



# THE TECH CHRONICLE

## Anything That Can Go Wrong...

Just this week we heard of a company that didn't have a secure backup system in place. The company's server crashed and 25 employees were left sitting on their hands for over a week and half. This lack of foresight cost the company tens of thousands of dollars in wasted employee hours.

The protection of your data is critical to your business success. Not having the right backup solution can be VERY COSTLY.

This month we are offering a FREE audit of your data protection systems. Find out how well they are performing by giving us a call at 781-356-3535 or schedule an appointment with us at:

[www.americatech.com](http://www.americatech.com)

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This monthly publication provided courtesy of Ed Jones, MIT Engineer & President of America One.

Our Mission: to provide "Swift Answers. Personal Attention."

Through executing minimal response times; building strong relationships; providing personal explanations; and engineering essential solutions.



## Keep Your Business Compliant By Following These Tips

Compliance is incredibly important for any business. A failure to remain compliant can spell doom for any business, regardless of size. Being compliant is the act of following certain established rules, regulations, laws and guidelines. But what many business owners don't realize is that compliance and security go hand in hand. Compliance is in place to prevent security breaches and give guidelines for what to do if a breach does occur.

Your company won't become compliant on its own, though. It often takes time, effort and money to ensure that your business stays compliant, especially given how rapidly technology advances. Twenty-five years ago, you wouldn't have had to worry about many of the issues that plague business owners these days because the Internet was nowhere near as developed as it is now.

But times have changed, and your business has to change with it or you will fall victim to cyber-attacks. Before you spend time and money trying to figure out if your business is compliant or not, you should ask yourself some questions.

- Does my business have antivirus software and is my network protected by a firewall?
- What data is my business encrypting?
- Do I have a system in place to manage network-connected devices?
- Are there disaster recovery plans in place, and do I use backup solutions?
- Is there a business continuity strategy?
- Do I have employee training in regard to security?

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After you've answered these questions, you'll have a better idea of what needs to be done to ensure your business stays compliant. You may be thinking you need to rush out and buy the necessary technology and equipment to fill any holes, but you should focus on your team more than anything else.

According to a study by IBM, 95% of cyber security breaches stem from human error. We've talked at length about the importance of training your employees to be cyber-secure, but the reality is that employees who have not bought into a cyber-secure culture are putting your business at risk. You must have some type of employee training in place so they can learn all they can about cyber security and keeping your business protected. Without proper training, you cannot expect your employees to be inherently cyber-secure.

After you've fully trained your employees, you can put more focus into bringing in the proper technology and equipment to plug any lapses in your compliance plan. If you don't have antivirus software or firewalls, you should invest in them before anything else. Once those are in place, you can focus on a few specific pieces of technology to make your business more compliant.

One of the best investments you can make is to put an e-mail spam filter in place. Though your employees will

be trained and hopefully well-versed in cyber security, mistakes can still happen. E-mail-based phishing attacks are one of the easiest ways for a cybercriminal to gain access to your company's valuable information. All it takes is one click on the wrong link to compromise the entire network. With a filter, you won't have to worry about your employees accidentally clicking on a sketchy e-mail because it will never make it to their mailbox in the first place.

Additionally, you should also introduce strong security password practices as well as multifactor authentication. Part of your training for your employees should include tips and strategies for creating strong passwords. Oftentimes, people will use the same passwords for every account, which can leave your business vulnerable if one of their other accounts is compromised. Multifactor authentication takes this step to the next level since your employees will also receive a text message authorizing their login into their e-mail or other accounts. It's a simple way to ensure your bases are covered.

Staying compliant is an extremely important part of your business. It helps protect you and everyone who works for, or does business with, your company. However, it takes time to put these practices into place. If you feel like you don't have time to get your cyber security measures in place or if you simply need more information about managed services providers, give us a call. We would be glad to help you with your cyber security or compliance needs.

**95% of cyber security breaches stem from human error.**

### 'I DIDN'T KNOW'

Unfortunately, That Excuse Doesn't Replenish Your Bank Account, Resolve A Data Breach Or Erase Any Fines And Lawsuits.



It's coming ...

- That day a hacker steals critical data, rendering your office useless
- That day when your bank account or credit card is compromised
- Or that day when your customers' private lives are uprooted

Cybercriminals and hackers are constantly inventing NEW ways to infiltrate your company, steal your assets and disrupt your life. The ONLY way to STOP THEM is this:

### You Must Constantly Educate Yourself On How To Protect What's Yours!

Now, for a limited time, we have the perfect way to help reduce your risk and keep you safe! Simply sign up to receive our FREE "Cyber Security Tip of the Week." We'll send these byte-sized quick-read tips to your e-mail inbox. Every tip is packed with a unique and up-to-date real-world solution that keeps you one step ahead of the bad guys. And because so few people know about these security secrets, every week you'll learn something new!

Get your FREE "Cyber Security Tip Of The Week" at [cybertips.americatech.com](http://cybertips.americatech.com)

## Client Spotlight



John Kochevar is the Principal Consultant for Kochevar Research Associates. Over the years, John has found value in depending upon America One for all of his company's IT Support needs. He sees the America One staff as friendly professionals who not only teach him more about his IT systems but are quite personable.

*"In my long, long experience with various tech support operations, America One has had the best all-around capabilities for a reasonable cost. They can do support, wiring, computer software, security, everything. As for backups, these guys have saved my sorry ass so many times I have stopped counting. When I was moving my office, they were unbelievably helpful."*

*America One techs are also better teachers than any of the tech services I have used. They have patience and a sense of humor, which are hard to find in the realm of tech services. I recommend them without reservation!"*

John Kochevar  
Principal Consultant  
Kochevar Research Associates

# 5 Tips To Spot Candidates With The Right And Wrong Stuff



I recently had the opportunity to sit down with Carter Cast, the author behind *The Right - And Wrong - Stuff: How Brilliant Careers Are Made And Unmade*. Hiring success has a great influence on career success, and we discussed five negative archetypes that confront employers while filling a job opening. Together, we discovered some telltale signs that your interviewee may fall into one of these categories.

### Captain Fantastic

While it might seem like "Captain Fantastic" would be a vital part of your team, they often cause division. Someone who is a Captain Fantastic is usually overambitious and has no qualms about stepping on others to get ahead. If you're interviewing a candidate and they mention that their greatest accomplishments revolve around beating others rather than delivering value or developing teams, you probably have a Captain Fantastic on your hands.

### Solo Flier

Have you ever worked with someone who thinks their way is the best and only way to do something? It's very frustrating. While this type works well individually, they can be detrimental to a team environment. They usually claim to have no time or were too busy to accomplish their tasks; in reality, they may fail to hire and delegate properly. I've met with many people who fit this category and end up leaving their job due to burnout after taking on too much work.

### Version 1.0

Change is a necessity in the workplace, but sometimes people prefer to stick to their routines. To spot these people in interviews,

listen to their stories and pay attention if they mention changes in the workplace and how they responded. If they stayed on the same path, that's a red flag. I knew a manufacturing executive who failed to adapt to new technologies. This caused him to lose some of his biggest clients, and the business fell into a tailspin.

### The One-Trick Pony

These people usually get stuck in a rut because they rely on their greatest strength to solve *all* problems. They will often aim for lateral moves rather than trying to broaden their horizons. I interviewed a one-trick pony recently who wrote amazing copy but struggled when meeting with clients in person. His communication skills weren't strong enough to work with clients or lead large teams. His career became stagnant even though he was eager to grow and move up.

### Whirling Dervish

Energetic employees improve morale and production in a workplace but sometimes lack the follow-through needed to complete projects. You can usually spot these people in interviews if you notice them avoiding your questions. They often come up with excuses for why they didn't achieve results. Great ideas and strong morale do not make up for a lack of completion.

With knowledge of these archetypes, you can avoid hiring the wrong candidate for your team and instead focus on finding the perfect fit.



*Dr. Geoff Smart is the chairman and founder of ghSMART, a leadership consulting firm that exists to help leaders amplify their positive impact on the world. Dr. Smart and his firm have published multiple New York Times best-sellers. He stays active in his community and has advised many government officials.*

America One Tech Specializes in IT Services for Healthcare Organizations

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## ■ How The Pandemic Impacted Online Grocery Delivery Companies

After taking a trip to go apple-picking in Lancaster, Pennsylvania, Abhi Ramesh came up with an idea to prevent food waste. He saw apples all around the ground that would eventually be thrown out. He thought there must be a better way and began developing his company, Misfits Market. They offered a subscription service and single-order boxes of “unwanted” produce.

When the pandemic hit, Misfits Market had to completely revolutionize the way they operated. They saw five times as many orders and had to shut down their website’s checkout page while they figured out a plan to meet the demand. They created a wait list while hiring a massive number of new employees. Their staff grew from 175 to over 1,000 in a few short months. Their plan

seems to have worked out, as Misfits Market is now valued at \$2 billion and has expanded its delivery service to include items not considered produce.

## ■ 3 Ways To Cut Your Company’s Energy Bills

Some of the biggest costs that brick-and-mortar businesses face are gas and electricity bills. However, you can’t just cut these energy bills out of your budget; they’re essential to your business. That doesn’t mean you should be stuck paying incredibly high bills, though. There are things you can do to lower your company’s monthly energy costs.

- Get an energy audit and find out exactly what is driving your bills up. You can look online for checklists and templates to get you started.
- Update any old or outdated technology from your office equipment to the break room.

Older technology can produce higher energy costs.

- Involve your team by informing them of the importance of energy conservation. You need to have everyone in your business working to keep energy costs down.

## ■ Improve Your IT Security By Making IT Part Of Your Company’s Culture

Many business owners who are trying to improve their company’s IT security look at fixing potential hardware and software problems. No matter how many holes owners fill or barriers they put up, hackers can still find their way to important information. The simple truth of the matter is that you cannot single-handedly control and monitor your business for security risks. You must ensure that your entire team is on board and dedicated to maintaining a secure culture in the workplace.

Start with the top and make sure your leadership team has bought into the culture. They’ll help influence the rest of the team. You also need to incorporate IT security training into your onboarding process. This will ensure that everyone who is hired understands the expectation. Continue this training with your current employees by having an annual refresher training. If your team buys into the security culture, you will have much less to worry about.

