

# CST Tech News

## What's New

It's time to CELEBRATE... CST is turning twenty! It has been an interesting 20 years and we thought some of you would be interested in our story as we celebrate this pivotal milestone.

It began in October of 2000 and my goal back then was to simply provide for my family while having the ability to work a flexible schedule. I was already self-employed but the situation was certainly not ideal with a business partner that had goals that were not aligned with mine (to put it lightly). I needed to be my own boss, schedule my own time and control my own money. A story some of you may relate to and trust me, being female in the tech world in the late 90's early 2000's was not an easy thing. As a single Mom of two teenage children, it was important at the time to be there for them and Computer Support & Training was conceived (and yes, it felt like I was giving birth to this living, breathing thing).

The company started in my home and I hit the ground running with helping both residential clients and small businesses with their technology needs. Back then everything was break/fix (they broke it, I fixed it) and all of it was done at the client location so I spent a lot of time in my car driving from client to client. What I



## The #1 Mistake Your Employees Are Making Today That Lets Cybercriminals Into Your Network

We all make mistakes. It's a fact of life. But as we all know, some mistakes can have serious and lasting consequences – especially when it comes to business, cyber security and the constant cyberthreats that are out there.

While some businesses have invested heavily in cyber security, many have not. When it comes to network and data security, one of the most vulnerable areas of the economy is small businesses.

More often than not, small businesses simply don't go all-in when it comes to IT security. Some fear they don't have the budget and worry that IT security is too expensive. Others don't take it seriously – they have an "it will never happen to me" attitude. Then there are those who invest in *some* security, but it's limited and still leaves them vulnerable in the long run.

But there is one area of IT security where *every* business is vulnerable. You can have the greatest malware protection in the world and still fall victim due to this one big mistake.

### Your employees lack IT security training.

It's as simple as that. When your team isn't trained on IT or network security *and* they aren't aware of today's best practices, you open yourself to major risk. Here's why: We make mistakes.

Scammers and cybercriminals have the most success when they are able to trick people or play on the emotions of their victims. One common emotion they use is fear.

No one likes to get a message telling them that their bank account has been compromised. This is how phishing e-

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Our Mission:

To provide outstanding technology services to our customers allowing them to focus on their business.



CST Group Inc.

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mails work. The scammer sends an e-mail disguised as a message from a bank or financial institution. They may tell your employee that their account has been hacked or their password needs to be changed immediately. They use fear to trick them into clicking the link in the e-mail.

So, concerned about their bank account, your employee clicks the link. It takes them to a web page where they can enter their username, password and other credentials. Sometimes it even asks for their full Social Security number. (Scammers are bold, but people fall for it!)

As you guessed, the web page is fake. The link in the e-mail directs your employee to a page that allows the scammer to collect their data. Some thieves use it to access their bank account, but others sell the information for a quick buck. No matter the situation, the information has fallen into the hands of crooks.

The challenge is that phishing e-mails have gotten harder to spot. Scammers can spoof legitimate web addresses. They can make fake e-mails look like the real deal. But there are still plenty of minor details that indicate the e-mail is a fake.

This is one of the MANY reasons why comprehensive employee IT training is so important. Training helps employees identify red flags. But more than that, it helps them identify *changing* red flags. For instance, a phishing e-mail from 2010 looks nothing like a phishing e-mail from 2020.

**“Your employees are your first defense against outside cyber-attackers.”**

Scammers stay ahead of the curve. They know the trends, and they know how to adapt. Your employees also need to know the trends and need to be ready to adapt.

Good IT training covers much more than phishing e-mails. It helps your employees identify security red flags across the board.

These include:

- Phishing e-mails and phone calls
- Poor or outdated passwords
- Malicious software hidden in links, attachments or online ads
- Poorly configured security on employee devices (a big deal for remote employees!)
- Lack of guidelines related to Internet or social media usage on employee devices
- Outdated software or hardware

Good training is also continuous. Cyber security training isn't a one-and-done deal. It's something you do every quarter or twice a year. Just as you keep your business's equipment maintained, you have to keep your employees' cyber security knowledge maintained. After all, your employees are your first defense against outside cyber-attackers. When they know what they're dealing with, they're better equipped to stop it in its tracks and protect your business.

The bottom line is that a lack of training is the biggest threat against your computer network and the health of your business. You need to have a strong training program in place to make sure your employees stay up-to-date. But you don't have to do it yourself. We can help. Along with your team, let's protect your business together.

## Free Report Download: If You Are Considering Cloud Computing For Your Company, DON'T, Until You Read This...

### INTRO TO CLOUD COMPUTING

“5 Critical Facts Every Business Owner Must Know Before Moving Their Network To The Cloud”

Discover What Most IT Consultants Don't Know Or Won't Tell You About Moving Your Company's Network To The Cloud

If you are considering cloud computing or Office 365 to save money and simplify IT, it is extremely important that you get and read this special report: **“5 Critical Facts Every Business Owner Must Know Before Moving Their Network To The Cloud.”**

This report discusses in simple, nontechnical terms the pros and cons of cloud computing, data security, how to choose a cloud provider and three little-known facts that most IT consultants don't know or won't tell you about cloud computing that could end up causing you MORE problems and costing you more money than you anticipated. **Even if you aren't ready to move to the cloud yet**, this report will give you the right information and questions to ask when the time comes.

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[www.cstsupport.com/cloud](http://www.cstsupport.com/cloud)

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remember most about the early years is the fact that I was able to attend every school event, every soccer game, football game, and every concert. I worked when the kids were in school and after they went to bed. It was EXHAUSTING and I loved it plus I was, and still am, damn good at it so word got out and clients were calling. All such a blessing until it got to be too much. Then came the sleepless nights, working ridiculous hours all while still being the best Mom I could be.

Then Shawn appeared when I felt like I was barely keeping my head above water. He was definitely the answer to many of my prayers. We had been friends since we were teenagers, so our friendship was already in place. When he moved back to the area, we just naturally gravitated toward one another and romance was in the air. We got married in 2004 and it didn't take long for us to realize his expertise in the Military was a perfect fit for the company. He quit his full-time job and joined CST shortly after. Added bonus, I got a stepson who is fun, witty and a spitting image of his dad.

For the next ten years, we grew the company and added clients and staff. It wasn't until 2015 when we realized there had to be a better way to grow and provide the level of service our clients were expecting and that was the beginning of our new business model. Going from break/fix to managed services allowed us to take care of clients remotely providing a faster, easier and more secure method of helping our clients. I should probably mention that I earned two college degrees during this time graduating with my Bachelor's Degree in Information Technology in 2005 and a Master's Degree in Communications in 2007.

We strive for a level of service that is exceptional, and we hope you all feel that each and every time you call, email or stop in. Our clients have grown to include small businesses all over the Country and we are excited to see what our future holds. We constantly innovate with new products, enhanced security and an amazing team who ensure your technology is running at its best.

Thank you all so much. We hope this Newsletter reaches you by October 1<sup>st</sup> and you join us for our 20<sup>th</sup> Anniversary Celebration from 4pm-6pm at our Headquarters in Malone, NY For our clients across the country, cheers to twenty years and we hope you are with us for twenty more.

~ Lisa

## What Makes A Leader Successful Today?

### *Intentionality And The 3 Shifts*

Have you ever wondered what one thing all successful leaders have in common? First, consider what all *unsuccessful leaders* have in common: they lack focus.

Either they aren't clear on what they're trying to do or they know what they need to do but aren't doing the right things to achieve their objectives. Both waste money and resources and leave organizations stuck in the status quo.

This affects leaders regardless of the size or type of organization, and that's why I wrote *The Intention Imperative: 3 Essential Changes That Will Make You A Successful Leader Today*.

What all great leaders have in common is intentionality — *being crystal clear on what you're trying to achieve and taking the right actions every day to achieve it*.

Why do many business leaders lack clarity?

1. They inherited an unclear vision or never had one to begin with.
2. They value operations over objectives — doing things without questioning why.
3. They were distracted by problems, or even opportunities, which took them off course.
4. They were unwilling or unable to look at what was consistently being done with a fresh perspective.

What are the symptoms and signs of a leader who lacks clarity?

1. Constant changes in focus or direction
2. Lack of momentum
3. Confusion among employees and what to do
4. Many team members asking "Why?"
5. Frustration at every level
6. Inconsistent action or behavior

In my book, I explain intentionality and then share what I believe are imperative changes

leaders need to take today to succeed: the shift from *structure to culture*, from *motivation to inspiration* and from *experience to emotion*.

#### IMPERATIVE 1 - CULTURE

*"Culture is what we think and believe, which then determines what we do and what we accomplish."*

In *The Intention Imperative*, I teach the five levers you have for creating and maintaining the culture you desire. Creating it is the job of a leader.

#### IMPERATIVE 2 - INSPIRATION

*"Inspiration doesn't have to be mysterious or complicated to create."*

What is inspiration? It is motivation to the power of purpose. It is linking meaning to motives. Inspiration doesn't come from outside force or artificial causes. It develops from the work itself and how the leader is able to demonstrate importance and impact.

#### IMPERATIVE 3 - EMOTION

*"Emotions are everywhere and they are the single biggest factor in how we make decisions."*

A negative emotional experience can be offset with a positive one. The customer experience is important, but how the customer feels about that experience is critical. Few companies design and deliver for positive emotion.

*Now, try these three things:*

1. Focus on building a culture that powers the right actions to create the right results you, your team and customers need for breakthrough success.
2. Couple purpose with motivation so your team is inspired.
3. Design your product and service delivery around positive emotions.



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 books like *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, [MarkSanborn.com](http://MarkSanborn.com), to learn more.



## ■ Improve Your Cash Flow With These Tips

### Have Better Billing Processes –

Make it as easy as possible for customers to pay their bills. Incentivize them to pay before the due date with a small discount or offer. Be diligent about sending invoices ASAP after customers buy with you.

**Get Cooperative** – If it's possible or practical, work with other businesses to form a buyers' co-op. This gives you more buying power when buying in bulk.

**Credit Check Customers** – When dealing with higher-priced goods or services and a customer can't pay in cash, don't be afraid to run a credit check. Customers with poor credit can be a liability and cost you big.

**Audit Your Inventory** – Identify what costs you money by sitting around. If you're stuck with

inventory that isn't moving, you may need to discount it to get rid of it.

**Pay Online** – Pay all of your bills online. This way you can select the exact date when those bills are paid each month, giving you more control over your cash flow. *SmallBiz Technology, Jan. 27, 2020*

### ■ Top Ways To Prevent Your Remote Workers From Letting Cybercriminals Steal Your Data

1. Set expectations, rules and boundaries for employees, ensuring everyone is on the same page and held accountable.
2. Put together standard operating procedures for employees so they know what to do and who to call should anything go wrong.
3. Have a disaster recovery plan ready to back up and restore any system or data, should it become compromised.

4. Establish guidelines for employees, defining which approved devices and software they should be using.

5. Make sure those devices and software are routinely updated with the latest security patches. *Cyber Defense Magazine, June 3, 2020*

### ■ 3 Things You Can Do To Use Stress To Your Advantage

**Embrace Deadlines** – Research suggests we are the most productive with deadlines looming. Give yourself deadlines for everything. If you struggle with procrastination, move deadlines up in order to get things done.

**Stress Yourself Out (On Purpose)** – You can actually build a tolerance to stress. All you have to do is step out of your comfort zone and intentionally put yourself into stressful situations. You become more resilient to stressful situations and test your own boundaries at the same time.

**Identify Stress “Weaknesses”** – When stressed, identify what it is about a situation or task that is causing you stress. Then, focus on that cause and determine what you can do to mitigate it. It might mean reorganizing your day, such as reading and responding to e-mails at a different time. Or maybe you need more information on the issue you're dealing with, so do some research and see what you can find to help. *Inc., July 8, 2020*

