

# THE PROBLEM SOLVER

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

## What's New

We are thrilled to announce that Karyn Schell has been named to the role of President at DP Solutions, replacing Simon Tutt, who will work temporarily in an advisory capacity to the executive team and will enter retirement upon completion.



Karyn is responsible for creating and implementing the company vision, culture, mission and overall direction for the company, as well as maintaining awareness of opportunities for expansion, markets, new industry developments and standards; and forming long lasting and deep trust relationships with clients.

Please join us in congratulating Karyn on this tremendous accomplishment!

*Please be advised that the future newsletters will come from Karyn.*

## September 2018



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



## My Data Is Backed Up, So I Can Recover It Fast, Right? **WRONG!**

Here's a big (and scary) misconception you might have about your data backups: *backing up your data guarantees a fast recovery.* It does NOT! In short, data backup is nothing more than copying files. There are a number of ways data can be backed up, both manually and automatically – and you don't need to know all the technical ins and outs of them. But what you DO need to know is whether your current backup is set up in a way that would allow for the fastest possible recovery time in the event of a disaster or data-erasing event. You might be shocked to find out it's not as fast and easy as you'd like to think.

### Disaster Recovery Vs. Data Backup

Let's start by defining what "disaster recovery" is. Disaster recovery is the process by which you will RECOVER the functionality of your data, software programs, devices and business operations in the event of a "disaster." A disaster can be as simple as a server crashing or a more catastrophic event such as a tornado. But here's the real kicker: MOST data loss is not due to a natural disaster such as a flood, hurricane, tornado, etc. Most data is lost because of simple human error, such as employees accidentally deleting files, faulty hardware or even a virus or hacker attack that brings down your entire network.

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(410) 720-3300

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Because most businesses believe “that could never happen to me,” they are caught completely off guard when there’s a major outage or files get deleted or corrupted beyond recovery. They THINK because they have things “backed up” they can instantly get those files back and start working again. Not so.

Here’s a perfect analogy: Let’s suppose you could back up all the personal items you have in your house—your clothes, furniture, valuables, etc., and somehow maintain a copy of everything in a warehouse 1,000 miles away from your current residence. Now let’s suppose (and God forbid) your house burns down, destroying everything with it. You’d be relieved that you had a copy of everything somewhere else, so it’s not a total loss (which, by the way, is why your backups need to be OFF-SITE, not on devices in your office).

But here’s the problem: If your house burned down, you might have a copy of everything you own, but you no longer have a place to put it. So, for starters, you have to rebuild the house. Next you have the project of getting everything out of that storage unit into your NEW house. Then you have to rearrange everything. This is exactly how most backup systems work UNLESS you are

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running “image” backups. An image will allow you to restore your server, PC, device, etc., FAST because you’re not backing up single items but, instead, the ENTIRE HOUSE.

### Will Your Backup Allow You To Recover FAST?

If you want to learn just how fast you could be back up and running again in the event of a disaster, send an email to [sales@dpsolutions.com](mailto:sales@dpsolutions.com) or call us at 410-720-3300 and we’ll be happy to discuss!

## FREE Report: 12 Little-Known Facts Every Business Owner Must Know About Data Backup And Disaster Recovery

You will learn:

- The only way to know for SURE your data can be recovered if lost, corrupted or deleted—yet fewer than 10% of businesses have this in place.
- 7 things you should absolutely demand from any off-site backup service.
- Where many backups fail and give you a false sense of security.
- The No. 1 cause of data loss that businesses don’t even think about until their data is erased.

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## Client Spotlight



## Ecosystem Investment Partners

Ecosystem Investment Partners (“EIP”), a private equity fund manager, delivers the highest quality ecological restoration and conservation projects across the U.S. Through its investment funds, EIP acquires, restores and permanently protects priority conservation properties, and sells credits to developers who must offset unavoidable environmental impacts.

Based in Baltimore, Maryland, EIP utilizes a differentiated strategy to reach success-- investing in ecological restoration at **scale**. EIP restores wetlands and streams, and ensures they are permanently protected; for this the company develops an inventory of credits which are then sold to public and private sector developers who must offset unavoidable ecological impacts in order to obtain permits for their development projects. Credit buyers can reduce their permitting time by as much as 50% when buying mitigation credits versus performing the mitigation themselves.

The team at EIP brings extensive experience in private equity management, environmental policy, ecological restoration, and mitigation credit sales and marketing.

EIP utilizes DP Solutions’ Managed IT Services Plan. EIP outsources all IT related functions to DP. The Managed Services Plan allows for consistent access to the company’s data and network, and includes 24x7x365 Service Desk support. Additionally, EIP has engaged DP Solutions on an ongoing basis to provide cybersecurity training for the company’s employees, and to advise generally on all aspects of cybersecurity.

To learn more about EIP, visit <https://ecosystempartners.com/>.

# 6 Ways To Turn Regrets Into Resolve

*Regrets. We all have them. Some of us ignore them, while others wallow in them. Fewer learn and benefit from them.*

**Wouldn’t it be great if you could benefit from your regrets and convert the negative emotions surrounding your missteps into positive emotions that fuel your success?**

**Here are six things you can do to achieve just that:**

1. **It happened, so accept it. Don’t play “what if?”** At this point it doesn’t matter. The more you rehearse your regrets, the bigger your mistakes become.
2. **Deal with the emotional first and, as quickly as possible, let it go.** Why? Because if you don’t deal with your emotions, the negative ones will continue to gnaw at you. Spend a few minutes going deep into the pain of the regret, and then loosen your grasp on it. Stop the negative from trickling in.
3. **Identify what you’ve learned.** No loss or setback should be wasted. If you don’t find a lesson, you’re likely to make the same mistake in the future.
4. **Decide what you won’t do again.**
5. **Commit to a different and better course of action.** What’s better than knowing what not to do? Knowing what to do instead.
6. **Let the disappointment feed you.** Disappointment is natural, but with the right attitude, it can be converted to resolve. Bring the same energy you formerly had about your regret and convert it into the positive energy of commitment and determination.



*Mark Sanborn, CSP, CPAE, is the president of Sanborn & Associates, Inc., an “idea studio” that seeks to motivate and develop leaders in and outside of business. He’s the best-selling author of the books Fred Factor and The Potential Principle and a noted expert on leadership, team building, customer service and company change. He holds the Certified Speaking Professional designation from the National Speakers Association and is a member of the Speaker Hall of Fame. Check out any of his excellent books; his video series, “Team Building: How to Motivate and Manage People”; or his website,*

## A Message from Simon Tutt

I am pleased to announce that effective immediately, I have appointed Karyn Schell as President of DP Solutions. Karyn possesses an incredible strength, energy and vitality for all things I.T. and is driven by creating the ultimate client experience. In the coming months you will be hearing from her about enhanced programs, strategies and technologies as she leads DP Solutions forward and upward as one of the fastest growing and most highly rated Managed Services Providers in the Mid-Atlantic!

Karyn joined DP Solutions in 2007 as a Project Manager and Distribution Applications Specialist and was responsible for selling and implementing IBM-hardware based distribution systems across the Mid-Atlantic. In 2010, she was appointed as Operations Manager and took on responsibility for all of the product and service delivery aspects of the organization, including customer experience. In 2011, Karyn was promoted to the role of Vice President of Operations and in this capacity she developed and honed her executive skills in preparation for her future role as President.

In fact, Karyn has been performing all aspects of the role as President since January this year, but I waited to change her title until I was assured that my role had been transitioned in the most streamlined and seamless way possible, and with the least impact to you, our valued clients.

So what does this mean for you? By design, Karyn has been the primary executive face of DP Solutions for quite some time, and the majority of you have already met and know her quite well. For those of you that don't, Karyn will be in contact with you shortly to introduce herself and answer any questions that you may have.

For DP Solutions and our staff, there is little transition needed. Karyn has been at the helm of the company for several years, chairing all major company meetings and events, including our technology steering committee and client experience focus forums.

As for me, I have assumed the role of CEO and will be in an advisory

capacity to Karyn and the rest of the executive team during the transition. Upon completion, I will then gratefully enter retirement!

Please join me in congratulating the fourth President of DP Solutions, Karyn Schell, and wishing her every success in helping you to achieve your business goals!

It has been my privilege to serve you.



## Welcome New Clients!

DP Solutions is thrilled to welcome the following organizations who joined our family of Managed Services clients this month:

