

## // Inside This Issue

- 4 Ways To Improve Teams Page 2
- Meet Andy Page 2
- Fact File Page 2
- Be Invisible To Hackers Page 3
- Client Spotlight Page 3
- Contest Corner Page 3
- From Bill's Desk Page 4

## 3 Cloud Solution "Gotchas" IT Pros Don't Tell You

Are you using any cloud applications to store data? Then listen up! There are a few "gotchas" you need to know about 3rd-party cloud apps that most sales reps will NEVER tell you.

1. They aren't responsible for keeping a backup of your data.  
If you read the small print of your contract, you'll see that in every way possible, your cloud provider is NOT responsible for data loss or backups – even if it's their fault. In fact, Office 365 will only keep 3 days' backup of your data; so if you delete or overwrite a file and don't notice it until 4-5 days later, it's GONE. If your data is important, you need to implement a backup solution that works with cloud applications.

2. What you see may NOT be what you get.  
There's nothing more frustrating than an incredibly slow application when you're trying to work; and the salesperson demo'ing the application or platform is going to make sure you only see the BEST-case scenarios for performance. But there are a lot of things that can determine how fast your cloud applications run, such as the file size you're working on, CPUs and RAM and storage, time of day, day of the week, your Internet connection and the number of users accessing the application. Make sure you get some verification of the speed in YOUR specific environment before spending a lot of money, time and aggravation moving to a new cloud application.

3. What if they cancel you?  
Here's a scary situation: what if your cloud provider decides to shut down your account because they go out of business or simply decide not to service you anymore? Or what if YOU want out? Make sure you have in writing what happens if YOU cancel your contract AND what your cloud provider can and cannot do if they go out of business, cancel your account or have any other issues that would cause service interruption. Moving a network from a cloud platform is NOT a simple task and you need to make sure you can get your data and that you'll be given sufficient time to make the transition.

Need help interpreting any of these scenarios? Give us a call at (765) 742-3440 and we'll help you put in place a solid "Plan B" for any of the above issues.



### Infinite USB

As laptops grow thinner, USB ports become scarcer. This means that if you need to connect to many printers, phones, or a mouse, you need to carry around a multiport hub to plug in various devices. But Jiange has created a USB plug that is based on a daisy chain, allowing you to plug multiple devices into one USB port. It recently launched its product via a very successful Kickstarter campaign.



The design won an IF Concept Award from one of the most prestigious design competitions in the world. Jiange has a lot more design inventions underway. InfiniteUSB cables start at \$10, and will also come in varieties that support microUSB and Lightning connectors.  
<http://getinfiniteusb.com/>

## // Announcements

• This month I have the opportunity to visit Shark Tank's Robert Herjavec at his office in Toronto. Check back in our next newsletter for a full update!

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

## // Who We Are

**BSS** is your IT Partner providing **Total Care** support for all your technology needs with exceptional **Customer Service** and the best IT Solutions to make *your business* more productive and profitable!



## // Meet Andy

### What made you interested in working for BSS?

What interested me the most about BSS is the pride they have in the services they provide. It means a lot to feel good about what you do. BSS will also afford me a great deal of opportunity to learn a new side of IT.

### How do you like to spend your time away from work?

I love to cook and spend a lot of time in my garden. I grow mostly tomatoes, peppers, and cucumbers, but I like to try something new every year.

### What superpower would you like to have?

I would like to be able to see into the future. It would make it easy to make the right decision every time.

### What is your favorite book?

Cat's Cradle by Kurt Vonnegut

## // 4 Ways To Get More From Your Team

**1. Your Team Needs To Learn Together**  
Rarely do teams learn together. Too often, increases in skill are confined to individuals. Sometimes that can become a barrier to teamwork: because there are dramatically different knowledge and skill levels, some team members aren't able to keep up. When an individual attends a course or discovers a useful practice, he or she should be encouraged to share it with the team. And periodically putting the entire team into a learning environment is critical.

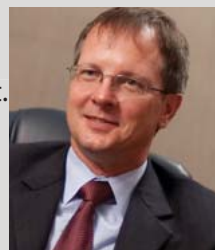
**2. Peer Recognition Is Powerful**  
If you're a team leader, understand that despite your best efforts, you will be incapable of adequately recognizing every team member's efforts and contributions. Good work will slip by and go unrecognized. If this happens often, the team member may well become disillusioned. Relieve yourself of the burden to be the sole dispenser of recognition: ask team members to recognize each other. Make it a team expectation to thank other team members for their assistance and to look for opportunities to catch each other doing something praiseworthy.

**3. To Win More Together, Think Together More**  
Have you ever held a team retreat? When was the last time your team came together for the express purpose of thinking about the work you do? Do you periodically pause as a group to reflect on what you've learned and internalize the lessons? Do you meet to consider opportunities, and not just to solve problems? The team that thinks more wins more.

**4. You've Got To Expect It And Not Tolerate It If You Don't Get It**  
Some managers, knowing how difficult it can be to create great teamwork, undermine their efforts by making teamwork "optional." That is, they appreciate the people who are good team players but they tolerate those who aren't. As the old adage goes, what you allow, you condone. Those on the same team should know that figuring out how to get along and work with other teammates is their responsibility. Those who refuse to be team players should at the very least not enjoy the same benefits, and at worst, should be removed. It might sound harsh, but it is necessary if you want teamwork to work.

"BSS' knowledge about the systems and software we have AND their prompt response to our needs is what we like most. It is like they show up at our office while we are still calling to have a matter addressed!"

-Rod Forbes, Seeger Hodson & Forbes, Attorney



## // Fact File

- Clairol introduced a new curling iron they called the "Mist Stick" to the German market, only to find out that "mist" is slang for manure in German. Not too many people had use for the "manure stick."
- When Gerber started selling baby food in Africa, they used the same packaging as in the US that featured the "Gerber baby" on the front. Later they learned that in Africa, companies put pictures of what's inside the package on the label since most people can't read, thereby causing African consumers to think there was pureed baby inside.
- Colgate introduced a toothpaste in France called "Cue," the name of a notorious dirty magazine.
- Pepsi's "Come alive with the Pepsi Generation" translated into "Pepsi brings your ancestors back from the grave," in Chinese.
- The Coca-Cola name in China was first read as "Ke-kou-ke-la," meaning "Bite the wax tadpole" or "female horse stuffed with wax," depending on the dialect. Coke then researched 40,000 characters to find the phonetic equivalent "ko-kou-ko-le," translating into "happiness in the mouth."

## // How To Make Yourself 'Invisible' To Hackers

There's an old joke about two men hiking in the woods when they come across a big, grumpy black bear. Scared silly, one of the guys starts to run but notices his buddy stopped, bent-over, changing his shoes. He shouts to him, "Dude! What are you doing?!?! Why aren't you running?" to which his friend replies, "I'm changing my shoes because I don't need to outrun the bear – I only need to outrun YOU."

This is a perfect analogy for what's going on in small businesses: the "slow," easy targets are getting nailed by fast-growing cybercrime rings that are getting more sophisticated and aggressive in attacking small businesses. Last year, the average cyber-attack cost a small business \$20,752, a substantial increase from 2013, when the average was \$8,699. That's because most small businesses don't have the security protocols in place or the manpower and budget to implement sophisticated security systems. While there's absolutely no way to completely protect yourself other than disconnecting entirely from the Internet, there are several things you can do to avoid being easy pickings. Here's how:

1. Lock your network. While WIRED networks make you invisible to WiFi snoops because you have to access them by plugging into physical outlets or hacking modem ports, you can create a hidden or cloaked network on a wireless network. Simply disable the service set identifier (SSID) broadcasting function on the wireless router, and only users with the exact network name will have access. Small businesses like coffeehouses can also do this—just periodically change the network's information and place a small sign near the register with the current network name and passcode.
2. Encrypt your data. On your desktops, turn on the full-disk encryption tools that come standard on most operating systems: BitLocker on Windows-based PCs and FileVault on Macs. There is no noticeable performance lag; however, the encryption only applies when users are logged out of the system. So setting computers to automatically log out after 15 minutes without use is a good idea. And for mobile devices, use a VPN (virtual private network) to encrypt data traveling to and from your mobile devices and limit your employees' access to only the company data that they must have to do their jobs.
3. Install firewall and anti-malware applications on all of your equipment, including mobile devices.
4. Disable features that automatically connect your mobile devices to any available network.
5. Disable printer and file-sharing options on mobile devices before connecting to a hotspot.
6. Check before connecting to hotspots. If there is an unusual variation in the logo or name on the login page, beware...this could mean it's a fake hotspot designed to steal your data.

Can you guarantee that the person across the hotel lobby isn't looking at your data? Not really, but the chances of them being able to do that are greatly reduced if you take precautions to protect your business.

## // Contest Corner | Win A Gift Card!

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

June was named after the Roman goddess Juno. She was the goddess of what?  
 a) Marriage and childbirth b) Fruit and trees  
 c) religion d) love and beauty

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

## // Client Spotlight Steinberger Construction



Steinberger Construction, Inc's mission is to provide Clients with hassle-free design and construction services, to provide Team Members a safe and healthy workplace, and to use sustainable building practices that protect Clients, the Team, and the Environment.

Whether the job is a multi-million dollar expansion or a small maintenance repair, they are ready to provide custom solutions to all construction needs.

[www.sciteam.com](http://www.sciteam.com)

## // Client Bill of Rights

You have the right to get answers to your questions in plain english.

We pledge to recommend options for accomplishing your objectives and will answer your questions in terms that you can understand.

## Last Month's Winners

Congratulations to  
 Lanora Lannan, Betsy Jones, and  
 Tracie Shoults

The question was:  
 "What is a petaflop?"  
 The correct answer was  
 C) a measure of a computer's  
 processing speed.

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](mailto:bill@bssconsulting.com)

## // From Bill's Desk

Once again we have a lot of things going on at BSS! We want to welcome our newest employee, **Andy Bowen**. Andy comes from Purdue University where he worked in various IT roles and prior to that from Wabash Valley Hospital where he worked as a programmer and support technician.

We also welcome two new clients on our Total Care support! First is the **Holder Law Office** in downtown Lafayette. They are a small law office where we installed a new server, our backup solution, firewall, and we are supporting their desktop PCs.

We also are now providing support and many other solutions for BASi (**Bioanalytical Systems, Inc.**). BASi provides drug developers with superior scientific research and innovative analytical instrumentation, which saves time, saves money, and saves lives, to bring revolutionary new drugs to market quickly and safely. BASi, established in 1974, has headquarters in West Lafayette at the Purdue Research Park. They also have a facility located in Evansville, IN that focuses on preclinical toxicology and pathology.

Did you know that on average you pick up your phone 1500 times a week? That's 1500 times you'll be annoyed if your screen is cracked or your phone isn't working properly.



Genius Phone Repair can fix most models of phones and tablets...and all repairs come with a 90 day warranty!

[www.GeniusPhoneRepair.com](http://www.GeniusPhoneRepair.com)

Located at 2049 Veterans Memorial Parkway South  
in Lafayette next to Levee Tan and Hot Box Pizza.  
(765) 250-9117