

**DTS**

DanTech Services

Computers under control!™

Technology Times July 2017 Issue



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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Get DTS Social Engineering Survival Guide Today!



The Dirty Loophole That Lets Insurance Companies Refuse to Cover a Cybercrime Theft in Your Business

As hacking hit the headlines in the last few years — most recently the global hack in May that targeted companies both large and small — insurance policies to protect businesses against damage and lawsuits have become a very lucrative business indeed. Your company may already have cyber insurance, and that's a good thing. But that doesn't mean that you don't have a job to do — or that the insurance will cover you no matter what. When you buy a car, you get the warranty. But in order to keep that warranty valid, you have to perform regular maintenance at regularly scheduled times. If you neglect the car, and something fails, the warranty won't cover it. You didn't do your job, and the warranty only covers cars that have been taken care of.

Cyber insurance works the same way. If your company's IT team isn't keeping systems patched and up to date, taking active measures to prevent ransomware and other cybercrime attacks, and backing everything up in duplicate, it's a lot like neglecting to maintain that car. And when something bad happens, like a cyber attack, the cyber insurance policy won't be able to help you, just as a warranty policy won't cover a neglected car.

Check out this real life policy exclusion we recently uncovered, which doesn't cover damages "arising out of or resulting from the failure to, within a reasonable period of time, install customary software product updates and releases, or apply customary security-related software patches, to computers and other components of computer systems." If your cyber insurance policy has a clause like that — and we guarantee that it does — then you're only going to be able to collect if you take reasonable steps to prevent the crime in the first place.

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Business Briefings:

You've Been HACKED! What's the First Thing You Should Do? There's always a chance that IT security will be breached, and one way to make a bad situation worse is not knowing the standard operating procedure when it happens. First, contact your IT personnel. The faster they can address the hack and figure out its extent, the better served you'll be. Next, understand that there are legal ramifications to being hacked; if valuable data has been compromised, you'll have to notify the individuals in question as well as the FBI. Remember, the faster you act, the better it will be.

Hopefully This Will Make Uberpool

Way Safer And Less Stressful. Speaking of safety, UberPOOL is getting safer and smarter by asking passengers to get out at better destinations — even if that means walking a few more feet to their destination — rather than in high-traffic zones. We're talking about distances of less than half a block, but it can cut major time off everyone else's commute and ensure passengers aren't stepping out into dangerous traffic. Of course, riders can always opt out, but getting dropped off at a high-traffic destination will take longer and cost more.

Get a Refund If Your Child Made Accidental In-App Purchases From Amazon. Some game apps allow you to buy stars, donuts, coins, or other tokens you can use to play the game. The tokens are imaginary, but the purchase is real. It's easy for kids to buy stuff within these apps without realizing they're spending money—your money. Last year, the FTC found Amazon liable for billing parents for these types of purchases, and the online retailer has now settled with the FTC, agreeing to refund these purchases. If your kid has purchased stuff without your permission via an app purchased on Kindle or the Amazon Android app store, you might be eligible for a refund. As Consumerist reports, you should get an email directly from Amazon, but you can also visit the Message Center in your Amazon account and find information under "Important Messages."

Do You Have a Business or a Job? How to Succeed as an Entrepreneur *Turning Your Job Into a Business*

By Andy Bailey

To put it simply, if you can't take a month off to travel to Italy (or to write the great American novel or do some other time-intensive activity), you've got a job.

When I started my first company, I thought I was out of the grind of a job. Sure, my company was successful, but after nine years, I realized that I still had a job, not a business. My stress level was still high, and I hadn't made myself any happier than if I had a regular job. So, I made some changes. Do you want to make the shift from job to business and realize your dreams of independence? Here are five steps to help get you there:

- 1. Make a plan.** It's best if you can define your priorities by breaking them down into daily, weekly, monthly, and quarterly activities. Figure out where you are as a company right now, where you want to go, and how you want to get there.
- 2. Surround yourself with the best.** If you think you can do it alone and not end up having a job, you're mistaken. You've got to be intentional about surrounding yourself with great people.
- 3. Once you have the best, leave them alone.** Relax. Resist the temptation to micromanage your team. Warren Buffet said it best: "Hire well. Manage little." If you've succeeded with steps one and two, you've already set your team up for success. So, let them do what they do best without hovering.
- 4. Make your business independent of you.** As I said earlier, if you can't take a month long vacation, you've still got a job. Develop processes that allow your business to run without you. Instead of holding onto knowledge, share what you've got and teach your employees to be problem solvers, rather than come to you for answers.
- 5. Walk your talk.** Be fair and reasonable with your employees and your clients. Make sure to show up on time and do what you say you're going to do. You'll reap the rewards through inspired loyalty and customer referrals.

Odds are, you're going to have to start with a job to turn your company into a business. It won't happen overnight. But, little by little — if you do it right — things will come together. In musical terms, think of yourself as a conductor. You're not sitting first chair in the orchestra, and you're not playing an instrument. Your job is to get the best players, decide who's going to play what and how, and then let them perform the symphony. Pretty soon, you can put down the baton, listen to the music, and take that much-needed long vacation.

DanTech Services Referral Offer to our Existing Clients

We get a lot of our new clients through referrals. If you ever hear somebody talking about how they're having trouble with their IT, phone or email systems call at 907-885-0500 and let us know and we'll be happy to give them a free 2-hours services call to troubleshoot it; and if they become a client you get 3 month 30% services discount.

How much easier it can be? But wait, here is more:)

Referral Contest—refer us to potential client and win Apple iPad Air2



How it works?

1. Refer a business to DanTech Services by emailing us referral information
2. We will call your referral to schedule an appointment or assessment
3. We will send you a \$50 Amazon gift card after our appointment with your referral
4. If your referral becomes our client, we will pay you \$200 or donate \$200 to the charity of your choice

At the end of August 2017, we will send a new shiny Apple iPad Air 2 to the person who brings the biggest referral client.

Send us email right now to secure your new iPad Air 2!

info@dantechservices.com
subject line: referral for DTS

Help for Non-Profit Organizations in Hard Times

Do you serve on a nonprofit's board or as a volunteer? Help your group to success!

- You promote goals & ideas of important causes
- You engage members & donors who embrace and support these goals & ideas
- You receive fees, grants and donations to support the organization
- You need constant communication with your members, donors, volunteers, and board
- You need a tool to organize all of the above

DanTech Services, in partnership with Salsa, is offering an integrated set of tools which will significantly increase your organization's productivity and efficiency, plus we train & support your team!

WHAT IS SALSA LABS CRM AND ENGAGE TOOL?

Over 10,000 nonprofit professionals use Salsa's integrated software for donor management, marketing, fundraising, advocacy, and peer to peer to fuel great causes across the globe.

All your fundraising tools without all the hassle.

The Old Way

Why use a combination of disparate tools?

The DTS and Salsa Way

When you can get it all in one unified suite



Call us at 907-885-0500 or email at info@dantechservices.com to set up a demonstration session today

Shiny New Gadget Of The Month:



Alexa, Who's Winning the Virtual Assistant War?

There are multiple companies trying to break into the "smart home hub" market, but Amazon's Echo (and its sultry Alexa) are holding on to 70 percent of the market share, and it doesn't look like that's changing any time soon. That's a clear sign of victory for Amazon -- and a wake-up call for its competitors.

The voice-activated home assistant market is growing, with almost a third of millennials likely to use a home assistant this year. While it might take a decade or more for the devices to find their way into the homes of older demographics (a situation Saturday Night Live has already mined for comedy), it seems that smart hubs will only increase in popularity from here on out, and that Alexa is poised to rule them all.



DanTech Services provides knowledgeable management, support & sales of SonicWALL UTM's.

Whether you're upgrading or replacing your current firewall, DanTech Services has the experience to size, deliver and install the best perimeter protection available. Call 907-885-0500 to find out more about SonicWALL UTM

- "The Dirty Loophole That Lets Insurance Companies Refuse to Cover a Cybercrime Theft in Your Business"
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That doesn't just mean you will have to pay a ransom out of pocket, by the way. If your security breach leaves client and partner data vulnerable, you could be sued for failing to protect that data. When your cyber insurance policy is voided because of IT security negligence, you won't be covered against legal damages, either. This is not the kind of position you want to be in.

All of this is not to say that you shouldn't have cyber insurance, or that it's not going to pay out in the case of an unfortunate cyber event. It's just a reminder that your job doesn't end when you sign that insurance policy. You still have to make a reasonable effort to keep your systems secure — an effort you should be making anyway.

Dantech Services Featured IT Device

Introducing **WATTBOX** - this device will save your time, your money and remove your stress.

WattBox provides controlled outlet power management & conditioning with auto reboot. Save time, money, and man-power. WattBox with OvrC can be programmed to monitor remote sites. Outlets can be reset or turned off or on by rule or schedule. We recommend WattBox for reset of cable & dsl modems, firewalls & routers, and switches to restore connectivity automatically.

WATTBOX Around the Office

Install in a server rack to:

- **Autoreboot** modems and routers when Watt-Box cannot ping and external web address, such as Google
- **Hard reboot** locked servers and other storage devices
- **Schedule an "off at Night"** setting to save energy on connected equipment

Reset wireless access points connected to PoE switch and schedule wireless systems to turn off at night as a safeguard or to save energy

Reset network printers automatically when they become unresponsive

Reset conferencing audio/video control touch panels when unresponsive

Control outlets in hard-to-reach places, and so on...

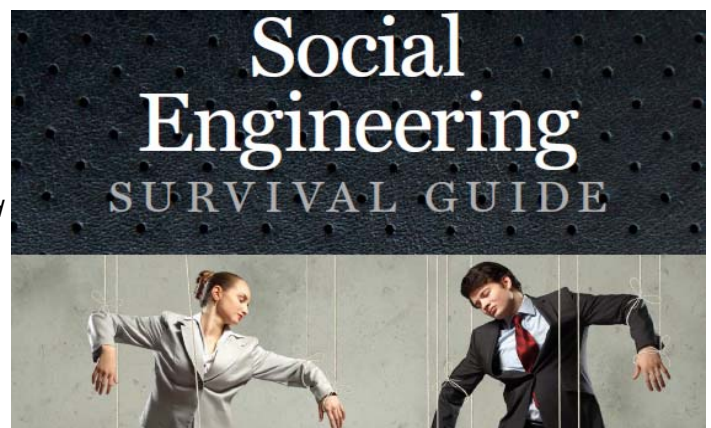


Click on image below to download DTS Social Engineering Survival Guide!

People are (still) the biggest security risks.

Social engineering scams are back — as if they ever left — and working better than ever, unfortunately.

Please also see our attached TechRug flyer at next page.





WHY EVERY ORGANIZATION NEEDS CYBER LIABILITY COVERAGE

Any company that handles, maintains or processes Personally Identifiable (**Driver's License Numbers, Social Security Numbers, Dates of Birth, Email Addresses and more**) or Protected Health (**Account Numbers, Medical Record Numbers, Insurance Beneficiary Numbers and more**) Information needs their own Cyber Liability Policy to protect their organization against Theft of Hardware, Lost or Stolen Laptop or Device, A Staff Mistake, A Rogue Employee and other causes of loss.

Insuring Agreements that should be looked at and strongly considered include:

- **Computer Network Security** – Covers the failure to prevent the transmission of Malicious Code from Computer Systems to third party computers and systems.
- **Privacy Liability** - Covers the theft, loss or unauthorized disclosure of Personally Identifiable Non-Public Information or Third Party Corporate Information that is in your care, custody or control.
- **Privacy Breach Notification Costs** - According to NetDiligence's 2015 "Cyber Liability & Data Breach Insurance Claims" report, the median number of records lost was 1,000 and the cost per-record was \$107.14. This is a \$100,000 claim. You need coverage to notify the affected individuals as well as the potential expenses arising from credit monitoring.
- **Public Relations & Crisis Management Expense** - If a breach does occur and your company makes the newspaper or network news, you better believe your competition will use this against you to try and take your clients. You need coverage for the costs associated to hire a public relations firm to avert or mitigate material damage against your reputation.
- **Regulatory Defense and Penalties** – Covers the payment for claims expenses and penalties in which you would become legally obligated to pay as a result of a violation of a Privacy Law.
- **First Party Data Protection & Network Business Interruption** - Most businesses cover their business personal property in the event a fire, theft or wind damage occurs. However, we find many companies do not consider protecting their systems from a cyber-attack. This coverage will reimburse your firm for costs associated with retrieving, repairing, restoring or replacing any of your computer programs as well as loss of income caused by a failure of Computer Security to prevent a Security Breach
- **Cyber Extortion** - Many experts see this as "the next big thing" to threaten organizations with financial trouble, loss of data, and even going out of business. This coverage is needed for the reimbursement to credible threats to introduce malicious code in order to corrupt, damage, or destroy your computer system.

THIS FLYER IS FOR PROMOTIONAL PURPOSES ONLY AND IS NOT AN OFFER OF INSURANCE. NOR IS THIS A QUOTE OF BENEFITS AND/OR AUTHORIZATION DOES NOT GUARANTEE PAYMENT OR VERIFY ELIGIBILITY.

This is an offering that qualified DanTech Services customer's may obtain, as there are restrictions. Please let us know if you'd like more information. Email info@dantechservices.com.