TECHNOLOGY TIMES

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



Thomas Hill, President & Founder

*"We are proud to be local because being close by when our clients need us means **faster response time**."*

Happy Mother's Day to All the Special Moms in Our Lives



May 10th

TRIVIA

CONGRATULATIONS

Leslie Pawelcyzk,

this month's trivia winner knew NASA accidentally erased the historic footage of the original Apollo 11 moon landing.

TURN TO PAGE 3 FOR THIS MONTHS TRIVIA



Three Business Scams Your Team Might Fall for This Week

Most cyber incidents don't begin with obvious warning signs or dramatic system failures. They begin with something that looks like it belongs in a normal workday. A quick text about a small charge. A notification that a document was shared. An email that appears to come from a trusted contact asking for a simple update.

Today's scams are designed to blend in, not stand out. They rely on timing, context and the assumption that if something looks routine, it's probably safe.

As you read through these examples, consider one honest question: Would everyone on your team recognize the risk before reacting?

Scam #1: The toll road (or parking fee) text

A text arrives: "You have an unpaid toll balance of $6.99. Pay within 12 hours."

It names a real toll system, the amount feels harmless and clicking the link feels efficient. The problem is that the link leads to a convincing payment page built to capture card details or personal information.

Guardrail that helps: Legitimate toll agencies don't demand payment via text. Businesses should set the rule: No payments through links. Employees must go directly to the official site or app to pay.

Scam #2: 'Your file is ready'

An employee gets an email saying a document was shared through a familiar platform. The branding looks correct. The format matches other notifications they've received before.

They click, log in and move on. Except that login page may be harvesting credentials, giving an attacker access to your cloud environment.

Guardrail that helps: If a file wasn't expected, don't click the email link. Log into the platform directly. Real files will be there. Restrict external sharing and enable login alerts for extra protection.

Scam #3: The email that's written too well

Phishing emails aren't sloppy anymore. They're polished, specific and aligned with

Continued on pg.2

real vendors or internal roles. They sound calm and professional, often requesting payment updates or credential verification.

Because they mirror everyday communication, they prompt action before doubt surfaces.

Guardrail that helps: Any request involving credentials, payments or sensitive data gets verified through a second channel. Hover over the sender's addresses. Treat urgency itself as a warning sign.

What This Comes Down To

The risk isn't careless employees. It's systems that assume everyone will always slow down under pressure.

If a single rushed click could interrupt your operations, the answer isn't better instincts. It's a stronger framework that helps your team make the right call every time.

Networking Lunch n Learn

3 Practical Ways To Use AI in Your Business

May 21, 2026 @ 12pm
CD Technology Command Center

AI isn't coming — it's already here. Whether leadership approves or not, your team is experimenting with it.

The real question isn't if you'll use AI. It's whether you'll use it intentionally.

In this FREE fast-paced lunch n learn, you'll learn three practical, low-risk ways to use AI immediately inside your organization to save time, improve communication, and increase productivity — without exposing sensitive data or creating compliance headaches.

Register now:
CDTechnology.com

Be sure to bring your laptop. This is a working lunch. See you soon!

"Having a reliable IT provider in the area that can meet our IT needs is essential to our operations as an emergency service. Thomas Hill and his staff are great to work with."

John Linsenbigler, Executive Administrator & Chief, Seymour VFD, retired





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⇒**Reduce Downtime**

⇒**Increase Productivity**

⇒**Ensure Compliance**

Congratulations to John Linsenbigler on his recent retirement from the SVFD after 30 years of faithful service. His impact on the Seymour community has been immeasurable as evidenced by his being named Seymour Person of the Year by the Seymour Area Chamber. We wish to thank him for his service and dedication to the betterment of the community.

All the best to you Big John!

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.



Download your FREE copy today at
https://www.CDTechnology.com/7security
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UNLOCK YOUR INNER STRENGTH



with Jesse Israel

Renowned Keynote Speaker and Leadership Coach to Elite Performers

Sometimes, it takes a series of quiet moments to relearn how to be bold and brash and take up space. That's how it happened for Jesse Israel, founder of The Big Quiet movement.

"Every person has an enormous well of power and potential," Israel said. "We all have unique gifts, abilities and strengths we are meant to be putting into our work, our families and our communities. Most of us have access to a fraction of what's available inside, which limits our impact on the world outside."

"The leaders, teams and organizations that are thriving are not making more noise," says Israel. "They have learned to effectively be quiet."

The Power of Quiet

Israel identifies three types of noise: in the world, in our heads and in our bodies that blocks us from being able to access what's within and live up to our potential. He developed a three-step process to quiet the noise.

Step 1: Make space

Creating moments of quiet amid the chaos gives you an advantage. "Getting quiet when everybody else was loud gave me an edge," Israel said.

"When you practice making space, you gain the advantage that few people have," Israel added.

Step 2: Choose Connection

Israel said reconnecting with others helped him rediscover himself.

"As human beings, when the noise in our heads gets louder and we start overthinking, our tendency is to push away and isolate ourselves, keeping us from the thing we actually need and want most, people. When you notice yourself isolated, courage is to take a step towards connection."

"If you really want to cut through the noise in your life and expand what's possible, you must assign meaning to what you do. It's got to be about something greater than yourself," Israel said.

Step 3: Share Your Genius

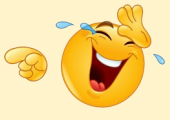
For Israel, reclaiming his strengths meant embracing the qualities that once got him into trouble.

"What I've seen consistently is that when leaders, organizations and teams take the time to get clear about what their own genius is, on an individual basis, and then map out responsibilities based on the genius of those individuals, they become unstoppable," Israel said.

"Oftentimes, stepping into the 'Zone of Genius' gets uncomfortable. As a result, we oftentimes shy away. But on the other side of fear and discomfort is our full potential. These small acts of courage are required for us to become the person we're meant to be," Israel said.

"You don't have to change who you are to become more powerful. You simply have to claim who you've always been."

A Marine husband called home to tell his wife he would be late. He said dirty magazines had been discovered in the platoon's quarters and they had to discipline the whole squad. She launched into a tirade, arguing that many men had pictures hanging in their quarters at their previous post, so his new platoon should not be penalized for something so trivial. The husband calmly listened to her gripes and then explained, "Dirty magazines: The clips from their rifles had not been cleaned."



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This Month's

TRIVIA

What percentage of people use AI every single day?

Email your answer to RHill@CDTechnology.com

Your Kid's Gaming Rig Could Survive a Cyberattack. Can Your Office?



Remember blowing into Nintendo cartridges to make them work? Once upon a time, that was our version of IT support.

Cartridge wouldn't load? Blow on it. Still wouldn't load? Blow harder. If that failed, you smacked the console and hoped for the best. We thought we were pretty good at technology.

But your kid has never had to fix anything by hitting it. Their setup is a finely tuned machine: solid-state drive, 32 gigs of RAM, a processor powerful enough to render a short film, mesh Wi-Fi with no dead zones, real-time performance monitoring and multi-factor authentication on every account.

It's optimized, tuned and maintained.

Now think about your office. There's a workstation from 2019 that takes four minutes to boot, a printer that jams every Tuesday, shared folders named "New New Final FINAL" and software that doesn't talk to each other. Then there's the Wi-Fi that mysteriously dies in the conference room and the laptop with a "Restart to update" notification that's been dismissed every morning for three weeks.

Gamers optimize. Businesses tolerate. That gap is more expensive than most people realize.

Why Gamers Win This Comparison

It's not about budget. A solid gaming PC costs about the same as a business workstation. Business internet is often faster than residential. The tools to monitor and secure a network aren't out of reach.

The difference is attention.

Gamers update everything immediately: operating systems, drivers, firmware, patches. Outdated software means lag, and lag means losing. Meanwhile, every postponed update on your office laptops represents a known vulnerability with a fix that hasn't been installed.

Gamers back up their progress religiously. Lose a 200-hour save once and you never forget. Many businesses, however, don't regularly verify that backups are running properly. When a gamer loses data, it's frustration. When a business loses data, it's client records, financial history and possibly the ability to operate.

Gamers also monitor performance in real time. CPU temperature. Network speed. System load. They notice a small dip and investigate before it turns into a crash. Most businesses discover issues when someone says, "The internet's slow today." That's not monitoring. That's reacting.

Your kid would never run their setup that way. And their setup isn't responsible for payroll.

How This Happens

No one designs a messy office network on purpose.

Business technology grows gradually. A tool gets added to solve a problem. Another platform comes in for accounting. Then CRM. Then file sharing. Then payroll. Then security layered on top.

Each decision makes sense in the moment. Over time, though, technology stops being designed and starts being accumulated. Accumulation creates friction.

Gaming rigs are built intentionally for performance. Business systems often evolve for convenience. One is strategic. The other is incremental. And incremental systems eventually become expensive systems.

Back when we were blowing on cartridges, we didn't know better. Today, the tools and knowledge exist. The question isn't whether improvement is possible. It's whether anyone is actively paying attention.

The Cost Nobody Calculates

The biggest cost rarely shows up as a dramatic outage. It appears in small, daily inefficiencies everyone has learned to accept.

It's the five minutes waiting for a slow login. Searching for a misplaced file. Re-entering data into systems that don't sync. Restarting the same machine twice a week. Creating workarounds because "that's just how it works here."

Individually, those interruptions feel minor, but that five-minute glitch often costs far more than five minutes. It can take over 20 minutes to fully regain focus after being disrupted. Multiply that across your team, week after week. What feels normal becomes expensive.

In gaming, lag is unacceptable. In business, lag becomes routine. And routine inefficiency quietly drains productivity.

The Better Question

When asked about their technology, most business owners say, "It works fine." But working and working efficiently aren't the same thing.

Ask yourself the following: Are your tools integrated or simply coexisting? Are your systems streamlined or stacked on top of one another? Are your processes supported by technology or constantly working around it? Is anyone watching your network proactively, before something fails?

Hardware will always evolve. What drives real productivity today is integration, automation, security and thoughtful system design.

None of that improves by accident.



"Great education. Now let's talk about your 15 years of experience."

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3 Practical Ways to Use AI in Your Business

12:00pm
6535 Jackie Lane
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SCAN TO REGISTER

Seats are limited, reserve your spot today

Spring Clean Your Workspace; Spring Clean Your Head

Something about spring and cleaning goes hand in hand — and it's not just closets and garages that benefit from the treatment. Your workspace, whether it's a home office or a corporate cubicle, collects clutter the way a car collects miles: gradually, without you quite noticing, until one day you can't find anything and everything feels harder than it should.

The physical clean is the easy part. Clear the surfaces. Throw away the dead pens — there are more than you think. File what needs filing, recycle what doesn't, and wipe down the keyboard, which researchers have found harbors more bacteria per square inch than a toilet seat. That fact alone should motivate the most reluctant cleaner.

The digital clean matters just as much. Sort the downloads folder, which most people treat as a landfill. Archive emails that are finished but not deletable. Organize the desktop, which for many people has become an abstract painting of icons.

What researchers consistently find is that physical disorder creates cognitive drag — a low-level mental tax on attention and decision-making. A clear workspace doesn't just look better. It actually lets you think better.



Spring only comes once. The inbox, unfortunately, keeps coming regardless.

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the Peddler steakhouse

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The Peddler Steakhouse has been a favorite special occasion restaurant of ours for years. Located at 820 River Road in Gatlinburg, TN, this premier dining destination is known for its custom-cut steaks, tableside service, and riverside atmosphere. Operating in a historic 1958 cabin, they offer a romantic setting featuring a renowned salad bar and Certified Angus Beef.

We are so happy to have them as a client and appreciate that they are trusting us with their IT needs.

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May 2026

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Make Your Grill A Cutting-Edge Experience

Do you want to up your summer grilling game? Establish yourself as the barbecue champion of your neighborhood? Good news -- there's almost certainly a gadget that can give you an edge.

If money is no object, the Traeger Timberline 1300 pellet grill will deliver a cookout fit for a king. A mobile app allows you to adjust the temperature and monitor your food without opening the grill, and convection cooking capabilities provide even heat throughout the entire grilling surface. There's even a Super Smoke Mode for maximum grill flavor. About $1,900 at Ace Hardware.

For a more affordable electric smart grill option, the Current Model G Dual Zone Grill provides precise temperature control through a mobile app and two cooking zones that can operate at different temperatures. About $900 at Current Backyard.



The ThermoPro TempSpike Pro Wireless Meat Thermometer connects with multiple probes with presets for meat, poultry, and fish that allow you to precisely cook multiple items at once. And as an added bonus, it works on any old grill. About $80 on Amazon.

Grilled food is delicious, but cleaning grease and burned flecks of meat off the grill is less appetizing. Fortunately, there's a robot for that -- the Grillbot automatic grill cleaner from Schweid and Sons, which autonomously scours your hot or cold grill with three spinning brass brushes. When the job is done, the robot turns itself off, and you can throw the brushes into the dishwasher for cleaning. About $130 at Walmart..

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