



# The BSS Advisor

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## Announcements

- 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)
- Thanks to the Greater Lafayette Chamber of Commerce for voting us March 2015 Small Business of the Month

## 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!

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## Upgrading To Windows 10? Avoid Headaches, Downtime And Frustrations By Following This Advice

For the past few months, we've been swamped with questions about Windows 10.

If you're wondering whether now is the best time to upgrade your system, here's what you need to know:

First and foremost, if your organization relies on your computers in any way to make money or save lives, consider the risks carefully.

As with any software upgrade – but especially your computer's operating system – you've got to weigh the advantages of upgrading now against potential downtime if there are problems with the new code.

A good rule of thumb regarding any operating-system upgrade is to wait six months after the product release before deploying it into any system or group of systems that your business depends on.

Since January 29 marks six months since the Windows 10 official release date, it's a good time to look at whether it's wiser to upgrade now or wait for further fixes and improvements.

That being said, here are a few of the key questions we've been fielding – and pitfalls to avoid:

Q. It's free for a "limited time" – don't I have to act now?

A. No. You have until July 2016 to take advantage of the free upgrade. And, if your system hasn't prompted you to upgrade yet, you'll need to wait. If and when your system is deemed capable of adapting to the upgrade, your current Windows OS

will notify you. Either way, you have until July 28, 2016. If you do plan to upgrade, we strongly advise that you get it done well before that date, in order to avoid any last-minute scrambling.

Q. It's better and/or faster, right?

Maybe... It depends. Here's what we're seeing:

Windows 10 radically changes how your system operates, compared to Windows 7. While some computers make the change with no problem at all, it can cause older systems to lose key hardware drivers (like networking or printing), rendering them an "instant brick."

Some systems, even those certified by their manufacturers as "Windows 10 ready," start misbehaving after being upgraded. That means undue downtime while you reinstall or upgrade MS Office or other software – or even revert back to your older OS.

Some older systems actually run slower on Windows 10 than on Windows 7 or 8.1.

Q. Will my computer work with Windows 10?

A. Age is probably the biggest factor for any Windows-based device. Anything older than three years is not worth upgrading. At three years old, your machine is nearing the end of its useful life. You are better off leaving the old operating system in place and waiting for Windows 10 until you upgrade to a new computer.

Q. I've heard Windows 10 transmits all of

(Continued on next page)



## IT Security Tip #1: This will SHOCK you about bank fraud on business accounts

Did you know your COMPANY'S bank account doesn't enjoy the same protections as a personal bank account? For example, if a hacker takes money from your business account, the bank is NOT responsible for getting your money back. (Don't believe me? Go ask your bank what their policy is on refunding you money stolen from your account!) Many people think FDIC protects you from fraud; it doesn't. It protects you from bank insolvency, NOT fraud.

**Quick Tip:** Set up e-mail alerts on your account so you are notified any time money is withdrawn from your account. The **FASTER** you catch fraudulent activity, the better your chances are of keeping your money. If you contact the bank **IMMEDIATELY**, you have a very high probability of foiling a hacker's attack.

your personal information to Microsoft. Is this true?

This is true, unless you opt out of some of the most attractive features, such as the MS Store and Cortana, the voice-controlled virtual assistant. According to Windows 10 terms of service, Microsoft can:

“access, disclose and preserve personal data, including your content (such as the content of your emails, other private communications or files in private folders), when we have a good faith belief that doing so is necessary to protect our customers or enforce the terms governing the use of the services.”

If you decide that giving that kind of control of your personal and business data to Microsoft is not in your best interest, you can still install Windows 10; just call us and we'll help you adjust the settings to keep all your information from being sent to Microsoft.

Q. We use some custom software here. Will it run on Windows 10?

A. Until your custom software vendor blesses Windows 10 for that program, the answer is no. In all cases, we advise

against upgrading to Windows 10 until your custom programs are 100% fully vetted, compatible and supported for it.

Deciding when to upgrade to Windows 10 isn't as simple as Microsoft and some pundits would have you believe. But if you know the pitfalls we've laid out for you here in advance, you've at least got a fighting chance for a smooth, headache-free transition.

Want help setting a target date and plan for your business to upgrade to Windows 10? Call our Lafayette or Kokomo office or e-mail us at [bill@bssconsulting.com](mailto:bill@bssconsulting.com) to schedule a free Windows 10 Readiness Assessment.



## Fact File

1. In Japan, letting a sumo wrestler make your baby cry is considered good luck.
2. The actor who was inside R2-D2 hated the guy who played C-3PO, calling him "the rudest man I've ever met."
3. Sea otters hold hands when they sleep so they don't drift apart.
4. In 1986, Apple launched a clothing line.
5. Between 1900 and 1920, Tug of War was an Olympic event.
6. The word "unfriend" appeared in print all the way back in 1659.
7. A baby can cost new parents 750 hours of sleep in the first year.
8. Elmo is the only non-human to testify before Congress.
9. The American Psychiatric Association's DSM-V handbook classifies caffeine withdrawal as a mental disorder.
10. The Dole/Kemp website from 1996 is still up and running.
11. Google was originally named BackRub.
12. In 1999, the U.S. government paid the Zapruder family \$16 million for the film of JFK's assassination.
13. The most shoplifted food item in the U.S. is candy.

## Our Clients Say It Best



"Our Server crashed and Business System Solutions had it up and running within hours with minimal loss of data. The staff is extremely competent. We went through several IT companies before discovering BSS. We suffered massive down times on some of our computers because the other IT companies were understaffed or the technician was not as knowledgeable as they should have been. Services provided by BSS are like any insurance policy. You don't want to be without it in case of a catastrophe. We are no longer in a panic when we have computer issues, help is just a phone call away."

-Laura McClain, Wingard Wheel Works

## 5 Biggest Mistakes All Leaders Make

Although everyone agrees that hiring is tough, most managers struggle with an even more prevalent leadership mistake. It's an affliction as prevalent as the common cold, and one of the least recognized in the workplace today.

Over the last 20 years at ghSMART, we have been able to empirically observe where executives excel and where they get in their own way. We have conducted five-hour interviews with more than 15,000 leaders across every major industry, producing more than 9 million data points.

So, what is the No. 1 most common mistake that holds leaders back?

The complete inability to remove underperformers.

And why do we all struggle with this? Here are the top five reasons that we see:

1. You are an eternal optimist. You somehow believe that you will fix poor Mark in Finance or Emma in Marketing. Or, even better, perhaps they will magically fix themselves.
2. You don't want to rock the boat. You believe in accepting the cards that you are dealt. You have been taught to make do. As kids learn at daycare today, "You get what you get and you don't get upset."
3. You dislike conflict. Difficult conversations are difficult. So it is easier to suffer through it even if your whole team can now get less done.
4. You will look bad. You may have hired or promoted them into the role. You don't want to just pass the buck.
5. You excel at procrastinating. Why do today what can safely be put off for another day? Besides, who knows? He or she might resign, and that would make it easier for everyone.

You may suffer from just one, or more likely a combination, of these reasons.

And yet our research found that executives who excelled at removing underperformers from their teams are more than twice as likely to have had a successful career than all other senior leaders.

Yes, that's right: twice as likely. The best leaders we meet tell us that it makes all the difference.

Panos Anastassiadis is one who does it very well. He was the CEO of Cyveilance, which grew over 1500% in five years. His secret? "I have simply been constantly averaging up who is on the team."

Yet how do you do that and still do right by the individual in question?

You can set them clear goals and craft the role to play to their strengths. But when it clearly isn't working, it's time to take action. Run a fair, objective talent management process, tell them that their performance isn't where it needs to be and give them 30, 60 or 90 days to turn their situation around.

If that doesn't work, it's time to have that tough conversation that deep down you know you should have had six, 12 or maybe 24 months ago.

Once done, yet only then, can you hire that A player you really need.



Last month's question was: In which author's novel is it "always winter but never Christmas"? The correct answer was a) C S Lewis

Karen O'Leary and Becky Robledo were drawn as the winners. Congratulations!

## Client Spotlight Westminster Village



For more than 35 years, Westminster Village continuing care retirement community has been the preferred choice for seniors who want to stay connected to all the conveniences of Greater Lafayette while enjoying a lifestyle that empowers them to be well. Situated in a neighborhood setting just two miles from Purdue University, Westminster Village offers independent living apartments and homes, as well as on-site Assisted Living and Medicare-certified Skilled Nursing, including Rehabilitative Care and Memory Support Care.

[www.wvvl.org](http://www.wvvl.org)

## Client Bill of Rights

**You have the right** to have us attend to the details of each issue, question and request you have.

**We pledge** to get the job done right the first time.

## Contest Corner Who Wants To Win A Gift Card?

This month we are giving away (2) \$5 McDonald's gift cards. The winners will be randomly selected from all correct entries received by **January 15th**.

**What soft drink was once marketed as "zero-proof hillbilly moonshine that will tickle yer innards"?**

- A) Surge B) Coca-Cola  
C) Mountain Dew D) Dr Pepper

E-mail [Jeff@bssconsulting.com](mailto:Jeff@bssconsulting.com)  
with your answers!



Business System Solutions

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## Business Briefings

### Your Vacation

Resolved to see more of the world this year? Here are three surprisingly great places to visit, according to travel-guide publisher Lonely Planet: 1) For cutting-edge art scenes, emerging nightlife, great skiing and rich wildlife-watching, including bison, wolves, lynx and bears, Transylvania tops the list. 2) Celebrating 50 years of independence in 2016, Botswana features luxury camps, self-guided tours, community projects and award-winning family safaris. 3) For postcard-worthy views of the stunning Sapphire Bay, as well as charming alleyways, tasty food and its still-traditional way of life, Kotor, Montenegro, deserves a top spot on your short list. This year, get off the beaten path for a vacation that can't be beat!

*Today.com*

### Your In-box

Got e-mail overwhelm? Get more done in your day with these three tips used by top pros: 1) Empty your in-box often. Use "Follow Up" and "Hold" labels in Gmail (folders if you're in Outlook) to quickly sort e-mails you can't respond to right away. 2) Use the Two-Minute Rule: if it will take more than two minutes to respond to, sort it for later. 3) Respond quickly. This sets you apart in a world where most people are drowning in e-mail. Often, a quick reply such as "Got your note, will get back to you by end of day Tuesday" is all you need. Pair this with time blocks for knocking out batches of replies for massive productivity.

*LifeHackerBook.com*

### Your Time

Being busy doesn't always mean being productive. To win back big chunks of your time every day, avoid these three "busy-ness" traps: 1) Multitasking cuts your IQ by up to 40% and makes the two tasks you're working on take 25% longer. 2) Interruptions suck up your time because not only does it take up to 20 minutes to fully refocus on the original task, but we tend to get back to trivial rather than more important tasks at hand. 3) You're busy because technology wants you to be, not because you need to be. Must you really remain available to your boss, customers, family, friends and social networks 24/7/365? Take control again – it's your life!

*Inc. Magazine*