COMPUTER DEPOT INC.
BUSINESS SOLUTIONS
Tech Bits and Bytes to Help You with Your Business

Thomas Hill, President & Founder

"Prompt response time means faster resolution and less down time, now let's GO!"

Daylight-Savings Time

begins March 14th

TRIVIA
CONGRATULATIONS
Sharon Loomis of

Ken Loomis Construction

Who knew that "**Endless Love**" is the number 1 love song of all time, according to billboard.com. Really.

3 Questions You Should Ask Any IT "Expert" Before Letting Them Touch Your Computer Network

There are seemingly countless IT services providers to choose from these days, and it can be challenging to tell one from another. However, not all IT services providers are created equal. Some offer independent services, while others are part of larger firms. Some are new to the field, while others have been around for years. There are also companies that put out slick marketing to grab your attention but make it hard to tell if they live up to the hype.

Well, we're here to help you cut through the clutter. You want to hire someone who knows what they're doing and will take care of your business the right way. To do that, there are a few questions you should ask every IT expert before you let them anywhere near your network – to ensure you'll be in good hands.

1. What's Your IT Experience?
Education, certifications and hands-on experience are all important. You want to

know your "expert" is actually an expert. It's all too easy for someone to pass themselves off as an expert when they really have limited experience, so you should never hire an individual or a company without vetting them first. After all, this person (or team) will be handling EXTREMELY sensitive hardware and data essential to the operation of your business. This isn't the time to take risks or give someone the benefit of the doubt.

When you work with an IT services company, or MSP, you can generally expect that the people you work with are educated and experienced, but you should **always** ask. It's okay to dive in and ask them about their certifications, how long they've been doing their job and how familiar they are with your industry. And if you aren't sure what certain certifications are, feel free to ask follow-up questions. There's a very good chance they'll be more than happy to

answer all of your questions, especially if they're a true professional who knows what they're doing!

2. What's Your IT Approach?

There are different approaches to IT and network security. You have the old-fashioned **break-fix** approach and you have the modern **proactive** approach. The break-fix approach used to be the staple of the IT industry – it was the business model of just about every IT support firm in the 1990s and early 2000s. This approach is pretty straightforward: something breaks, so you hire someone to come in and fix it. If many things break or something complicated breaks, you could be looking at a pretty hefty bill – not to mention the costs associated with downtime.

Today, most MSPs take a proactive approach (and if they don't, look elsewhere). They don't wait for

> ## "If you're working with an IT company that doesn't have your full confidence, you may need to rethink that relationship."

something to break – they're already on it, monitoring your network 24/7, looking for outside threats or internal issues. They use advanced software that can identify trouble *before* it strikes. That way, they can go to work, proactively protecting your business so you avoid those hefty bills and long downtimes.

These are companies that are willing to collaborate with you and your business to make sure you're protected, your IT needs are met and you're getting your dollars' worth.

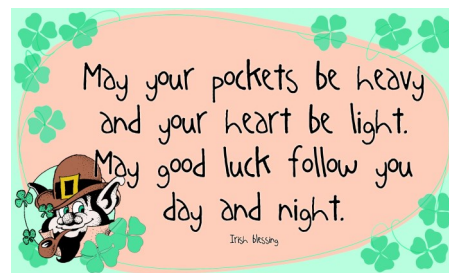## 3. What's Your GUARANTEED Response Time?

This question often gets overlooked, but it's one that can make or break your business – and it can make or break your relationship with your IT services provider. You need to know that you won't be left in the dark when something goes wrong within your network. If you're experiencing a cyber-attack, or a power surge has taken out part of your server, the cost to your business can be catastrophic if your IT services provider can't get to you right away. The longer you have to wait, the worse it can get.

You need to work with someone who can give you a guaranteed response time in writing. It should be built into their business model or, better yet, the contract they want you to sign when you hire their services. They should be doing everything they can to instill confidence that they'll be there for you when you need them. If you're working with an IT company that doesn't have your full confidence, you may need to rethink that relationship.

May your pockets be heavy and your heart be light. May good luck follow you day and night.
Irish blessing

This Month's
TRIVIA

Here is your next chance to WIN!

How many states will see the 17 year Brood X cicadas this spring?

Email your answer to RHill@ComputerDepotOnline.com

HIPAA FACTS

Protect Your Practice from HIPAA Violations

Top 3 Causes of Data Breach
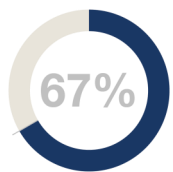
Employee Action

Third-Party Error

Lost or Stolen Devises

The average cost **per lost record**:

$401

HIPAA Fines Can Range From

$100-$50,000

67% of healthcare organizations plan to spend money on HIPAA audit services.

Want to avoid a data breach and validate your compliance?
Call us today: 909-7606

Welcome Spring! March 20

Happy St. Patrick's Day! March 17

Are You The Next Cybersecurity Hero?

Cybersecurity training is becoming an important tool to combating cyber criminals. Computer Depot Business began recommending an advanced cybersecurity education and training offering a few years ago to help business staff stay secure. Seeing what a difference it made for those taking advantage of this, we knew it was something *everyone* needed. Beginning January of 2021, we implemented our new initiative to provide an essential level of basic cybersecurity training to EVERY staff member of the businesses that we support. This program is comprehensive and includes a weekly tech tip emails, quarterly cybersecurity webinars, and other tools that focus on the human element of security.

As a part of this initiative, we want to reward those staff members who are really taking cybersecurity seriously. Do you want to be a Cybersecurity Hero? You can get started by reading the weekly cybersecurity tips. If you are currently not getting them, you may email Mellissa at MCollins@computerdepotonline.com to be added and secure your chance for the next quarterly prize. Now let's meet our Q1 winner.

Cybersecurity Hero

Christie Stump

COMPASS HEALTHCARE CONSULTING

Congratulations and Thank You Christi Stump with Compass Healthcare Consulting for demonstrating good cybersecurity behavior, especially with email!

4 Ways To Express Gratitude

How much do recognition and reward matter in business? According to research by consultant O.C. Tanner, 79% of employees who quit their jobs say their work was unappreciated. About two-thirds of Americans say they weren't recognized even one time in the previous year.

These numbers suggest a huge deficit in the need for their work and efforts to be appreciated.

There may be times when zipping a memo to employees about their good work is needed but according to Fortune, here are some better ways for employers to express gratitude.

Make it personal. Notes to a group are nice, but a specific note to a person who contributed something especially helpful is best.

Make it timely. A pat on the back for work done during the last five years is nice. But what would be great is thanks for a difficult job completed now.

Make it sincere. Tell an employee how they contributed to the company's success or culture. Tell him or her why it meant something.

Make it relevant. One company, recognizing that employees have struggled to homeschool their children during the COVID-19 pandemic, created a complimentary tutoring program.

Most importantly, do something and do something consistently. It matters.
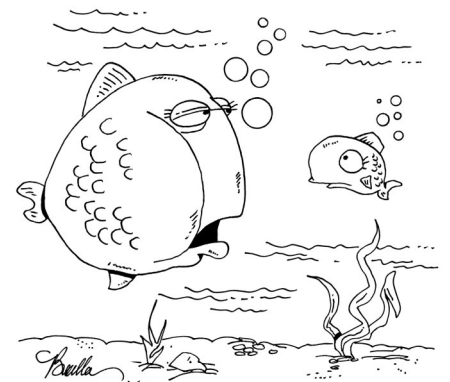
"I have put on a few pounds, but it's mostly water weight."

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March 2021

Look What's Inside…

- **3 Questions You Should Ask Any IT "Expert" Before Letting Them Touch Your Computer Network**
- 4 Ways To Express Gratitude at Work
- Hurry-You could WIN this month's Trivia and this ➜
- Spring is Planting Time!
- Introducing A Real Cybersecurity Superstar

Planting Your Spring Garden for the Garden of Your Daily Living

PLANT PEAS:
Peace of mind
Peace of heart
Peace of soul

PLANT SQUASH:
Squash gossip
Squash indifference
Squash grumbling
Squash selfishness

PLANT LETTUCE:
Lettuce be faithful
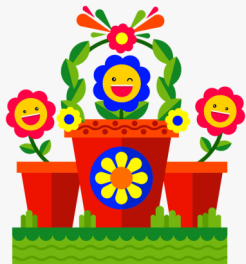Lettuce be kind
Lettuce be patient
Lettuce love one another

PLANT TURNIPS:
Turnip for meetings
Turnip for service
Turnip to help one another

PLANT THYME:
Thyme for each other
Thyme for family
Thyme for friends
WATER freely with patience

FEED with love.

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