



The BSS Advisor

HAPPY HOLIDAYS

MERRY CHRISTMAS

AND A HAPPY NEW YEAR

December 2016

This has been a very busy year for Business System Solutions (BSS). We have grown, added staff, implemented many new solutions for our clients, moved both office locations, and continue to improve our processes. Our emphasis is on great customer service and providing the right technical solutions to help businesses better use their technology and protect their valuable business information from disaster!

We began the year by implementing a better backup solution for our clients. We then added a web content filter that helps avoid malware, especially the new ransomware that we hear a lot about in the news. We upgraded our clients to a better spam filter to avoid wasting time sorting through bad emails as well as another layer to avoid one of the most common ways for the malware to get in your system. These additions, along with our daily monitoring and upgrading of our clients systems, have avoided our managed clients from getting any malware or viruses since the beginning of the year – none!

We have added several great staff. Jim Beck and Jeff Parks are experienced IT Managers that are assisting our bigger clients and several smaller ones. Sarah Kubon, as an accountant and CPA, brings a lot of great financial management skills to our business. And the most recent is Kraig McConihay

who brings a lot of experience in the service industry and is our new Service Delivery Manager. Along with our other great staff we feel we have the best IT staff in the area – visit our website to learn more about our team www.bssconsulting.com/about-us/our-team.

As we have added staff over the past year and a half we ran out of office space. Therefore, this year we began searching for a new space that would allow us space to grow and have adequate parking. We found that and moved to 1211 Cumberland Ave in the Purdue Research Park. The new location and parking has allowed us to have Chamber meetings, Business After Hours and other events at our office. For example we recently had a recycling drive and collected almost 4 tons of old electronics for recycling! Come and visit us some time, we would be glad to show you how our staff interacts and the tools we use. Due to the tornado in Kokomo we moved offices there as well.

With all these new solutions, changing and growing staff, and new locations we realize we need to reemphasize on our customer service. So with the addition of a new position of Service Delivery Manager we are improving, so we can respond even faster, document everything better, and be more efficient in all areas of our service delivery. We have



weekly staff meetings to discuss how to improve customer service, bi-weekly meetings to train staff on technology and discuss process improvements. Everyone on our staff is informed and excited where BSS is going!

BSS has become an exciting place to work, and we feel our clients will see amazing changes in the coming months as we meet with them and show the new solutions and value we are providing to their business. Call us if you would like to find out more!

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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!
www.bssconsulting.com



Ho Ho Ho, Did You Know?

- During the Christmas season, nearly 28 sets of LEGOs are sold every second.
- In 1962, the first Christmas postage stamp was issued in the United States.
- Christmas wasn't declared an official holiday in the United States until June 26, 1870.
- There are close to 15,000 farms growing Christmas trees in the U.S., and over 100,000 people are employed full or part-time in the industry. It can take as many as 15 years to grow a tree of typical height (6 - 7 feet) or as little as 4 years, but the average growing time is 7 years.
- There are approximately 25-30 million real Christmas trees sold in the U.S. every year. There are close to 350 million real Christmas trees currently growing on Christmas tree farms in the U.S. alone, all planted by farmers. North American real Christmas trees are grown in all 50 states and Canada.

\$1.5M Cyber-Heist Typifies Growing Threat

Efficient Escrow of California was forced to close its doors and lay off its entire staff when cybercriminals nabbed \$1.5 million from its bank account. The thieves gained access to the escrow company's bank data using a form of "Trojan horse" malware.

Once the hackers broke in, they wired \$432,215 from the firm's bank to an account in Moscow. That was followed by two more transfers totaling \$1.1 million, this time to banks in Heilongjiang Province in China, near the Russian border.

The company recovered the first transfer, but not the next two. They were shocked to discover that, unlike with consumer accounts, banks are under no obligation to recoup losses in a cybertheft against a commercial account. That meant a loss of \$1.1 million, in a year when they expected to clear less than half that. Unable to replace the funds, they were shut down by state regulators just three days after reporting the loss.

Net result? The two brothers who owned the firm lost their nine-person staff and faced mounting attorneys' fees nearing the total amount of the funds recovered, with no immediate way to return their customers' money.

Avoid Getting Blindsided

While hacks against the big boys like Target, Home Depot and Sony get more than their share of public attention, cyber-attacks on small and medium-sized companies often go unreported, and rarely make national headlines.

Don't let this lull you into a false sense of security. The number of crippling attacks against everyday businesses is growing. Cybersecurity company Symantec reports, for example, that 52.4% of "phishing" attacks last December were against SMEs – with a massive spike in November. Here are just a few examples out of thousands that you'll probably never hear about:

(Continued on next page)



Our Clients Say It Best

"Easily the best investment I've made for my company, BSS has done so much for us. They are incredibly knowledgeable and exceptionally responsive. BSS has kept us going when we would have been otherwise technologically paralyzed. I cannot recommend them more highly than I do, and I know we will never use anyone else."

-Molly Johnson, Missing Piece Billing

- Green Ford Sales, a car dealership in Kansas, lost \$23,000 when hackers broke into their network and swiped bank account info. They added nine fake employees to the company payroll in less than 24 hours and paid them a total of \$63,000 before the company caught on. Only some of the transfers could be canceled in time.

- Wright Hotels, a real estate development firm, had \$1 million drained from their bank account after thieves gained access to a company e-mail account. Information gleaned from e-mails allowed the thieves to impersonate the owner and convince the bookkeeper to wire money to an account in China.

- Maine-based PATCO Construction lost \$588,000 in a Trojan horse cyber-heist. They managed to reclaim some of it, but that was offset by interest on thousands of dollars in overdraft loans from their bank.

Why You're A Target – And How To Fight Back!

Increasingly, cyberthieves view SMEs like yours and mine as easy “soft targets.” That’s because all too often we have:

1. Bank accounts with thousands of dollars.
2. A false sense of security about not being targeted.
3. Our customers’ credit card information, social security numbers and other vital data that hackers can easily sell on the black market.

If you don’t want your company to become yet another statistic in today’s cyberwar against smaller companies, and your business doesn’t currently have a “bullet-proof” security shield, **you MUST take action without delay – or put everything you’ve worked for at risk. The choice is yours.**

Here are three things you can do right away:

1. Remove software that you don’t need from any systems linked to your bank account.
2. Make sure everyone with a device in your network NEVER opens an attachment in an unexpected e-mail.
3. Require two people to sign off on every transaction.

**Cyber Security and the War Against Small Business:
Everything You Need to Know to Keep Your Company Safe**
Free Executive Seminar

Wednesday, January 11, 2017
12:00pm-2:00pm
Purdue Technology Center

Register at www.bssconsulting.com/security

Last month’s question was: Who was the 38th President of the United States?
The correct answer was B) Gerald Ford.

Karen O’Leary and Patti Kidwell were drawn as the winners. Congratulations!

eWaste Drive - SUCCESS!

Last month we held an electronic waste recycling drive to help our clients and community responsibly recycle their old electronics. We had a GREAT turnout and collected 11 pallets, nearly **4 TONS** of waste that will no longer enter a landfill!

To give you an idea of how much electronic waste we collected, here are some things that weigh around 4 tons.

- A blue whale calf
- A female African elephant
- Two adult male Hippopotamuses
- Two 1995 Ford Explorer XLT, 4x4s



Who Wants To Win A Gift Card?

This month we are giving away (4) \$5 Starbucks Gift Cards. The winners will be chosen at random from all correct entries received by the 16th.

Which was the first state in the US to recognize Christmas as an official holiday?

- | | |
|------------|-------------|
| A) Georgia | B) Virginia |
| C) Vermont | D) Alabama |

E-mail Jeff@bssconsulting.com
with your answers!



Business System Solutions

Managing Technology For Your Business

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*I will give thanks to you, Lord, with all my heart; I will tell of all your wonderful deeds.
Psalm 9:1 NIV*

CYBER SECURITY

AND THE WAR AGAINST SMALL BUSINESS

EVERYTHING YOU NEED TO KNOW TO KEEP YOUR COMPANY SAFE

EVENT DETAILS

WHEN:
WEDNESDAY, JANUARY 11, 2017

SESSION TIME:
12:00pm-2:00pm

WHERE:
PURDUE TECHNOLOGY CENTER
CONFERENCE ROOM C1-400
3000 KENT AVENUE
WEST LAFAYETTE

PRESENTED BY



WITH SPECIAL GUEST SPEAKER
SA KATHY GUIDER FROM THE FBI



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SEATING IS LIMITED SO REGISTER TODAY!