

// Inside This Issue

- Is Google From Star Trek? Page 2
- Protect Your Network Page 2
- Fact File Page 2
- Yahoo and Telecommuting Page 3
- Client Spotlight Page 3
- Contest Corner Page 3
- From Bill's Desk Page 4

Do I Need To Back Up Data That's Already In The Cloud?

The computing world is forever changing. Over the last 15 years, SaaS (software as a service) providers have offered the convenience of data backup for your cloud applications such as CRM systems, SalesForce, Google Apps and Microsoft 365. The business question is, if I'm already working with a SaaS provider and my data is already "in" the cloud, do I really need to back up my data to another cloud? After all, isn't the SaaS provider doing that for me?



Well, yes and no. Yes, your data (one of your company's most valuable assets) is being backed up by the service provider. And yes, it's in the cloud. And yes, these providers have backups to their backups ... but are they backing up your business-critical information? Can you guarantee that? And do you have access to it in a timely manner? The answer to these questions may be no. As a rule, SaaS providers do not open backups to customers, nor do they make restoring critical data easy or intuitive. For example, SalesForce, the first commercially available SaaS application, does nightly customer backups. But if you need to recover your data, you have to go directly to SalesForce and pay a minimum of \$10,000, then wait a few weeks for your data to be restored.

There's no question that the results of data loss can be devastating to your company. But when it comes down to it, it's your company information and you need to take responsibility for safeguarding it. You need to have a strategy in place.

Want to learn more about how to back up your cloud SAAS applications? Contact our office at 765-742-3440 or via e-mail at bill@bssconsulting.com to schedule a time to discuss your particular situation and what solutions are available to you.



Have you ever felt overwhelmed or even drowning with the number of emails in your inbox?

Then SaneBox could be your answer. This month's gadget is a cloud-based software application that helps you manage your email. SaneBox analyzes your email behavior on all your devices. Then, based on which emails you let slide and which ones you open right away, SaneBox creates rules about sorting your email for you. The result? Your inbox only has emails you need to attend to now. All other emails go to your SaneLater folder. You can drag and drop emails from that folder to your inbox, and from then on, those emails will display in your inbox.



SaneBox keeps you focused on high-priority emails. There's nothing to download. There are additional productivity features to manage tasks, your calendar, and your attachments. And the SaneBlackhole is the fastest way to unsubscribe from emails. See www.sanebox.com.

// Announcements

• Thank you to everyone who attended our open house last month! We are grateful to have been Greater Lafayette Chamber of Commerce's Small Business of the Month. We appreciate your support and look forward to continuing being active in the community!

• Did you know we will pay you \$100 cash for qualified referrals? Find out more at www.bssconsulting.com/referrals

// Who We Are

Business System Solutions specializes in providing management level responsibility for all the technology in your business.

This includes support for your computer network and working with other hardware and software vendors whose technology you use.

We do this with friendly, proactive, and responsive service.

Our services can lower your costs, and we guarantee our work!

PROTECT YOUR NETWORK

"What Every Business Owner Must Know About Protecting and Preserving Their Network"



Don't Trust Your Company's Critical Data And Operations To Just Anyone!

// 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, non-technical English common mistakes that many small business owners make with their computer network that cost them thousands in lost sales, productivity and computer repair bills, as well as providing an easy, proven way to reduce or completely eliminate the financial expense and frustration caused by these oversights.

Download your **FREE** copy today at www.bssconsulting.com/protect or call our office at (765) 742-3440.

// Is Google The Computer From Star Trek?

If you've ever seen a Star Trek episode, you'll know that "computer" always knew the answer to whatever the commander needed to know to run the starship, do battles with aliens and it even made tea...Earl Grey...hot. In business today, Google has taken on the role of answering questions and providing information. In fact, the company name has become a verb in our language and you can google just about anything on this easy-to-use search engine.

"Computer" gave you one answer, Google gives you many. But there's an easy way to limit the responses and that's by the way you search. If you only want to see responses on exactly what you're searching for, then type the minus sign at the end of your search. Another way to limit your responses is to take advantage of Google's specialized search sites, for example Google's Public Data Explorer. This site allows you to search specifically on public statistics.

The Star Trek computer spoke every language. Google speaks 80. You can ask Google to translate a single word by typing "translate (word) to (language)" into the search bar and you'll get the translated word. There's also a Google application

called Google Translate where you can type, speak or handwrite the phrase into your device – you can even take a picture of a sign or other text. Then it's your choice to have Google speak the translated phrase or display it for you. Need an easy-to-use price-comparison site for business travel? Try Google Flight Search. Pick your starting point and destination—or destinations—on the map, and then pick your dates. When you pick the dates, be sure to pay attention to the prices on each date and Google's graph of days with the cheapest tickets. Then, you can filter the results by flight length, airline, price, stops and more. When you find a flight you like, you can book it directly on the airline's site.

Like the Star Trek computer, Google provides definitions and conversions. In the search bar, type define (word) or convert (unit of measure), and you can even compare the nutritional values of one food item to another's: just type compare.

So is Google the computer from Star Trek? With all these features, what do you think?

"With Business System Solutions we don't have any downtime. If we would have something go down, it is immediately addressed. The immediate response time has been imperative to our success. They're professional, know their products well, know their industry and the technology well, and are always on top of what's coming out. They know what they're doing."

-Ken Thompson, St. Anthony Healthcare, Administrator



// Fact File

The first actual computer "bug" was a dead moth stuck in a Harvard Mark II computer in 1947.

Big banks don't process checks and debit card charges to your account in the order they're received, but instead use a computer program that selects the biggest amounts first and charges them against your account, emptying your account faster and resulting in more overdraft fees (profit).

In September 1956, IBM launched the 305 RAMAC, the first "SUPER" computer with a hard disk drive (HDD). The HDD weighed over a ton and stored 5 MB of data.

A computer as powerful as the human brain would be able to perform about 38 thousand trillion operations per second and hold about 3,584 terabytes of memory.

The first entirely computer-generated movie sequence in cinema history was the Genesis Device demonstration video in Star Trek II: The Wrath of Khan. The studio that made the scene would later become Pixar.

CAPTCHA is an acronym for "Completely Automated Public Turing test to tell Computers and Humans Apart."

MIT has developed computer software that can identify and distinguish a real smile from a smile of frustration.

// Yahoo Is Shutting Off Telecommuting - Should You?

The recent decision by Yahoo CEO Marissa Mayer to stop telecommuting has cast a negative light on this practice. After checking the company's VPN log to see how many remote employees were logging in, she didn't like what she saw. Effective June 2015, telecommuting is no longer an acceptable practice at Yahoo. The media excitement added fuel to the fire for those who think that employees working at home aren't putting in an honest day's work.

Mayer's now-public memo talked about communication and collaboration. She thought the best way to make that happen is for people to be in one place. But that's just one opinion.

There are many companies who use telecommuting practices very successfully. They also believe in communication and collaboration and use tools such as Google Hangout video chat service, GoToMeeting, Skype, WebEx and Campfire chat by 37signals to do just that. They support these tools with products such as Google's Gmail and Calendar apps for business and Asana's task management software, to name a few.

Telecommuters are often employees who live in other parts of the country or even in other

countries, and other time zones. After trying several techniques to work with a remote team member, David Bloom, the CEO of tech start-up Ordr.in, now uses Google Hangout for daily virtual meetings. He says, "We have five employees, and four of us are in the same place, but we all log on separately. This allows us to have a face-to-face meeting where everyone's equal. It's not the four of us sitting in one place, with our colleague sitting somewhere else." He finds this arrangement keeps everyone accountable for their work.

Josh Siler, CTO of HiringThing, a virtual company, says it's all about your company culture. "We're trust-based, and we don't micromanage our employees. We judge everyone based on their output. Anyone can make their schedule flexible, as long as they meet their commitments to their coworkers," he says. "Our employees know that their performance is what matters, and we talk about it on a regular basis."

Bloom and Siler would tell you that telecommuting is successful when you have a culture of accountability and trust.

// Client Spotlight
Nanshan America

Nanshan America is the newest integrated aluminum casting and extrusion facility in North America. Utilizing the latest technology in equipment and processes their 600,000 square foot manufacturing facility is capable of producing 150,000 tons of extrusion ingot and 50,000 tons of extruded product annually.

They are raising the bar when it comes to providing top quality products and service and are ready to provide you and your company with the latest and greatest aluminum technologies.

www.NanshanAmerica-AAT.com

// Client Bill of Rights

You have the right to expect and demand complete satisfaction from the information technology and technical services you receive from BSS.

We pledge to deliver exemplary service, on-time and within your budget.

// Contest Corner | Win A Gift Card!

This month we will do a random drawing from all correct responses received by May 15th and will give away (3) \$5 Starbucks Gift Cards.

What is a petaflop?

a) your dog after a long walk b) the latest toy for kids c) a measure of a computer's processing speed expressed as: a quadrillion (thousand trillion) floating point operations per second (FLOPS)

E-mail Us Right Now With Your Answer!
Trivia@BSSConsulting.com

Last Month's Winners

Congratulations to
Vicki Burch and Kelly Bilyeu!

The question was:
"Which President served the shortest time in office? The correct answer was William Henry Harrison.

Thank you to everyone who participated!



Business System Solutions

Managing Technology For Your Business

928 Robinson Street
West Lafayette, IN 47906

Phone: (765) 742-3440
Email: bill@bssconsulting.com

// From Bill's Desk

Bill Ooms and Kevin "Mr. Wonderful" O'Leary -- April 23, 2015 in Nashville, TN.



In April I attended a professional IT Sales and Marketing meeting and had the privilege of meeting and listening to Kevin O'Leary "Mr. Wonderful" from Shark Tank. We also had a private lunch where we were able to ask him questions about business, the show, and some of his stories.

He is a very disciplined business owner and shared a lot of stories from the show Shark Tank, and from some of his business dealings. Certainly to many he seems like a ruthless and 'mean' business guy, but he is just very focused on growing his business. He also is adamant about giving back to society in the form of charity and teaching future business leaders. Following are ten points he spent time speaking to us about.

Kevin O'Leary's 10 Secrets To Being A Successful Leader

1. Employees are not your friends. They are employees. You are not married to them. You must set goals for them, and pay them well.. and if it doesn't work out, you know what you have to do. Not firing somebody is a weakness... it's affecting your business! Pay them well when they achieve goals, remove them when they don't.
2. Maintain a clear line of command. Empower people to make decisions. Set hurdles for when you want to be involved, and ignore everything else. The CEO's goal is to focus on the future, whether sales are \$250k or \$250M. Hire great people to run it. If you're spending time putting out fires, you have bad people!
3. Be accessible. You do need to answer email etc. Staff will rarely reach out unless they are very troubled. Just speaking to them solves 90% of problems.
4. Delegate, Delegate, Delegate! But don't intermeddle either - once you delegate, don't second guess the other person and micro-manage them.
5. Don't procrastinate. Most procrastination revolves around making tough decisions, and mostly around people. Don't waste time!
6. Never pass the buck.
7. Service trumps price. Customers will take a lot of price pain before giving up good service. The best place to invest is customer service! It's the best ROI in private economy today! Increase customer satisfaction, then increase prices! Sell clients technology to help them service THEIR clients better! Unhappy clients in a time of social media etc is very powerful in a bad way. One pissed off cowboy on twitter can really hurt.
8. Life is not fair.
9. The boss does not always make the most money. Head of sales should get the most, have uncapped earning potential etc. Kevin says he doesn't take any salary in his businesses, but owns a large part of the business.
10. Business is WAR, there are winners and losers. It's not a party or football game or social event. Every day, people want to steal your clients. Someone has to lose if you're going to win...get over it! The DNA of a business is make money for shareholders, service clients etc.