

The Tech chronicle

What's New

As we head into spring, now is a good time to consider time! We've got a web based and physical time clock solution which can keep track of departments, field employees, office employees and more. You can use a physical time clock or simply have employees clock in and out via the web portal or the mobile app – there's even an option for automatic in / out punches based on geofencing.

If you want to learn more, and streamline your time and attendance please give us a call today!

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Our Mission

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



3 Options For IT Support & How To Choose The One That Fits Your Business

If you're a business owner or planning to open a new business, chances are you have looked into IT support options. For those unfamiliar with the world of IT support, it can be confusing trying to figure out which option is best for your business. You might be interested in the most cost-efficient option but worry that it won't offer enough support. Maybe you have looked at more extensive options and wondered what is truly necessary for your company's needs.

It can be problematic to look at cost alone to decide which option is best for you. When determining IT needs, there are three predominant options – all of which come with different benefits and drawbacks – to consider before factoring in the cost of the company.

Time And Materials

Those in the industry who use the

time-and-materials option are often referred to as "break-fix services." This essentially means that you pay an agreed-upon hourly rate for a technician to "fix" a problem when something "breaks." Many people like this option because it is the most straightforward and simple way to pay for IT assistance, but it often doesn't work in your favor and can even lead you to pay more for basic services.

The only time that I would recommend the time-and-materials approach is if you already have a competent IT person or team proactively managing your IT and you need additional support for a problem that your current IT team doesn't have the expertise to handle. Under the break-fix model, you'll find a fundamental conflict of interest between you and your IT firm. The IT company has no immediate need to stabilize your network because they are getting

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paid hourly. Computer networks absolutely need ongoing maintenance and monitoring to stay secure – something the break-fix model cannot supply.

Managed IT Services

In this option, the IT services company takes over the role of your in-house IT department for a fixed and agreed-upon monthly rate. They'll install, support and maintain all of the users, devices and PCs that are connected to your network on a routine basis. They will even take care of your hardware and software needs for an extra cost. This model works for many businesses because it allows them to plan for IT services in their monthly budget and provides the business with routine maintenance and IT support that they will need. With managed IT services that are offered by managed services providers, you need to pay attention to the services they deliver for their monthly fees. Sometimes your needs may cost extra or the services you truly need are simply not offered.

It's my sincere belief that the managed IT approach is undoubtedly the most cost-effective and intelligent option for any business. Managed IT services are all about protecting your business from IT-related problems while keeping your systems up and running. In our current age, cybercriminals are working around the clock, trying to gather valuable data. Hiring a managed services provider will help protect your business and prevent common "disasters" such as rogue employees, lost devices, hardware failures, fires, natural disasters and a host of other issues that can interrupt or outright destroy your IT infrastructure and the data it holds.



"Have you tried turning it off and on again?"

"Computer networks absolutely need ongoing maintenance and monitoring to stay secure."

you'll avoid the heavy cost of new hardware and software when you need it, but you will be paying far more for the same hardware and software over time.

Choosing the correct form of IT support for your company is incredibly important and something you want to attend to. Mistakes could have disastrous effects on your business. If you're unsure of which model will work best for you, give us a call. We'd be glad to help you find the perfect IT support for your business.

Technology As A Service

The final option that you will run into on your hunt for IT support is companies offering technology as a service. These companies offer everything that managed IT services offer but with the addition of new hardware, software and support. This service ensures that your business is always up-to-date with the newest technologies. You'll need to read the fine print though, since many of these companies do not cover third-party software. The greatest benefit of technology as a service is that

Free Report: What Every Small Business Owner Must Know About Protecting And Preserving Their Company's Critical Data And Computer Systems

This report will outline in plain, nontechnical English the common mistakes that many small-business owners make with their computer networks that cost them thousands in lost sales, productivity and computer repair bills, and will provide an easy, proven way to reduce or completely eliminate the financial expense and frustration caused by these oversights.

PROTECT YOUR NETWORK

"What Every Business Owner Must Know About Protecting and Preserving Their Network"



Don't Trust Your Company's Critical Data And Operations To Just Anyone!

Download your FREE copy today at www.ccmgtech.com/protect or call our office at (215) 723-4881.

Generating Buzz Can Be Harder Than You Think

There's not much more powerful in the world of marketing than word of mouth. A report from Nielsen found that people trust consumer reviews 66% of the time and recommendations from people they know 83% of the time, while fewer than half of the respondents showed trust in advertisements found on social media. Word-of-mouth marketing can be difficult to obtain, but with these three tips, your business will be the talk of the town:

- **Master Your Field:** Always aim for the highest level of customer service and become knowledgeable about the product or service you're selling. If you wow customers, they will tell friends about your business.
- **Inform Others Of Your Mission:** It's important that your business has a mission statement that the company works to maintain, but you should also be sharing that mission with all of your customers so they can buy in.
- **Be Authentic And Charismatic:** Be real with your customers and share your values with them. Find out what makes you and your business unique and find new ways to express that uniqueness.

Get Different – Avoid Defeat



When I released my first book, *The Toilet Paper Entrepreneur*, I hoped that it would be met with instant success. Instead, nobody bought the book on its initial release day. I felt defeated like most would be in this situation. I quickly questioned my next step. Should I learn how to market effectively or simply give up on my hopes and dreams?

I knew that I wrote a good book and that it would help other entrepreneurs succeed, so it became my mission to properly market it. The lack of good and effective marketing is what holds many businesses back from reaching their goals.

If you want to beat the competition, you must differentiate yourself from the rest. My book *Get Different* explains ways that you can make your company more visible in the business marketplace. I truly believe that the three main steps from this book can help any company's marketing strategy be more engaging and effective.

The first thing you need to do is differentiate your business from its competitors. Strong word-of-mouth

marketing is incredibly difficult to achieve and can lead to failure. Instead, you should get out there and use your marketing tools to ensure that people know just how great your business is. Use your talents to stand out from the crowd.

Consumers will surely take notice of your brand if you appear to be more knowledgeable or even funnier than the competition.

After you get your consumers' attention, you need to offer engagement opportunities. Give your campaign an authoritative, trustful or socially significant approach so they feel comfortable using your business.

Lastly, you need to be direct. Tell them what to do after getting their attention. Develop a call to action so customers and ideal prospects will take the next step. You can also measure the results and see how effective your marketing truly is when you pick a specific action.

Proper marketing can be very difficult to achieve, but with the right strategy, you will be on the road to business success.



Mike Michalowicz has always believed that he had the formula to success and has proved it on multiple occasions. He is the creator of Profit First, which is used by hundreds of thousands of companies across the globe to drive profit. He is the author of multiple books, including *Get Different* and *The Toilet Paper Entrepreneur*. Mike is a former small business columnist for *The Wall Street Journal* and served as a business makeover specialist for MSNBC. Mike currently leads two new multimillion-dollar ventures as he puts his latest research to the test. He also is a highly sought-after keynote speaker on innovative entrepreneurial topics.