

TECHNOLOGY UPDATE

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

You've been hit! Is your Cyber Insurance Company Covering You?

WHAT'S NEW

B4 Networks Supported the Dublin Insurance Annual Charity Golf Tournament

Over \$11,000 Raised!



"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!"

Bryan
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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.




Happy 150th Birthday Canada!

We had a wonderful time last month at the Annual Duliban Charity Golf Tournament. A beautiful sunny day, warm weather and friendly faces greeted us at Peninsula Lakes in Fonthill. Bryan, Steve, Alex and myself are not avid golfers but enjoyed re-arranging some of the grass on the course during our "practice" shots and denting a few trees. It was such an honour to partner up with Duliban Insurance and be a Gold sponsor for this event and we are proud to have helped raise 11,000 for the Pelham Minor Hockey Association.



Is Your Cyber Insurance Company Covering You? (Continued)

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.

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.

For more information contact us at right away at (905) 346-4966 or info@b4networks.ca

Here is what a client is saying about us:

b4 has been very responsive to our needs. I trust their competence and advice. Particularly impressive is their continual updating of knowledge - a must-have in the service!

Leslie - CEM Engineering



Cloud Computing:

Great at Horse Races – and Streamlining Your Company

Cloud computing makes big news in the races – and gives us a chance to talk about the benefits of data solutions!

There's an old saying we just made up that says, "When a trend finally wins a horse race, you know it's here for the long haul." We're specifically talking about the big news that, after a break that involved skipping the Kentucky Derby, the racehorse by the name of Cloud Computing racked up a big one in the Preakness race. Maybe not so exciting to those who don't follow the races, but hey, 1) there's a racehorse named after a data solution, and that's pretty fun, plus 2) this gives us an excuse to talk about the advantages of cloud computing to businesses that are still considering adopting cloud solutions.

Scalability

One advantage that smaller businesses sometimes miss when reviewing the benefits of cloud computing is the innate scalability. It may not seem like much in your current business model, but when the time comes to expand, open new branches, increase your customer base, or fulfill a greater number of orders, cloud computing makes growth far easier than it used to be. By pushing customer, order and inventory data into the cloud, it becomes effortless to upgrade many of your business functions to deal with suddenly larger (or, in some cases, suddenly smaller) numbers. Without cloud computing, the process requires replacing hardware and generally spending far more time and resources on meeting new demand.

Automated Data Entry

Data entry has become revolutionized by a combination of cloud computing and artificial intelligence, allowing software to become much more open-ended and smarter about filling out forms. You've probably experienced a little of this when Google, Apple or another brand offers to autofill address and contact forms for you based on information stored in the cloud. Data entry solutions do much the same thing, except they are more complex systems that access a larger variety of information about the company and (within chosen limits) the customers. This reduces human error, reduces the need for data entry positions, and helps the workflow process speed up, making it an easy option for the average company.

Collaboration

A lot of people talk about collaboration in business, but in cloud computing, this has a very direct definition: The ability for multiple people to work on the same document, at the same time, from remote locations. Google Drive, for example, is one of the more common (and freed) collaboration tools used by small businesses and students where teams need to work on the same document together, but are kept from physical meetings by complex schedules. Editing, commenting, and chat features allow people to collaborate on a document in an online setting instead, which again speeds up workflow. Even common doc software like Microsoft Word is beginning to embrace this cloud-fueled collaboration.

Efficient Management

All right, let's take the above example: If you have everyone working on the same document, how does a manager tell who is responsible for any particular action? Through in-depth tracking, of course, and cloud computing also provides that. Microsoft Teams, for example, allows managers to see at a glance who is teamed up on any particular file and then look closer to find out the precise history of changes to the file, and who made each change. If check-ins or confirmations are required, the cloud can send them to manage systems immediately to save even more time.

Client Connections

All this internal communication is also bolstered by external connections. Cloud storage and cloud data, in general, are much easier to share with clients and customers as needed. This is an excellent way to share large files with prospects and exchange information quickly to answer important questions.

Automatic Updating and Syncing

When a cloud-compatible system needs an update, there's no reason to mess around with physical discs or data sticks – it can simply download what it needs right off the Internet. The same goes for syncing. Via the cloud, when you update data on a program using one device (say a smartphone), that program will be updated on all devices (your desktop and laptop too) when you log back in. Data backups are handled in a similar way. Basically, all improvements and changes to the system are easier and faster to arrange.

Learn more about the latest IT services by contacting B4 Networks today!

**We're available at (905) 346-4966
or help@b4networks.ca.**



Shiny New Gadget Of The Month:

Create without limits.

The new Microsoft Surface Pen is the latest in handwriting technology, introducing cutting edge precision, life-like sensitivity, and a diverse range of utility based applications that give the Surface Pen the tools you need to create.

Microsoft's newest addition to the technological pen industry focuses on creating a seamless experience during its use. The pen features a "precision ink" 4096 pressure point tip for extreme accuracy, tilt support, reduced input latency and a recognition system that allows users to rest their hand on any Surface device screen without affecting the output of the pen.

One of the biggest issues in the digital pen industry is the latency (better known as lag) between the physical pen strokes of the hand and the inputs being registered by the tablet/surface being used.

Microsoft's Surface Pen looks to fix this issue by substantially lowering the latency between the pen and the devices you write on.



Client Spotlight

Annex Insurance Group Inc. is quickly becoming one of the most recognized property and casualty insurance brokerage firms in the Hamilton, Halton, and Greater Toronto areas.



The brokerage was formed in 2014 by a group of highly motivated individuals, their belief, which is now a part of their DNA and culture is simple: deliver insurance with a client focused approach to make sure they have the best interest of their clients at the forefront of everything they do.

www.annexinsurance.ca



B4 Networks Proud to Be Featured on Global List of Leading Managed Service Providers!



The Ultimate Guide to the World's Best MSPs

B4 Networks is thrilled to announce that they have been named to Penton Technology's 2017 MSPmentor 501 Global Edition at a global ranking of 478! The MSPmentor 501 Global Edition is a distinguished list and report identifying the world's top 501 IT Managed Service Providers (MSPs). Each year, MSPmentor gathers information for its annual rankings through the participation of MSP's and IT service providers in its annual survey. Data for the list rankings was collected online from March through April 2017 and the complete 501 list is currently available for review on www.mspmentor.net.

MSPmentor is the ultimate guide to Managed Services and is the leading global destination for MSP's. MSP's named to the annual list are chosen after a careful assessment of company strengths based on revenue contributions from key go-to-market activities including: managed services, cloud migration, strategic consultation and reselling. Editor and chief of MSPmentor, Aldrin Brown, recognizes the breadth of this achievement noting that the list highlights *"the most agile, flexible and innovative organizations in the industry."*

B4 Networks is proud to have been recognized by MSPmentor for their dedication to delivering business-focused IT service and unparalleled support – an accomplishment that truly aligns with their business vision and mission. The B4 Networks team is committed to providing clients across the Niagara region with forward-thinking IT strategies that are consistently reliable. Through their ability to provide extensive managed IT services, strategic IT guidance and innovative consultation, B4 Networks has earned themselves a place among the top managed IT service providers worldwide.

"Our top priority is to offer the best in IT strategy and deliver optimal value for our clients," says B4 Networks CEO, Bryan Lachapelle. ***"Making the MSPmentor 501 list truly recognizes the hard work and dedication our team demonstrates daily. We look forward to continually growing alongside our clients to deliver them the best IT strategy and service available."***



Wondering how your business can take advantage of internationally recognized managed IT services, right here in the Niagara region? Reach out to the team of IT experts at B4 Networks right away at (905) 346-4966 or help@b4networks.ca.

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.



As the founder of Petra Coach, 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 we all use to avoid doing what needs to be done. Andy learned how to build great organizations by building a great business, which he started in college. It then grew into an Inc. 500 multimillion-dollar national company that he successfully sold and exited.

NEWS BRIEFS

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."

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.

Leave Your Life Jacket On The Shore And Swim Safely With This Inflatable Collar.

Despite their utility, orange life jackets are the opposite of cool.

And when you factor in the human invincibility complex, you get a bad situation: people out on the water without adequate flotation devices. According to DigitalTrends, water safety company Ploota wants to change that with their inflatable necklace. Sleek and slim, the device is worn around the neck and doesn't get in the way of active water sports. But, if needed, it automatically inflates, potentially saving the life of the swimmer or boater.

DigitalTrends.com - May 8, 2017

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.

Mashable.com – May 4, 2017

HIGHLIGHTS FOR THE MONTH

JULY Canada's 150th Birthday

- Canada Day (July 1st)
- Embrace your geekiness day (July 13th)
- Emoji day (July 17th)
- Old Joke day (July 24th)
- National System Admin appreciation day (July 28th) (Webinar on July 27th)



PHOTO ALBUM



TEKTIP

Need a fast Windows screenshot?

We'll show you how to do it!

■ Copy the Screen for Posts

First, look at the top rows of buttons on your keyboard. Look for a button that says "PrtScn" or "Print Scr" or any other abbreviation (it may also be lurking around the Ctrl key; there are several places that they appear). If there's a dedicated key, all you have to press it. This will instantly copy a snapshot of the screen. You can then go into any document and paste the screenshot wherever space is available.

■ Automatically Save Screenshot as File

Of course, it's not always that simple. If you have a Windows key, an Fn key, and a Ctrl key, you may need to push some combination of these keys along with the Print Screen key to create an automatic save. A little bit of experimentation may be in order, but if you're using a built-in keyboard (like on a laptop) then you can probably look up the best method.

■ Choose a Single Window as a Screenshot

This is a common case in many of today's larger screens, where you have several windows open at the same time but only want to take a screenshot of one window, not the whole screen. There's a way to do this, too: Click on the window you want to copy so that it's highlighted. Then press the Print Screen key and the Alt key at the same time. If your keyboard has an Fn key, you have to press Print Screen, Alt, and Fn at the same time to get this to work.

■ "Snipping" Screenshots

Windows also lets you select a particular area of the screen through a dedicated screenshot tool called the Snipping Tool. It's not as fast as other methods, but it is very effective. Just type in "snipping tool" into your Windows search box and it will bring up the right link to select. This opens up a small bar that allows you to create a "New" screenshot and change the shape of the shot. You can then drag your mouse to create whatever size you need.

