

THE PROBLEM SOLVER

"Insider Tips To Make Your Business Run Faster, Easier, And More Profitably"

A Message of Gratitude

It just amazes me how fast the years are passing us by. It seems like only yesterday that we were toasting in 2005, yet here we are with just a few short weeks left on the 2016 calendar!

That's why I want to take a moment to express my sincere appreciation for your patronage and loyalty, and to thank you for being a DP Solutions customer.

I realize that you have a lot of choices when it comes to choosing a technology partner. Yet, you have been loyal to DP Solutions and we are very grateful for it. To that end, we are going to do our best in the coming years to continue to earn your loyalty by providing the absolute best services we can.

We look forward to serving you in 2016 and wish you and your family health, happiness, and good fortune.



December 2016



This monthly publication provided courtesy of Simon Tutt, President & CEO of DP Solutions.

"As a business owner, you don't have time to waste on technical and operational issues. That's where we shine! Call us and put an end to your IT problems finally and forever!"



Hey boss, I lost my smartphone."

How well have you prepared for this moment? It will happen sooner or later. If your company has a plan in place, no big deal. If not, you may suddenly get that sinking feeling in your gut...

And well you might. You now have three big worries:

Compliance Issues - If your employee had access to information covered by any number of regulations, your company could be subject to stiff penalties. One employer we know of wound up with a \$900,000 fine.

Data Security - Sensitive company data in the wrong hands could spell disaster. Access to your network, secure sites, proprietary files, work-related e-mails and corporate secrets may now be out of your control. You must move quickly to prevent serious financial harm.

Employee Privacy and Property Concerns - If a valued employee had family photos and movies on the

Lost Employee Smartphone? Do This

device, and you remotely delete all data on the phone, you may now have a disgruntled, or even uncooperative, employee. Especially if company policy regarding BYOD (bring your own device) and data loss were not clearly stated and agreed to up-front.

So how do you prevent a relatively minor incident from blowing up into a big problem? Here are seven smart measures you can take right now to prepare for the day an employee smartphone is lost or stolen:

1. Install a mobile device management (MDM) system on any employee device to be used at work. This software can create a virtual wall separating work data from personal. It facilitates any security measures you wish to impose. And to protect employee privacy, it can limit company access to work data only.
2. Determine which devices will be allowed and which types of company data people may access from them.

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3. Require that employees agree with an Acceptable Use Policy before they connect to your network. Make sure these include notice as to conditions in which company data may be “wiped” – i.e., destroyed. Also include specific policies regarding device inspection and removal of company records.

4. Put strong data protection practices in place. Require use of hard-to-crack passwords and auto-locking after periods of inactivity. Establish protocols for reporting lost or stolen devices. Mandate antivirus and other protective software as well as regular backups.

5. Designate someone at your company to authorize access to software and critical data. This person can also be your main point of contact for questions about BYOD policy and

practices. It might also work well to distribute a resource page or FAQ document to your employees.

6. Establish a standard protocol for what to do when a device is lost or stolen. Both Android and iOS phones have features that allow device owners to locate, lock and/or “wipe” all data on their phones. Make sure your policy requires that these features are set up in advance. Then, when a device is lost or stolen, your employee can be instructed to take appropriate action according to your protocol in order to protect company data.

7. And finally, your best protection is to implement a well-crafted BYOD policy in advance. Develop it in partnership with risk management and operations personnel, as well as legal counsel and IT

professionals, to come up with an effective and comprehensive plan.

Don't risk waiting until an incident occurs!

Know where you stand right now with a free BYOD consultation with one of our specialists.

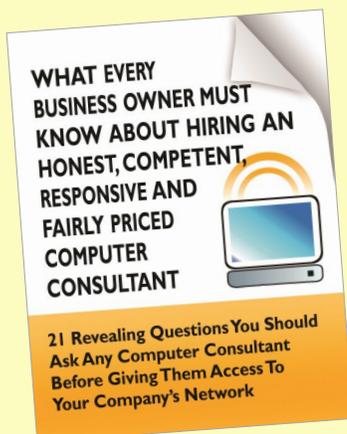
We'll review your BYOD policy with you to make sure it covers all bases. No BYOD policy yet? No problem. We'll help you get started to develop a “bulletproof” BYOD policy to keep your data safe.

Contact us today at sales@dpsolutions.com, or call 410-720-3300, to schedule your initial consultation at absolutely no cost or obligation to you. We offer this complimentary service to give you a taste of our high degree of professionalism, and as a way of caring for our community.

Do not delay on this – it is a serious vulnerability that can and must be addressed in order to assure the safety of your company's data and systems.

“Implement a well-crafted BYOD policy in advance.”

Free Report Download: What Every Business Owner Must Know About Hiring a Competent Computer Consultant



You will learn:

- ◆ 21 revealing questions that will help you instantly spot an unethical or grossly incompetent computer repair/support technician in minutes.
- ◆ 4 costly misconceptions most business owners have about computer maintenance and repair, one of which you will need to know about BEFORE even picking up the phone.
- ◆ 5 mistakes to avoid when choosing a computer consultant.
- ◆ The one surefire sign that you should run – not walk – away from a computer support firm .

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Client Spotlight: Maryland Addiction Recovery Center

It is the mission of Maryland Addiction Recovery Center to provide a safe, caring, and therapeutic environment for those suffering from drug and alcohol addiction. Maryland Addiction Recovery Center offer patients and their families a customized, individualized, and patient-centered treatment approach that promotes long-term recovery and provides the tools necessary to reconstruct their lives free from alcohol and drugs.

Maryland Addiction Recovery Center offers any patient and their family the highest quality of addiction treatment and an excellent opportunity to start a new life that is free from alcohol and drugs.

Maryland Addiction Recovery Center leverages DP Solutions' Azure Cloud Hosting, Confidence Plus Managed IT Services and Microsoft Office 365 Services - a comprehensive IT solution that provides the organization with a cost-effective set of IT monitoring, updating and reporting services. These solutions ensure that technology sustains the organization's goals of providing exceptional services to their patients and can keep up with the growth of the facility.

To learn more about the services provided by Maryland Addiction Recovery Center visit www.marylandaddictionrecovery.com.

4 Steps To Become A More Genuine Leader

Communication is a skill – one that needs to be practiced to be perfected in a leader. And the root of all effective communication is honesty.

Unfortunately, CEOs and business owners often think that means totally unfiltered “brutal honesty” – however insensitive or accusatory. It’s no surprise that this method usually backfires and, over a sustained period of time, can lead to disheartened employees, high turnover and a lack of trust in management. But it doesn’t have to be that way. When honest communication is positive and constructive, it helps leaders build and maintain strong, loyal teams.

Here are four steps to open up lines of communication and become the “honesty standard leader” for your team:

Show the “real you” – Do people see who you really are, or are you playing a role? The fact is, people can see through your “act” more easily than you think. And those around you deserve to know the real you – not just the image you want to present as “the boss.” Admit that you’re human and share vulnerabilities with your team. Be honest about who you are and what’s going on in your life (the good and the bad), and your team will actually trust you more. They’ll begin to share their own stories and become more cohesive.

Take time to listen – You’re a leader. You’ve made it your business to do things the way you envision them in order to start your own company and make your dreams a reality. However, that doesn’t mean you should block out advice from

others – especially when it’s coming from your employees. Open yourself up to honest criticism and invite feedback about areas you may be overlooking. By trusting your employees with that kind of critique and seeking solutions that will benefit everyone, you’ll begin to encourage higher levels of truth in the workplace and gather the best ideas.

Surround yourself with honest people – Are you surrounded with lots of “yes” men and women? If people are just telling you what they think you want to hear, there is no benefit – least of all to your business. Ask for regular “truth checks” with your team. Are they providing ideas freely – especially those that might differ from yours – or do they hesitate to voice their opinions? Surround yourself with people bold and truthful enough to disagree with you. Without dissenting opinions, you’ll never exit your comfort zone, which will limit your personal and professional growth.

Accept your imperfections – You may be the one in charge, but you will never have all the answers. No one person can handle everything, and that includes you. Gather a team of truthful people who balance out your weaknesses with their strengths. Empower them to do what they do best, and play to everyone’s strengths – including your own.

Don’t hesitate to be vulnerable and open up in a genuine way with your employees. Genuine leaders don’t need to be “brutal” – just honest. Try it. Your employees – and you – will notice the difference.



Andy Bailey can cut through organizational BS faster than a hot knife through butter, showing organizations the logjams thwarting their success and coaching them past the excuses. After all, as he tells his clients, 100% annual growth is only 2% growth every week. It’s not easy. But possible. Andy learned how to build great organizations by building a great business, which he started in college then, grew into an Inc. 500 multi-million dollar national company that he successfully sold and exited. He founded Petra to pass on to other entrepreneurs, business owners and leaders the principles and practices he used to build his successful enterprise, which are rooted in the Rockefeller Habits methodology.

This new kid on the block is a Galaxy and iPhone slayer.

Eight years in the making, Google has bypassed its Android partners with the new Pixel phone. While it won't win any visual design awards, Pixel sports a rich feature set that raises the bar for smartphone performance. Foremost is its blistering speed. Google spent a lot of time "tuning the hell out of the platform," as one Google spokesperson said. Plus, its Snapdragon 821 chipset keeps its cool – literally – and avoids throttling better than the Snapdragon 820 featured in the Galaxy S7 and other premium smartphones. And Pixel's camera, call quality and battery life are all "top of class." Priced from \$649 to \$869, it's a premium phone – with premium pricing.

-Forbes

Are you getting full value from your lunch break?

Here are three ways to make that precious time slot pay off for you: 1) Break bread with clients. Learn about their business and build rapport. They're less likely to leave when you know what really bugs

them and what their goals are. 2) Go work out. A carb-laden lunch bogs you down for the next few hours. Breaking into a sweat, on the other hand, gives you energy and makes you more productive. Besides being good for you, a good workout clears your head and lets you think through challenges. 3) Take a siesta. What?! Yep. Siesta. A midday "power nap" improves mental acuity. And well-rested people perform at the top of their game.

-Entrepreneur

Here's why Mark Zuckerberg thinks chatbots are a big deal.

Chatbots respond automatically to chat messages you receive. They've been around since AOL's Instant Messenger (AIM). But with artificial intelligence and a huge surge in messaging-app popularity, their potential for things like customer service is exploding. In fact, more people now use messaging apps like Facebook Messenger, WhatsApp and WeChat than social networks.

Chatbots can help you cut costs and scale up. It can talk with thousands of people at once, while a customer service rep can speak with only one at a time. Yet hurdles remain. For example, you don't want this kind

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of response: "Siri, I'm bleeding really badly. Call me an ambulance." "From now on I'll call you 'An Ambulance.' OK?"

-Inc.com

Double your sales team's productivity.

Give fitness trackers as rewards for hitting sales goals. They're one of the most popular gifts right now with both health and non-health conscious workers. And once an employee earns it, they'll likely start using it. With health care costs at less than a third of national averages for companies with wellness programs, you get a double win – more productivity, less cost. One way to get the most out of fitness trackers for your team is to set sleeping goals. The journal *Sleep* reports that people who get seven to eight hours of sleep per night stay home sick four to nine days less than those who get less than five or more than 10 hours per night.

-Business2Community.com

Finally, you can block snoops with this new Facebook Messenger feature.

Secret Conversations allows you to encrypt messages so nobody but you and your conversation partner can read them. It also lets you send messages with an expiration time ranging from five seconds to one day. Your Messenger app may not have notified you, but when you update it, you'll find the Secret Conversations option on the top right of each new message screen. You'll need to enable it manually for every conversation. The only way to use Secret Conversations, however, is to update your Messenger app – so if you haven't done it yet, DO IT, and use it. Otherwise you may be letting snooping competitors or hackers in on your conversations.

-Wired



"Santa's outsourcing."