ly/CTTS-Waffles>



Please bring your business cards so we can also introduce you to other Central Texas businesses and organizations that we have the pleasure of working with. We hope to see you soon!



This monthly publication provided courtesy of CTTS, Inc.



Peyton Manning doesn't need much of an introduction. Whether you're a football fan or not, you've got to respect his hustle: Considered one of the greatest quarterbacks of all time, with a career spanning 18 seasons of play, he's the only quarterback in history with Super Bowl wins under his belt from two different franchises. Not only that, but he's been named MVP five times – more than any other NFL player – and holds the record for career touchdown passes. To top it off, he's a consummate philanthropist: His charity, the Payback Foundation, is dedicated to providing opportunities to disadvantaged and at-risk kids.

With so many accolades squirreled away in his trophy case, it'd be easy to assume that the friendly, easygoing Manning you see off the field is only a fabrication. As far as I could tell from seeing him speak at a recent boot camp, though, the man is frustratingly faultless. Luckily, as a born leader, he is also eager to share his wealth of knowledge with others. Here are three of the top leadership

Top 3 Leadership Strategies I Learned From Peyton Manning

strategies I learned from the retired football icon and how to implement them in your life and business.

1 THE 4 KEYS TO BEING A TOP PERFORMER

At his peak, Manning was one of the few individuals in the world to truly reach that lofty pinnacle of being the absolute best at what he did.

Asked what got him there, he cited an attitude founded on four primary pillars for success.

Whatever field you're in, he says, "You certainly gotta have the ability." But, of course, that's far from enough. "You gotta combine that ability with a strong work ethic. You hear about it in sports all the time: 'hard worker, just not very talented' or 'super-talented, just not a very hard worker.'" If you cultivate both traits, he argues, that's what will set you apart from the pack.

And then, what will drive you a notch higher is your passion. "You gotta love your job. [My brother] Eli and I always used to kid – we'd never

tell the owners this – we would play for free, 'cause we loved football that much.” If you lack that fire for what you do, he adds, “it’ll show up somewhere.”

The final component, he says, is a sense of accountability. “That’s what always kind of drove me, that people were counting on me – coaches, teammates, fans. You don’t want to let them down.”

2 DO YOUR HOMEWORK

Manning had a reputation for being one of the most consistently prepared quarterbacks in the NFL. By all accounts, the sheer level of detail he would put into his game plan was second to none.

“The best leaders, Manning says, walk the walk as well as they talk the talk.”

When asked what steered him toward this habit, he has a pretty straightforward answer. “I always felt that preparation was where I could get an edge on the competition,” he says. “I couldn’t outthrow anybody, I couldn’t throw at 75 to 80 yards down the field. If you’ve ever seen me play, you certainly know I couldn’t outrun anybody; I had a coach tell me once that I couldn’t run out of sight in a week – that was nice. But I thought that I could out-prepare anybody, and so that’s what I based my game plan on.”

When he was growing up, he says, his dad was always providing him with the wisdom of sports leaders. When he was 14, his dad gave him a quote from Chuck Noll, then-coach of the Pittsburgh Steelers: “Pressure is something that you feel only when you don’t know what you’re doing.” It’s okay to get nervous and excited, Manning says – that just means you care about your work. “But pressure means you haven’t done your homework.” It’s easy to get bored of the fundamentals, he says, but their mastery will be what leads you to victory.

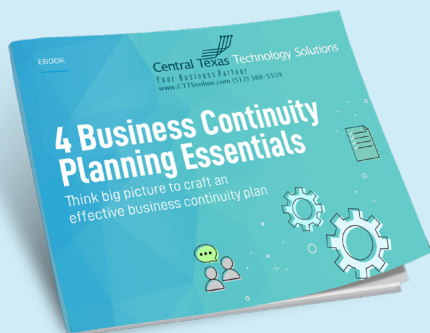
3 LEARN FROM YOUR MENTOR’S EXAMPLE, AND THEN LEAD BY IT

Manning was fortunate to be coached for years by some of the most skilled sports leaders in the country. But one of his greatest influences was the legendary coach Tony Dungy of the Indianapolis Colts. “He had a very unique style of leadership,” Manning says. “Never raised his voice. Never used any kind of language, but he treated you like such a professional that you just didn’t want to let him down.”

According to Manning, Dungy peppered his coaching with a lot of pithy little expressions, things like “Take care of the little things, and the big things will take care of themselves”; “Expectations, execution”; “No excuses, no explanations.” “He was just as calm in the fourth quarter of the Super Bowl as he was out there at practice every day. When your leader is calm, the rest of your team following can be calm as well.”

The best leaders, Manning says, walk the walk as well as they talk the talk. Pay attention to the habits and advice of those you admire, implement them into your own practice and success will always follow.

Download the eBook, 4 Business Continuity Planning Essentials



You will learn:

- How to ensure employees are safe during a disaster event
- How it will communicate essential information to employees following the event.
- How to improve your organization’s ability to respond to downtime and other business critical threats.
- The #1 cause of data loss that businesses don’t even think about until their data is erased.

Download your FREE copy today at:
www.CTTOnline.com/Business-Continuity-101

Client Spotlight: Georgetown Veterinary Hospital



Recently voted Best Veterinary/Pet Services business in the “Best of Georgetown Texas” awards, Georgetown Veterinary Hospital is a company that we proudly partner with. This month we’d like to highlight them in their success and share a bit of their story with you.

Since 2005, Dr. Erica Haley and husband, Thomas Haley, along with their professional and compassionate team, has been providing the Georgetown community with their variety of state-of-the-art veterinary services.

Although it’s been a fast-growing since the beginning, Georgetown Vet has never lost that hometown feel, nor their technological edge.

The Risk

Like all well run businesses, without the proper measures in place, there is always the possibility of downtime. Whether it be a rogue employee, human error, natural disaster or cybercriminal, we’re all at risk.

When we first met Georgetown Veterinary Hospital, they were in a very vulnerable situation. A computer virus had spread through their entire network. After seeking help and getting nowhere with their current provider, they reached out to CTTS.



The Situation

Dustin Bailey, one of our elite Desktop Support Technicians, worked closely with the Georgetown Veterinary Team to keep them up and running during what was essentially a business down situation. “This affected their computers and credit card systems, and while you can utilize paper and honor systems, it’s nowhere near secure or reliable,” says Bailey.

For a company so well respected and admired in the community, it was a huge blow. Luckily, with CTTS now on board, we were able to put solutions in place to keep the business going strong.

CTTS immediately deployed several of our loaner laptops and desktops in place of their compromised business critical machines in order to keep operations running while we assessed the infected systems.

The Resolution

Once the machines were in CTTS’ hands, our Team of engineers backed up and cleaned all pertinent data from each machine before performing a fresh install of Windows10.

With a clean operating system in place, we added our security software, SentinelOne, to keep systems safe and secure from outside threats in real-time.

We also added OpenDNS to keep their internet traffic faster and safer by enabling protection against phishing, malware and ransomware. Each machine also has our monitoring software installed that allows for immediate notification of any failures and remote access for us to have direct collaboration with its users.

All of these tools play an integral role in keeping Georgetown Vet’s machines up-to-date and cyber secure.



Client Spotlight: Georgetown Veterinary Hospital



We also added two access points to provide better wireless coverage between the Main and Boarding buildings, a Datto appliance to help with disaster recovery and ensure business continuity, and a Meraki appliance for the ultimate fortified firewall and backup protection solution.

Since remediating the virus situation, we have also performed an email migration moving them to Microsoft 365, easing communication and collaboration amongst the veterinary staff.

“Now I feel like I’m able to do my job so much more efficiently.”

-Anna Ulmer, Public Relations Coordinator at Georgetown Veterinary Hospital



of WHEN. Every minute of downtime is more costly than a properly implemented solution.

Was this an extreme reaction to this situation? Some may feel like that's too much, was all that necessary? Absolutely. Think about the cost of downtime for your business. Unfortunately, it's no longer a matter of IF your business will go down, it's a question

The Results

Anna Ulmer, Public Relations Coordinator at Georgetown Veterinary Hospital says that the upgrade to Microsoft 365 has changed the way she works in the best way possible. “I was able to throw away my paper calendar,” Ulmer said, “I lived by that calendar and it was very scary, at first, to let it go. Between that and all the other features Office 365 has to offer, now I feel like I’m able to do my job so much more efficiently.”

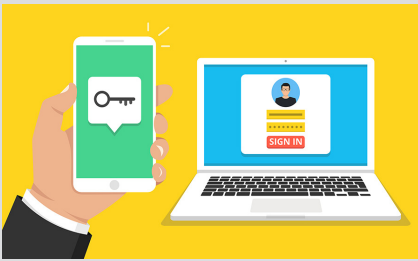
As Georgetown Veterinary Hospital continues to grow, CTTS is proud to be a part of their Team as their Managed Services Provider, striving for excellence in all aspects of their business technology. “They are a great Client,” Bailey said, “You can tell they value our input, making it easy to keep them productive and prepare for future challenges.”

To make an appointment for your furry or feathered family member, or for more information about this excellent company and their crew, please visit www.GTVet.com or call (512) 863-3563.



Georgetown Veterinary Hospital is located at: 2707 S. Austin Ave, Georgetown, TX 78626.

Why Every Business Needs Two-Factor Authentication



When is the last time you saw a jewelry shop protect their diamonds with a simple lock and key?

In your company, data is as valuable as those diamonds — so why are you protecting it with a simple username and password?

Technology enables hackers to test billions of password combinations per second, exposing 90% of all passwords.

There are several approaches to using 2FA and one-time passwords (OTP) for your business security:

SMS (Text): The user receives a 5-10 digit code via SMS on their phone, which they enter into the application for access.

Email: An OTP can be sent to a secondary email account for verification.

Voice Call: Users can choose to receive a call with the OTP delivered using a text-to-speech service.

Hardware Tokens: Employees are given a physical device that dynamically generates a passcode.

Software Tokens: An application that runs on a computer or mobile device.

Push Notification: Certain apps can request a response of either a “Yes” or a “No.”

Now is the time to protect your sensitive data and financial websites, call us today to discuss what options are available to you, before it is too late! (512) 388-5559.

Questions Entrepreneurs Need To Ask For Success

Many entrepreneurs fall into the same cycle. Working their fingers to the bone just to keep their heads above water. No exercise, no healthy food and no time for their family. If this sounds like you, then you are indeed in the trap.

CHASING YOUR TAIL

Popular entrepreneur and author Barry Moltz coined a phrase to describe these tendencies: the Double Helix Trap. It works something like this: You work as hard as you can, focusing your efforts on servicing your clients, but then sales drop. You're busy servicing clients, after all, not selling. So, then you do everything you can to boost sales. You network like mad; you call prospects; you do everything you can to book more business.

But then, since you are selling, you're not making money. You need to do the work to make the money! So, you shift back to servicing clients and not selling. You've fallen into the trap!



SELF-EVALUATION TIME

Luckily, believe it or not, there is a way out of the trap. All you need to do is ask two simple questions, answer them honestly and then take two simple actions.

Every 90 days, ask yourself, “What’s working?” List all the things you’ve been doing over the past three months that have been making you money.



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 Proventus 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*. His newest book, *The Pumpkin Plan*, has already been called “the next E-Myth!” For more information, visit www.mikemichalowicz.com.



Whether they're specific market techniques, specific high-spending clients, specific services that are bringing in profits or anything else, they're worth tracking. Once you identify what's working, you now need to amplify it.

But this is only half of the equation. The other half is to ask yourself, “What’s not working?” List everything that is bringing you and your business down. Afterward, you have two options: reduce and eliminate it as quickly as possible, or find a way to change it so that it gets into the working category by the next 90-day evaluation.

TRUSTING THE SYSTEM

Obviously, this 90-day time-frame analysis system is not scientific. And I'm sure there are a million arguments out there stating why some things need several years before hitting their peak. But the point is that a lot of parts of your business can be evaluated every 90 days, to great benefit. Those questions are definitely worth asking.

And once you do ask them, you'll ask yourself why the heck you didn't stop that a long time ago, and you'll get started on more of the good stuff a lot sooner!

■ 4 Things You Should Do RIGHT NOW To Protect Your User Account

Last year, the top 15 hacks compromised more than 2.5 billion user accounts. You can safely assume that, even if you haven't been notified, it's likely your data is out there as well. So, get savvy and follow these simple tips.

1 Enlist in protection. In the wake of these high-profile breaches, many companies have extended free credit and identity monitoring as an olive branch to stave off lawsuits. Take advantage of it. Even if it's not free, it might be worth investing in.

2 Close loose ends. Only make an account for sites you actually visit regularly. Use guest accounts whenever possible, and delete accounts you never use.

3 Use a password manager. Seriously, most people's passwords are an absolute joke.



A password manager allows you to use a different, powerful and unique password for every account you have while still being able to remember it.

4 Freeze your credit. If you have been notified of a breach and you're worried, you can take drastic action and set up a credit freeze with each credit agency you work with. Alternatively, you can just set up a free fraud alert.

Inc.com, 12/11/2018

■ TOP TIPS TO PROTECT YOUR BUSINESS FROM SOCIAL ENGINEERING ATTACKS

Every year, millions of attacks are successfully carried out against businesses just like yours. It's

important to know what you're up against and how to protect yourself. The most common social engineering tactic is phishing, often coupled with a strategy called pretexting. By gaining the trust of the victim, hackers are able to lure them into giving out sensitive personal information.

Also be on the lookout for baiting, in which attackers offer free downloads, such as movies or e-books, and demand personal information from the victim.

The best tools against phishing are online filters that automatically detect phishing scams, security programs, antivirus programs and education on best online practices. It should be obvious to your employees that giving out personal or company information is something they should never ever do outside of trusted sites that they can confirm are genuine.

SmallBizTrends.com, 2/28/2019

Did you miss it? Check Out Last Month's Top Tech Tip:


Central Texas Technology Solutions
Your Business Partner
www.CTTSONline.com (512)388-5559

Tech Tip #121:

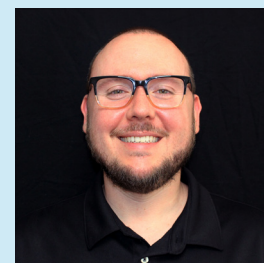
Our Top 5 Tech Gifts For Mom



Tech Tip #121: Our Top 5 Tech Gifts for Mom

Mom needs tech too! these gifts are ideal for Mom and anyone else in need of new technology in their life.

Find out more in last month's top Tech Tip Tuesday article!



By Dustin Bailey

Read it Here: <http://bit.ly/Tech-Tip-121>