



# The Tech chronicle

## What's New

Canon Capital Technologies now has the ability to scan outgoing email for threats. This critical service has now been added to our current Mail Filtering customers. With features such as Data Leak Prevention (DLP), we are able to stop the inadvertent sending of PII (Credit Card numbers, Social Security numbers, etc..) through unencrypted emails, reducing the risk of data breaches. This new service also provides the ability to add on an encryption solution that will automatically encrypt and send those emails to the intended recipient. If you are not currently scanning your outgoing email, now is a good time to start. Contact us today to learn more.

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This monthly publication provided courtesy of Craig Covington co-owner Canon Capital Technologies

### Our Mission

To enhance our customers quality of life and the health of their business.



## Making This Mistake With Your Computer Network Could Put You Out Of Business

How do you handle network issues? If you're like most small businesses, you wait until something breaks or goes wrong before getting an IT services company on the phone. At a glance it makes sense. Why pay to fix something if it isn't broken?

Sadly, this way of thinking can do more harm than good, and it has taken many businesses out of commission. When you get right down to it, there are two primary ways to handle network security:

- By being reactive
- By being proactive

One of these costs *significantly* more than the other and can destroy a business. You can probably guess which one we're talking about.

When you're reactive with your IT services, which includes data

security, it means something bad has already happened. There are many different things that can harm your data and your business, like an employee accidentally downloading malware onto their computer, getting hit by a data breach or a power surge occurring late in the night after a thunderstorm hits.

However, being reactive basically opens the door to these threats. It's a mistake that can put you out of business *for good*.

Hackers, for example, are a HUGE threat to small businesses. These cybercriminals will stop at nothing to break into your network to steal whatever they can get their hands on or do whatever damage they can. These people don't care if their actions put you out of business.

This is why you cannot rely on a

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reactive approach to your IT services. When you do, you're a step behind hackers, malware and even natural disasters and equipment failures.

In the past, IT services were very reactive. They were built on the break-fix model, which is exactly as it sounds. A business would wait for something to break or go wrong before calling an IT services company for help to fix it.

In the 1990s and even into the 2000s, the break-fix model had its place and it worked. But as technology improved and it became easier for even the smallest businesses to stay ahead of the curve, the break-fix model stopped making sense.

The number of external threats has increased *dramatically* over the last 10 years. There are countless malware programs floating around on the Internet, and hackers are working 24/7 to wreak havoc.



*It's time to get proactive.*

Today, IT services companies can predict threats. They can stop attacks in their tracks and protect your business and your data. This is called managed services – and it could save your business.

When you work with a managed services provider, you can state exactly how you want to be proactive. Do you want your network monitored for threats 24/7? Do you want them to have remote access to your networked devices so they can provide instant support to you and your team? They can do all of that!

A good IT services company can help you make sure all your data is backed up and secure. They can make sure external threats are spotted before they become a problem. They can make sure phishing e-mails don't expose you to harm. The list goes on!

If you're already working with an IT services company and they're only providing outdated break-fix support, it's time to say, "Enough!" Demand that they get proactive to manage your network. Don't wait until something breaks to make that phone call. Because, as many businesses have learned, waiting to make that call can be devastating!

## FREE Report: 12 Little-Known Facts Every Business Owner Must Know About Data Backup And Disaster Recovery



You will learn:

- The only way to know for SURE your data can be recovered if lost, corrupted or deleted that fewer than 10% of businesses have in place
- Seven things you should absolutely demand from any off-site backup service
- Where many backups fail and give you a false sense of security
- The #1 cause of data loss that businesses don't even think about until their data is erased

Get Your FREE Copy Today At: [ccmgtech.com/free-business-advisory-guide/](http://ccmgtech.com/free-business-advisory-guide/)

## Become a Pro at Video Conferencing From Home

At the start of the year, most of us weren't prepared to take video calls at home – we didn't have the right setup. Now we're practically at the end of the year, and we're out of excuses! Here are four tips to transform you into a video pro:

**Boost Your Sound.** A dedicated microphone is going to sound much better than the mic in your phone or laptop. Creating an optimal sound environment can make a difference, so turn off external speakers and hold the call in a quiet zone.

**Adjust The Video.** Keep your camera at eye level with a simple background. This looks more natural, minimizes visual distractions and instantly looks more professional.

**Light It Up.** This can get complicated fast. You want a light source in front of you, but your computer monitors are not enough. However, you don't want harsh, direct lighting. Diffused lighting is best, but ring lights also work great for video calls.

**Look Good!** Keep simple button-down shirts, ties, blouses and other items near the computer so you can dress and look professional for a call. Keep it business casual and avoid complicated patterns and harsh colors that can look awkward on camera.

## 4 Ways Leaders Can Identify And Overcome Blind Spots



One of the biggest challenges leaders face in their personal and professional development is identifying blind spots, the unseen obstacles that hold them back from achieving their full potential.

Unfortunately, many leaders don't take the time to find out if they have blind spots. Research by Zenger Folkman found that 30% of leaders had at least one major flaw that they did not know about.

Finding and fixing blind spots isn't for the faint of heart. It takes a lot of effort, courage and discipline to identify them and course-correct. But going through the process will help you and your business to keep moving forward. Here are four tips to guide you.

### 1. LOOK IN THE MIRROR.

Conduct a self-assessment and categorize your known strengths and weaknesses. Block out time on your calendar and don't allow interruptions. Force yourself to answer tough questions about your abilities and limitations. Then, write down the answers so you have a better understanding of where you are succeeding, where you are falling short and what steps you need to take to improve. The inventory you create during the self-assessment will be incredibly helpful when you compare it to information collected from other sources.

### 2. GAIN INSIGHT FROM PERSONALITY TESTS.

Standardized personality tests are another tool to help uncover blind spots. Wiley's DiSC and the Myers-Briggs Type Indicator are two popular tests that provide insight

into your leadership style. Most of these assessments are based on the "Big 5" personality traits: agreeableness, conscientiousness, extroversion, neuroticism and openness. When compared to your own self-assessment, the tests can shed more light on your tendencies and preferences in communication, decision-making and problem-solving.

### 3. SEEK INPUT FROM OTHERS ABOUT YOUR BLIND SPOTS.

This is where the process gets tough, but it's also the most important step to take. Ask several members of your team and peers to list your strengths, weaknesses and blind spots. Ask them to recommend ways that you can improve. If you are unsure that team members and peers will share their true feelings for fear of looking critical, then use online tools like Google Sheets or Survey Monkey to obtain anonymous feedback.

### 4. CREATE A PLAN AND ACT ON IT.

The most effective personal and professional development initiatives have a written plan that includes the information collected in the previous steps and identifies tasks to be completed and milestones to be achieved. It's your blueprint for success and will keep you on track to achieve your goals. Make sure every goal is SMART (specific, measurable, attainable, relevant and time-bound) and that tasks and milestones are reviewed on a weekly, monthly and quarterly basis so you can quantify your progress.



*Andy Bailey is the founder and CEO of Petra, an organization which helps business owners across the world achieve levels of success they never thought possible. Bailey founded a multimillion-dollar company that he then sold, before starting Petra to pass on the principles and practices he learned along the way. As his clients can attest, he can cut through organizational BS faster than a hot knife through butter.*