



COMPUTER DEPOT INC.

BUSINESS SOLUTIONS

Tech Bits and Bytes to Help You with Your Business

Computer Depot Inc. Business Solutions Newsletter

November 2019



Thomas Hill, President & Founder

"Business is not the same thing as productiveness. We need to be productive to be successful but it is important to always ask ourselves, Am I doing the most important things to help me achieve my goals? For me focus is the key!"



Don't Let Your IT Company Make This One Mistake With Your Computer Network

Your IT services company is one quick phone call away. This is true of a lot of businesses that outsource their IT needs through an IT services provider.

While having an outsourced IT company on standby is great, a lot of the time they *stay* on standby. That is to say, they only get a phone call when something goes absolutely wrong – networks crash, hardware fails, data is stolen or erased and so on.

This is a major mistake.

Your IT company is capable (and willing) to do so much more than react to a catastrophic failure. When you save the phone call for emergencies, you're leaving a lot of expertise on the table. Your IT company can make a huge difference in the way your business operates day-to-day – and for the better!

CONSIDER THE FOLLOWING:

You reduce your risk greatly. Do you know if your systems and processes are compliant with current standards? Is your network security up to par? Do you want to risk it and assume everything is up to snuff? Your IT company is there to make sure your business is secure before something happens, whether it's a minor network outage or a catastrophic security breach. If you're storing your customers' financial details (or, really, any sensitive data) on a local server, this is HUGE.

You have one less thing to worry about. When you delegate and rely on your IT services company, this frees you up to work on what really matters: your business itself. Your IT company helps make sure you don't spread

Continued on pg.2



TRIVIA

Lots of WRONG ANSWERS this month but...

Congratulations

Michelle Chandler from Heritage Title Agency, Inc.



who knew that 80% of all US PUMPKINS are harvested in the month of October?

TURN TO PAGE 3 FOR THIS MONTHS TRIVIA



yourself too thin. And when it comes to delegation, make sure your employees can contact your IT team as needed. After all, your employees are on the frontlines and may experience an issue that needs resolving. They shouldn't need to bug you about it. They should be able to submit a ticket directly to your IT. Simple!



Your business stays ahead of the curve. This comes down to proactivity. An experienced IT company knows IT like no one else; they can, in some cases, catch a problem *before* it becomes a problem. They are there to keep your network updated and maintained, and, should an issue arise, they can address it ASAP to ensure your business avoids any downtime or outages. Plus, this gives you a competitive advantage. A lot of medium and small businesses skimp on security. They spend as little as possible on security and network management. You know who doesn't skimp? The bigger companies. You can get on their level and blow past your competition. This is something your own

“Waiting until something goes wrong is a dangerous and ineffective approach to IT. It puts your business at serious risk ...”

customers would love to hear.

You keep costs down. Business owners love to save money where they can. Outsourcing your IT *and* relying on your IT company helps you do this. First, you don't have to hire a dedicated, in-house IT team. This can be *very* costly. A qualified IT staff can come with a serious price tag because they're in such demand. Second, because you have an outside IT company maintaining your network, they can help you avoid costly disasters, such as a network failure or data loss.

Waiting until something goes wrong is a dangerous and ineffective approach to IT. It puts your business at serious risk, both internally and externally. Let your IT company do what they do best: managing your systems! They help keep things running smoothly. You never have to worry if your firewall is up and running (and up-to-date). Don't keep them at arm's length. Let them do their job.

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 “I can talk **DIRECTLY** to the techs at Computer Depot and explain what my problems are. I like that!”

Joel Owenby
 Supervisor, CEMEX



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HIPAA Facts

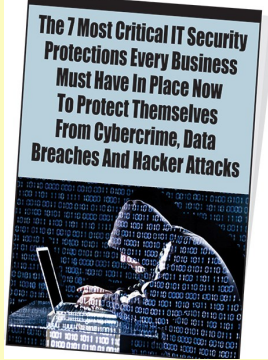
Top 3 Causes of Data Breach

-  Employee Action
-  Third-Party Error
-  Lost or Stolen Devices

We can help you
Protect Your Practice from HIPAA Violations
865-909-7606



FREE Report: The 7 Most Critical IT Security Protections Every Business Must Have In Place Now To Protect Themselves From Cybercrime, Data Breaches And Hacker Attacks



Eighty-two thousand NEW malware threats are being released every day, and businesses (and their bank accounts) are the No. 1 target. To make matters worse, a data breach exposing client or patient information can quickly escalate into serious damage to reputation, fines, civil lawsuits and costly litigation. If you want to have any hope of avoiding a cyber-attack, you **MUST** read this report and act on the information we're providing.

Claim your **FREE** copy today at

<https://www.ComputerDepotBusiness.com/7security>

Top 7 Reasons to Choose COMPUTER DEPOT Business Solutions

- 1. Prompt Response Time**
We begin working on your issue in 20 minutes or less during normal service hours.
- 2. Phones Are Answered by Us.** Your call will never leave Big Orange country! Ever. Not to mention, when you have a problem WE ACTUALLY PICK UP THE PHONE!!!
- 3. We Have Been Serving Knox and Sevier County for 20 years.**
As a locally owned and operated business, you are our neighbor!
- 4. We Are Your IT Service Department**
WE take care of it. No blaming, no finger-pointing. We Focus on the Fix.
- 5. Freedom of Choice**
There are No Long-Term Contracts to sign.
- 6. 90-Day Test Drive**
What is better than risk-free?!
- 7. A Package Tailor-Made To Fit You**
We address *your* unique technology needs.

Join Thomas on November 13th for the Fountain City Business and Professional Association (FCBPA) monthly meeting. He will be discussing Cyber Security for you personally and for your business. The meeting begins at noon at Central Baptist Church of Fountain City, 5364 North Broadway Street, Knoxville, TN 37918. For more details about cost and parking go to www.fountaincitybusiness.com/events/monthly-meeting/



THANK YOU, VETERANS. For your service and sacrifice



The Biggest Cyber Security Risk Your Business Faces



Remote employees pose a huge risk to businesses. When they connect to the Internet, whether out and about or at home, you have no idea how secure their connection is. Plus, a majority of small businesses don't regularly update their remote work security policy, and upward of 30% of small businesses don't even offer any kind of security training. If your remote employees are accessing sensitive data, the risk for your company is huge. Nearly 60% of small businesses hit by a cyber-attack go out of business within six months of the attack. They simply cannot respond and recover. It's expensive, and customers often flee. One way to avoid this is to have a cyber security policy in place. Your employees should be following your remote work rules. On top of this, a cyber security insurance policy can help you avoid the cost of recovering should the worst happen.

Meet Larry



Larry Hendren is a MSP Specialist and has been with Computer Depot since 2016. He holds the A+ Certification, Network+ Certification, Microsoft: Configuring Windows Devises Certification, and is a Microsoft Certified Professional. What really makes Larry an outstanding provider is that he is an excellent communicator and he is patient, the two most essential components to solving problems. And Larry genuinely enjoys finding solutions for people whether that is a client or a fellow team member. Making things easier for people is something that motivates him. When things are not going as expected, people tend to become frustrated. Because IT issues are so frustrating! Not to mention, it can sometimes be difficult to communicate the problems or need to the technician. It just needs to get fixed and fixed fast. Enter Larry. Because sometimes haste can actually make problems worse and Larry understands that being patient and listening is the key to solving the issue.

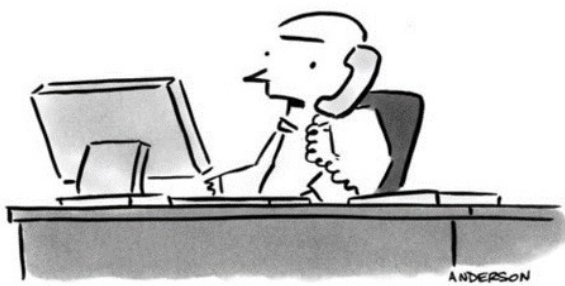
This Month's

TRIVIA

Here is your next chance to WIN Lunch on us!

WHICH STATE IS BOTH THE WESTERNMOST AND EASTERNMOST STATE IN THE US?

Email your answer to RHill@ComputerDepotOnline.com




"I'm trying to back it up, but I can't find reverse."



November 2019



Look What's Inside...

- **Don't Let Your IT Company Make This One Mistake With Your Computer Network!**
- Hurry-You could WIN this month's Trivia and this 
- **5 Tech Trends Heading into 2020!**
- Meet another amazing MSP TEAM Member!
- **The Biggest Cyber Security Risk Your Business Faces**
- **FREE Report: The 7 Most Critical IT Security Protections Every Business Must Have In Place**



COMPUTER DEPOT BUSINESS SOLUTIONS - AFFORDABLE IT HELPDESK AND CYBER SECURITY SUPPORT IN 20 MINUTES OR LESS

Tech Trends Heading into 2020

It has been a busy year in the tech world (isn't it always?), from the latest gadgets to improved wireless speeds and expanded coverage. So what can we expect heading into 2020?

Even more.

Here are some trends to keep an eye on:

5G. All of the major carriers are promising access to 5G networks in the coming year, though how it plays out remains to be seen. Expect more devices and more access, but continued kinks.

More Artificial Intelligence. Facial recognition and the ability to understand concepts without human aid. A subset of AI, machine learning, also continues to evolve.

Blockchain. Cryptocurrency is becoming more and more mainstream, and while the individual components of it are sometimes in question, blockchain, the technology behind it, is widely considered here to stay. As a trusted security technology, its uses extend beyond crypto into areas like



medical data and real estate.

Mobile commerce. From Apple Pay and Google Wallet to Venmo or other ways to pay for goods and services, our phones are becoming our debit and credit cards. Expect more cashless transactions in 2020.

Analytics. It's all about data, data, and more data. Prescriptive analytics is the next big thing, meaning there's a component of offering options for how to make use of that information.

Contact Us

**Computer Depot
Business Solutions**
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