

**DTS**

DanTech Services

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Technology Times

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Dan Foote
Owner/President

“As a business owner, I know 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!”

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The new 6th Generation Intel® Core™ processors are here
- and they are FAST!

How could we be of help to you?
CALL DanTech Services:
907-885-6518

Relying On A Good Luck Charm?

Carrying a four-leaf clover might work for leprechauns. But when it comes to Internet abuse by employees, you’re gonna need more than sheer luck...

Did you know that...

- 70% of all web traffic to Internet pornography sites occurs during the work hours of 9 a.m. – 5 p.m.
- Non-work-related Internet surfing results in up to a 40% loss in productivity each year at American businesses.
- According to a survey by International Data Corp (IDC), 30% to 40% of Internet access is spent on non-work-related browsing, and a staggering 60% of all online purchases are made during working hours.

The list goes on, and the costs to your company can be staggering.

What types of web sites present the greatest risk? Categories include abortion, alcohol, dating, death/gore, drugs, gambling, lingerie/swimsuits, mature, nudity, pornography, profanity, proxy, suicide, tobacco and weapons.

Risks these types of web sites expose your business to include malware, viruses, fraud, violence, lawsuits, loss of confidential and/or proprietary data and more. Even social sites, while perhaps not quite as risky, can have a major impact on productivity.

Barriers that once stood at the edges of your office network have been annihilated by digital media.

Web content filtering is now crucial to network security – not to mention employee productivity – in this emerging environment. It can be deployed in a number of ways, but basically they boil down to two: inline and endpoint filtering.

Inline Web Filtering.

One way to filter web content is to control it at the entry point or gateway to your network. This technique intercepts all web traffic and applies filters that allow or block web access requests. Because the entire network is filtered, no access to the user’s device is required.

With inline web filtering, there’s no need to expend resources managing content at each endpoint – your employees and their computers, whether desktop or mobile. Inline filtering not only saves bandwidth, it goes a long way toward mitigating cyberthreats. For securing activities that take place within your network, it’s a critical and potent strategy.



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Business Briefings:

Is Google siphoning off worker productivity?

Your employees may be doing work-related searches online. Or they may be checking out a hot new vacation package, or the next episode of their favorite TV show. It's tempting to think of personal browsing on company time as stealing from the company. Yet cracking down can backfire on you. Instead, focus on personal work outcomes. If employees get all their work done on schedule in spite of wasting half the day, it may be time to add more duties to their job descriptions. On the other hand, if productivity is in the pits, a focus on discipline rather than policing minute-by-minute activities will likely yield a greater payoff.

-Inc.com

You, an "In-box Zero" hero!

E-mail management tool SaneBox makes it easy to keep your e-mail under control. It looks at your e-mail history when you first set it up and then drops only important e-mails into your SaneBox. E-mails from addresses you don't normally mail to go into the "SaneLater" folder. You can drag e-mails you never want to see again into the "SaneBlackHole." SaneBox is supersmart and doesn't need training, but if you see an e-mail in SaneLater that you wanted to see now, just drag it into your in-box, and SaneBox will remember. It works with web mail as well as accounts hosted on IMAP and Exchange servers. You can try it free for 14 days at SaneBox.com.

-Entrepreneur-ideas.org

Wake up your web site with these 3 simple steps.

Does your company web site reflect its current success and position it for future growth? To be sure it does, do this: 1) Focus your main message on customer needs. The only thing visitors care about is what your company can do for them. Make that clear upfront and they'll stay and engage. 2) Delete the self-praise and let your best customers speak for you with testimonials. 3) Create a single call to action. Don't just let visitors wander around. Entice them to take action by offering a low-risk, high-value item, such as a free e-book, webinar, resource list, etc., in exchange for their contact information. Now you've got a web site that works!

-Inc.com

4 Phrases of Amazing Customer Service

By MIKE MICHALOWICZ

I've grown my companies by focusing on great customer service. We didn't always have the biggest names in business working at the firm, and we sure couldn't always afford the flashiest equipment. What we did better than all our competitors was ensure that our customers were thrilled. In fact, superlative customer service can be your very best (and cheapest!) form of marketing. Customers talk about their experiences, especially if those experiences are unexpectedly good. Sometimes even the most difficult situations can yield satisfied customers, depending on how you and your team handle the problems that arise. Even a failure to meet expectations can offer an opportunity for a great recovery and a happy customer. Here are four phrases that will help you bring up the level of service your customers receive:

- 1. "I don't know, but this is what I'm going to do."** You're not always going to have the answer to every question at your fingertips, and your customers will understand that. What they expect in exchange, though, is honesty and follow-up. The key here is to make a clear commitment like "I'll call you by 5 p.m. with the answer," and then keep that commitment!
- 2. "I am very sorry."** When you or your company has made a mistake, the customer wants to hear you accept responsibility and apologize. Too many customer service reps have been trained not to accept responsibility, in some cases because they fear the legal record of having admitted failure. Realistically, though, the probability of a lawsuit is minimal, while the chance of losing a customer is virtually guaranteed. The apology is only a step, albeit an important one, and the goal is to turn the failure into a success by determining what your company can do to make it right.
- 3. "Yes."** "Yes" is what your customer wants to hear, and your goal should be to say that word whenever possible, even if – especially if – you're working through a problem. Customers want progress. Say yes to reasonable requests as soon and as often as possible, and leave your customers pleasantly surprised at how easily the problem was resolved.
- 4. "Is there anything else I can do for you?"** Here's your perfect wrap-up. Not only does this question give your customer the opportunity to bring up additional concerns, but it also lets the customer feel like they're in control. They can ask for additional information or they can thank you for your spectacular service.

Great customer service relies first and foremost on authenticity, and being trustworthy is the foundation. If your customers trust you to keep your word, then you're more than halfway there. If your customers know they can rely on you, even if there's a problem, that's the rest of the journey.

Work on training your customer service reps to listen, determine what the customer expects and do what they can to make sure that customer is satisfied.



MIKE MICHALOWICZ (pronounced mi-KAL-o-wits) started his first business at the age of 24, moving his young family to the only safe place he could afford—a retirement building. With no experience, no contacts and no savings, he systematically bootstrapped a multimillion-dollar business. Then he did it again. And again. Now he is doing it for other entrepreneurs. Mike is the CEO of Provendus Group, a consulting firm that ignites explosive growth in companies that have plateaued; a former small-business columnist for *The Wall Street Journal*; MSNBC's business makeover expert; a keynote speaker on entrepreneurship; and the author of the cult classic book *The Toilet Paper Entrepreneur*. His newest book, *The Pumpkin Plan*, has already been called "the next E-Myth!" For more information, visit <http://www.mikemichalowicz.com/>.

Shiny New Gadget Of The Month:



New App Tames Expense Tracking

Business Travel and Entertainment is one of those expenses that can bleed cash from company coffers – IF you or your CFO don't keep an eagle eye on it.

And no wonder: it often entails hand- entered data, widely disparate vendors, no real time reporting and, until now, an out-of-office transaction with no mobile reporting back to a central corporate database.

Enter Concur. This automated, mobile expense management system lets business travelers focus on their jobs while giving finance leaders complete and real-time visibility into spend.

It automatically captures and categorizes company credit-card transactions, making it simple for traveling employees to review, reconcile and submit statements for approval.

At the same time the immediate insight it provides helps you and your finance team stop bad spending decisions before they happen, manage budgets more effectively and drive better business performance. Learn more at Concur.com.

- "Relying On A Good Luck Charm?" - Continued from page 1

Yet, with the shift away from traditional office-bound work routines to a work-from-anywhere culture, the effectiveness of inline filtering has diminished. When employees access the web outside your network's gateways – via home networks, hotels, coffee shops, etc. – their devices become vulnerable to attack.

And any employee can carry an infected machine into and out of your company's building and network on any given day, exposing your entire intranet to infections. And that's why so many companies are moving to endpoint-based web filtering to complement their inline filtering.

Endpoint-Based Web Filtering

Endpoint-based filtering protects employee devices from infections, no matter where they connect to the web. Software at the endpoint – your employee's device – carries a predefined filtering policy from the central server that can be intranet-based or cloud-based.

The endpoint filter is then updated periodically from your company network. This method assures that web filtering is always active, no matter which gateway the machine connects through. The downside is that it must be rolled out and maintained at all endpoints.

That being said, one advantage of endpoint-based filtering is that it addresses stringent employee privacy regulations that are quickly becoming the norm in Europe and elsewhere around the world. Because it keeps browsing-pattern information within the user's device, endpoint-based filtering provides a fairly non-intrusive way to handle employee privacy concerns.

And finally, while endpoint-based filtering really is the only way to protect a network without boundaries, as most companies now have, ideally it works hand in glove with inline filtering.

Forget the Charms – You Can Bet On This

We highly recommend rolling out not only inline and endpoint filtering, but also an effective training program for your staff to encourage best practices and assure compliance with your company's web security policies and procedures.

**Want to make sure all gaps are sealed and you won't have to
count on a four-leaf clover, a rabbit's foot or knocking on wood
to keep your network secure?**

**Call us at 907-885-6518 or e-mail us at info@dantechservices.com
for a customized
Web Content Filtering Review**

As Ransomware Crisis Explodes, Hollywood Hospital Coughs Up \$17,000 In Bitcoin

By Thomas Fox-Brewster, FORBES STAFF

Across the world, hackers are taking control of networks, locking away files and demanding sizeable ransoms to return data to the rightful owner. This is the ransomware nightmare, one that a Hollywood hospital has been swallowed up by in the last week. The body confirmed it agreed to pay its attackers \$17,000 in Bitcoin to return to some kind of normality. Meanwhile, FORBES has learned of a virulent strain of ransomware called Locky that's infecting at least 90,000 machines a day.



The Hollywood Presbyterian Medical Center's own nightmare started on 5 February, when staff noticed they could not access the network. It was soon determined hackers had locked up those files and wanted 40 Bitcoins (worth around \$17,000) for the decryption key required to unlock the machines.

Despite receiving assistance from local police and security experts, the hospital chose to pay the attackers. "The quickest and most efficient way to restore our systems and administrative functions was to pay the ransom and obtain the decryption key. In the best interest of restoring normal operations, we did this."

Reports had indicated some 911 patients had to be diverted to other hospitals, while pen and paper had to be used for some registrations and medical records.

THIS IS THE CLEAR AND PRESENT DANGER TO ANY BUSINESS, ESPECIALLY SMALL ONES.

Call **907-885-6518 NOW** to get Free Security Assessment

To read full article at Forbes please [click Here.](#)

The new 6th Generation Intel® Core™ processors are here - and they are FAST!

- PC Mag

Intel's sixth-generation Core microarchitecture, also known by its development code name "Skylake," made its official debut at Gamescom in August, with the release of its high-end Core i7-6700K and Core i7-6600K desktop chips. Now Intel has unveiled more details about how chips using Skylake fit into its lineup as a whole, and we know more about what we can expect from this series of chips, which are intended to work in everything from go-anywhere tablets to rooted-in-place desktops.

Here's what Skylake means for Intel, and what it may mean for you if you're in the market for a new PC.

Skylake boasts improved performance, particularly on mobile.

Skylake's new performance comes from a variety of sources, such as the adoption of technologies that naturally prove speedier in certain applications. Yes, you get the expected notched-up chipset I/O throughput, as well as nods to more familiar technologies like DDR4. But there are also things like embedded DRAM (eDRAM) memory; a new cache architecture called a "memory side cache" is designed especially for it, making the eDRAM fully coherent and allowing for faster C-state transitions, and it may now be used in either 64MB or 128MB configurations, making it more useful in more systems. *What does all this translate to in terms of real-world performance?* In promoting Skylake, both at last month's Intel Developer Forum (IDF) in San Francisco and in the more immediate lead-up to the microarchitecture's release, Intel used PCs from five years ago as its benchmark of comparison. This has the double benefit of demonstrating just how far the technology has progressed in five years, while also (somewhat) downplaying more modest gains from more recent generations.

Mobile is where you see the biggest jumps, as Intel itself admits. The company touts **Skylake mobile CPUs as delivering up to 2.5 times faster processing performance, 30 times better graphics performance, and three times the battery life of earlier-generation chips.** (This is comparing the Skylake-based Core i5-6200U to the Westmere Core i5-520UM from 2010.)

Skylake embraces next-generation graphics technologies.

Intel's primary focus, at least as far as selling Skylake as a practical solution to the public, has to do with 4K. No, 1080p is no longer good enough, and single-4K processing is old hat. Skylake chips can drive up to three 4K monitors at once, and transcode a 4K video up to 20 percent faster than one of last year's Broadwell chips.

Skylake offers superior power efficiency.

Intel claims that its mobile **Skylake chips run up to 60 percent faster and use up to 60 percent less active power** than earlier CPUs, with a laptop equipped with a Core m7-6Y75 processor and a 38Wh battery **capable of playing a 1080p video for up to 10 continuous hours.**

4. Skylake was designed for use with Windows 10.

You don't hear the "Wintel" moniker quite as often these days as you used to, but it remains very much in force in many computer users' minds.

If you are shopping for new computers or your old ones are not up to task we will help you to find the right upgrade path for your system, efficient and worry free!

Please give us a call at **907-885-6518** or email at info@dantechservices.com if you have any questions or requests

