



TECHNOLOGY TIMES

Insider Tips to Help Your Business Run Faster, Easier and More Profitably



Thomas Hill, President & Founder

"Fear breeds excuses and excuses hold you back. You will find a way to grow, or you'll find an excuse not to."

7 QUESTIONS

You Should Be Asking Your IT Provider (But Probably Aren't)

If the only time you talk to your IT provider is when something breaks – or when it's time to renew your contract – you're missing a huge opportunity.

Technology isn't a "set it and forget it" part of your business. It's constantly shifting, and so are the risks that come with it. That's why you need an IT partner who's not just fixing problems, but also checking in, following up, and keeping you ahead of the curve.

Here are seven questions every small business should be asking their IT provider – regularly, not just once a year.

1. Are There Any Vulnerabilities We Need to Fix Right Now?

This isn't about being paranoid. It's about being prepared. Ask:

- Is our antivirus current?
- Any unpatched systems or weak spots?
- Have there been any red flags or close calls lately?

A solid provider won't just give you a list – they'll tell you what they've already done about it.

2. What's the Status of Our Backups? And Have They Been Tested?

- Backups are your business's safety net. Ask:
- When was our last full restore test?
- Are we using the right backup mix (cloud, hybrid, off-site)?
- Are all the critical systems and files covered?
- Is our backup data encrypted and stored safely?

You don't want to learn your backups are broken during a crisis.

3. Are Employees Following Security Best Practices?

Because all it takes is one bad click. Ask:

- Any suspicious logins or risky behavior?
- Do we need to retrain for phishing attacks?
- Is everyone using multifactor authentication?

continued on pg.2



TRIVIA

CONGRATULATIONS

Janet Spencer
With
Hartland Services



Who knew that President John Tyler was the father of 15 children, the most of any US president. His last surviving grandson, Harrison Ruffin Tyler died on May 25, 2025 at age 96.

**TURN TO PAGE 3 FOR
THIS MONTHS TRIVIA**



continued from cover

Proactive IT providers should bring this up before you even ask.

4. Is Our Network Slowing Us Down?

Slow systems kill productivity. Ask:

- Any recurring slowness or bottlenecks?
- Are we outgrowing our hardware or software?
- Is there low-hanging fruit we can optimize?

Sometimes small tweaks can make a big difference to your team's efficiency.

5. Are We Still Compliant With Industry Regulations?

Regulations like HIPAA, PCI-DSS, and FTC Safeguards Rule evolve. Ask:

- Are we still compliant with the latest rules?
- Have any policies, training, or software updates fallen behind?
- Are we audit-ready if someone comes knocking?

Don't let outdated compliance cost you big-time.

6. What Upcoming IT Expenses Should We Be Planning For?

Good IT is planned, not panicked. Ask:

- Any aging hardware or expiring licenses?
- Are there system upgrades on the horizon?
- Any projects we should start



budgeting for now?

This helps you avoid budget surprises and makes you look like a planning genius.

7. What Trends Should We Be Aware Of?

Because staying still is the same as falling behind. Ask:

- Any new tools or best practices we should be exploring?
- Are we keeping up with cybersecurity benchmarks?
- What are others in our industry doing that we're not?

A great provider brings new ideas — not just fixes.

If You're Not Having These Conversations, That's a Red Flag.

If your IT provider doesn't have clear, confident answers — or if they're not reaching out to have these conversations — you may not be getting the support your business needs.

At CD Technology, we don't just wait for problems. We prevent them. We're the partner who's available when you need us,

"We get prompt, accurate, and courteous service from CD Technology."

Charlotte Moser

Sequoyah Swimming Pools, Inc

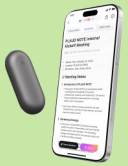


proactive before you ask, and committed to keeping your business fast, safe, and stress-free.



SHINY NEW GADGET OF THE MONTH

PLAUD NotePin



Your voice recorder just got way smarter.

The PLAUD NotePin combines a wearable digital voice recorder with an AI notetaking assistant, all in one small device. Plus, its sleek, versatile and lightweight design lets you wear it in several different ways: bracelet, necklace or lapel pin.

With the press of a button, it will create advanced, accurate transcriptions in over 112 languages, complete with labels for different speakers. You can also choose your preferred large language model, such as GPT-4o or Claude 3.5 Sonnet, for the NotePin to use.

FREE REPORT:

12 Little-Known Facts Every Business Owner Must Know About

You Will Learn:

- The only way to know for SURE your data can be recovered if lost, corrupted or deleted — yet fewer than 10% of businesses have this 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.

Claim your FREE copy today at

<https://www.CDTechnology.com/12backup>

PROTECT YOUR DATA

"12 Little-Known Facts Every Business Owner Must Know About Data Backup, Security And Disaster Recovery"



Discover What Most IT Consultants Don't Know Or Won't Tell You About Backing Up Your Data And Recovering It After A Disaster

Your Vacation Auto-Reply Might Be A Hacker's Favorite E-mail



You set it. You forget it. And just like that, while you're packing for vacation, your inbox starts broadcasting:

"Hi there! I'm out of the office until [date]. For urgent matters, contact [coworker's name and e-mail]."

Harmless, right?

Actually, cybercriminals love these auto-replies. That simple message gives them valuable intel: your name, title, when you're unavailable, who to contact, internal team structure, and sometimes even travel details.

This provides two major advantages:

Timing – They know you're unavailable and less likely to catch suspicious activity.

Targeting – They know who to impersonate and who to scam.

This sets the stage for a phishing or business e-mail compromise attack.

How It Happens:

- ⇒ Your auto-reply is sent.
- ⇒ A hacker impersonates you or your alternate contact.
- ⇒ They send an "urgent" request for money, passwords, or documents.
- ⇒ A coworker, trusting the e-mail, complies.



"It just dawned on me. How do I know you're not an AI generated deep fake?"

⇒ You return to discover fraud or a breach.

Businesses with traveling executives or sales teams are especially vulnerable. Admins often field many requests, handle sensitive tasks quickly, and may trust a well-crafted fake e-mail.

How To Protect Your Business:

1. Keep It Vague

Skip detailed itineraries. Instead, say: "I'm currently out of the office and will respond when I return. For immediate assistance, contact our main office at [info]."

2 Train Your Team

Educate staff never to act on urgent, sensitive requests based solely on e-mail. Always verify through another channel like a phone call.

3. Use E-mail Security Tools

Advanced filters, anti-spoofing protections, and domain monitoring reduce impersonation risks.

4. Enable MFA Everywhere

Multifactor authentication across all accounts blocks hackers even if passwords are compromised.

5. Partner With A Proactive IT Provider

An experienced cybersecurity team can detect suspicious activity early and stop attacks before they cause serious damage.

Top 5 Reasons to Choose CD TECHNOLOGY

Call (865) 909-7606
To schedule a FREE
10 minute discovery call

1. Prompt Response Time

We begin working on your issue in 20 minutes or less during normal service hours.

2. We Have Been Serving East Tennessee for almost 3decades.

As a locally owned and operated business, you are our neighbor!

3. We Are Your IT Service Department

WE take care of it. No blaming, no finger-pointing. We Focus on the Fix.

4. Freedom of Choice

There are No Long-Term Contracts to sign.

5. 90-Day Test Drive

What is better than risk-free?!



A tour guide was showing a tourist around Washington, D. C. The guide pointed out the place where George Washington supposedly threw a dollar across the Potomac River.

"That's impossible," said the tourist.

"No one could throw a coin that far!"

"You have to remember," answered the guide. "A dollar went a lot farther in those days."

Here is your chance to win
Lunch On Us!
This Month's

TRIVIA

What is your favorite American/
Patriotic song?

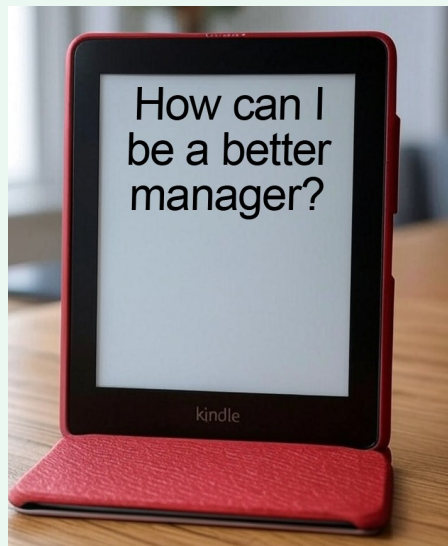
Email your answer to
RHill@CDTechnology.com

Reading List To Become A Better Manager

Even the most experienced manager should find ways to learn and grow in the workplace. Try one of these reader-recommended titles for professional growth on your own time.

*** The Making of a Manager: What to Do when Everyone Looks to You**, by Julie Zhuo. A Silicon Valley product design executive, Zhuo's field guide for managers offers practical advice to foster a healthy workplace culture, where work gets done.

*** The Coaching Habit: Say Less, Ask More & Change the Way You Lead Forever**, by



Michael Bungay Stanier. Stanier offers practical and humorous advice for to help managers integrate coaching skills into their workday and help their teams achieve greater success.

*** The One Minute Manager**, by Kenneth Blanchard and Spencer Johnson. This management book is a classic for a reason -- its research-backed methods really work. And at just 111 pages, it's a perfect quick weekend read.

*** The First-Time Manager**, by Jim McCormick. New managers will appreciate this handy guide that explains management skills and eases the transition into a supervisory role.

*** Radical Candor**, by Kim Scott. Scott's leadership guide emphasizes clear communication, positive relationships, and useful feedback to help every member of the team -- including the boss -- be the best coworker they can be.

Thank You!

Thank You Marcy Hatch, for your recent referral. We appreciate your trust and loyalty!

YOUR
Referrals
ARE OUR GREATEST
Compliment

WE ARE MAKING A BIG MOVE



COMING SOON
A NEW, LARGER, CENTRALLY-LOCATED
TECHNOLOGY COMMAND CENTER



Announcing...

Exclusively for CDT clients! Do You Have a special event you would like to share with the community? Are you planning an open house, blood drive, block party, anniversary celebration, meet & greet... or any lead generating event open to the public? Let us help you get folks there. We would love to help you promote your special occasion by putting it in our next newsletter and share on all our socials! Just give us the details - make sure to include contact info and we will share your news.

THE HIDDEN COST OF WAITING

Why You Can't Afford To Delay Your Windows 10 Upgrade

If you're still running Windows 10 on your business machines, let's cut to the chase: The clock is ticking.

On October 14, 2025, Microsoft is officially ending support for Windows 10. That means no more security patches, no more bug fixes and no more technical support.

But here's what business owners really need to understand: The cost of waiting isn't just about someday needing to upgrade.

It's about what waiting could cost you in the meantime.

"We'll Deal With It Later" Is An Expensive Strategy

We get it – upgrading every machine in your business isn't exactly your idea of a fun budget item. It feels easy to delay...until something breaks.

But here's what procrastination *actually* costs:

1. You're Operating Without A Safety Net

Once Microsoft discontinues Windows 10 updates, every new vulnerability becomes your responsibility.

Hackers love outdated systems because they're easy targets. It's like locking the front door but leaving the windows wide open.

One breach could cost you thousands – or worse, your entire business.

2. Software And Hardware Compatibility Issues

Many business apps, such as accounting tools, CRMs and industry-specific platforms, are already phasing out support for Windows 10.

If your systems stop working mid-project or crash during a client demo, what's that worth?

And it's not just software.

New printers, peripherals and even security tools may stop playing nicely with your outdated OS.

3. Lost Productivity

Outdated systems are slower, they crash more frequently and they frustrate your team. Even small lags add up over time, dragging down efficiency, morale and your ability to compete.

If every employee loses 10 to 15 minutes a day to tech hiccups, what does that cost you over a month?

4. Emergency Upgrades Are Always More Expensive

Waiting until your systems crash or your team is locked out doesn't just create stress – it creates panic-spend mode:

- Emergency hardware orders
- Rush IT labor fees
- Business interruptions while machines are replaced

A little planning now saves a lot of scrambling – and money – later.

5. You're Risking Compliance Violations

If your business handles sensitive data or is subject to regulations (HIPAA, PCI-DSS, etc.), using unsupported systems could result in fines or lawsuits. Many regulatory frameworks require up-to-date security – Windows 10 won't meet those standards come October.

What Smart Business Owners Are Doing Now

They're getting ahead of the deadline, not just by upgrading devices, but by using this transition to:

- Audit what devices need to go

- Streamline tools and software
- Tighten up cybersecurity protections
- Plan smarter for IT spend in 2025

How To Make The Transition Smooth

Here's what we recommend:

Run a compatibility check – Not all machines can run Windows 11. Find out which ones need to be replaced.

- Audit your apps – Make sure your essential tools are ready to run on Windows 11 or newer environments.
- Budget for hardware now – Don't get stuck in a supply chain crunch later.
- Partner with an IT provider – We can handle the transition from start to finish – no downtime, no surprises.

Don't Wait Until October To Panic

Waiting until the last minute will cost you more – in money, stress and missed opportunity. We're helping small businesses make the upgrade the *smart* way: planned, smooth and optimized for future growth.

Book a FREE Network Assessment and we'll help you identify what needs upgrading, what can stay and how to build a transition plan that won't disrupt your business before the deadline. If you are already a partner and haven't booked a review, do it today!

865-909-7606





July 2025

INSIDE THIS ISSUE

Do You Know What You Should Be
Asking Your IT Provider | 1

Is Your Vacation Auto-Reply A
Hacker's Favorite Email? | 3

You Could Be This Month's Trivia
Winner | 3

How To Find Out If Your Data Is
Truly Secure? | 2

Phones a bit outdated?



Analog.



VoIP.

We can help!

Call **865-909-7606** today.

CD TECHNOLOGY - AFFORDABLE IT HELPDESK AND CYBER SECURITY SUPPORT IN 20 MINUTES OR LESS

MOST E-MAIL PLATFORMS STINK AT KEEPING OUT DANGEROUS E-MAIL ATTACHMENTS

In 2024, computer and network security company SquareX ran a study testing the effectiveness of popular e-mail platforms in keeping out e-mails with dangerous attachments. One hundred malicious documents were sent through a thirdparty e-mail provider to platforms including Gmail, Outlook, Yahoo!, AOL and Apple iCloud Mail. What they found was that the majority of the harmful documents successfully evaded e-mail provider antivirus and malware scans. "It truly scared us that it was this easy," the company wrote. Remember, you are the last line of defense in your inbox. Never click on an attachment you weren't expecting, verify the sender before opening and ensure your device is protected with the most up-to-date security software.

4th of July By The Numbers

This July Americans are expected to spend:

- \$13 billion on food and beverages.
 - \$73 million on hot dogs alone.
 - \$4 billion on beer and wine, slushie Sangria anyone?
 - \$2.8 billion on fireworks. Half of that in Seymour. JK
 - Shopping for the holiday was influenced by inflation. Up to 85 percent of celebrants changed their shopping habits because of increased prices. Except with the fireworks?
 - About 40% will purchase disposable plates and cutlery.
- 1 in 3 Americans have no plans to celebrate the holiday at all. Now doesn't that make all the other numbers seem even bigger?

Contact Us
CD TECHNOLOGY
Serving our
East Tennessee
Neighbors
For over 25 years

6547 Chapman Hwy
Knoxville, TN 37921
Phone: (865) 692-4247

or
10721 Chapman Hwy
Seymour, TN 37865

Phone: (865) 577-4775

Email: thill@CDTechnology.com

Visit us on the web at

www.CDTechnology.com

COMING SOON