

TECHNOLOGY UPDATE

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

WHAT'S NEW

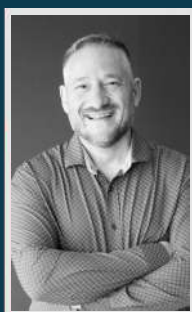
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HOW TO PUT GENERATIVE AI TO WORK FOR YOUR BUSINESS



The rapid evolution of AI over the past year has been nothing short of revolutionary, particularly generative AI – technologies that generate text, images, video, 3-D models and even code – which saw a breakout year in 2023. In ChatGPT's first month, it amassed 57 million users, making it the fastest-growing consumer application in history, according to research from investment bank UBS.

Despite its popularity, there's an undercurrent of uncertainty among some business leaders. SMB leaders are asking big questions: What's the real deal with AI (beyond all the buzz)? How do I actually get it to work for my business? How do we use this responsibly and keep our customers' data safe?

The key to navigating these questions is all about experimenting with AI, focusing on the big wins it can bring to the table and learning best practices for using the technology responsibly.

What AI Can Do For Your Business?

Of businesses using the generative AI platform ChatGPT today, one in four have already saved more than \$100,000 CAD. That's according to a 2023 survey by ResumeBuilder, which also found that 49% of companies are already using ChatGPT and that an additional 30% plan to use it in the future.

Generative AI tools like ChatGPT, Claude and DALL·E are popular because they're affordable (subscriptions run around \$27 CAD per user/month) and effective. Generative AI's versatility allows it to take on many valuable roles, like whipping up content. Businesses save a lot of money creating engaging content for their audience without paying more for ads or agencies. AI can also quickly examine market trends and crank out reports, cutting down on research and paperwork costs so

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leaders can spend more time on higher-value activities.

More ways AI can go to work for you:

- **Content Assistant:** Tools like ChatGPT and Claude can create marketing materials, blog posts and social media content, ensuring a consistent brand voice and tone across all channels. They can also analyze thousands of online resources to craft the perfect job description and write SOPs, proposals, contracts and leases.
- **Get To The Point:** Generative AI can distill lengthy documents, articles and emails into concise summaries, making it easier to grasp key points quickly.
- **Personalize Your Marketing:** Generate tailored email marketing campaigns or personalized product recommendations to enhance customer engagement and increase sales.
- **Product Discovery And Innovation:** Leverage AI to analyze customer feedback and market trends for new product ideas or improvements, speeding up innovation.

- **Data Analyst:** Employ AI for deep data analysis, uncovering insights into customer behaviour, operational efficiencies and market opportunities.
- **Automate Routine Tasks:** From scheduling to invoicing, AI can automate repetitive, time-consuming tasks, such as drafting meeting summaries or generating reports, allowing teams to focus on strategic work.

AI Best Practices

While AI can dramatically enhance efficiency and creativity, there are best practices to ensure its use is both effective and ethical:

- **Never Share Sensitive Information:** To protect privacy, avoid using personally identifiable information (PII) or protected health information (PHI) with AI tools. Assume anything that you input into ChatGPT is public information.
- **Verify and Review:** AI is a powerful tool, but it's not infallible. It can sometimes inherit biases from training data or generate fabricated or wrong answers. Always review its outputs as you would a human co-worker's work.

- **Experiment:** The best way to understand AI's potential is to experiment. Start small, like using ChatGPT prompts to write a social media post. As you gain confidence, integrate generative AI in places where it can add the most value, like automating routine tasks, enhancing creative processes or improving decision-making with data analysis.

The Consequences Of Ignoring AI

AI isn't coming – it's arrived. Driven by billions in investment and some of the brightest minds on the planet, it's reshaping the business landscape in ways we're only beginning to understand. Choosing not to integrate AI into business operations would be like refusing to use email in the 1990s. Without it, you might soon find yourself in a world you don't know how to work in.

Instead of viewing AI as a looming threat, see it as an opportunity to tackle old problems with novel solutions. Yes, AI is changing the business playbook, but it's also empowering us to deliver extraordinary value to our customers in new ways, dream bigger and achieve more.

How Does Your IT Company Compare?

Our May 2024 Help Desk Key Performance Indicators



88%

8 Business Hour
Ticket resolution



97%

Client Satisfaction



11 Mins

Average
Response Time

TALENT, INNOVATION AND RELATIONSHIPS: THE FORMULA FOR THRIVING BUSINESSES INSPIRED BY MARCUS LEMONIS



Something is always shaking up the business world, whether it's Covid-19, revolutionary tech advancements like AI or a financial recession. An unprepared business leader – never ahead of the game, emotionally exhausted, financially stressed and paralyzed by fear – may react to these disruptions. However, a leader focused on cultivating good habits can build resilience and agility into their core operations.

Marcus Lemonis – esteemed titan of industry, philanthropist, brain behind the success of Camping World and Good Sam Enterprises and star of CNBC's *The Profit* – recently shared his philosophy on leadership and resilience at an industry conference. Drawing from Lemonis's insights, we delve into actionable ideas that leaders can use to confidently navigate any challenge.

1. Create Good Talent

The key to any successful business is employing good people. However, many industries, from health care to education, are experiencing labour gaps. Leaders are left wondering where their next good hire will come from. Will they hire young people without experience or recruit talent from other companies?

Lemonis says if you recruit from other people, you can expect them to do the same. "We create this revolving door of people changing all the time for the next best offer. The labour market knows that, and they don't care if they bounce around," he says. "The problem for our business and our client relationships is that bouncing around creates insecurity for our customers...it creates a trust problem."

Lemonis's advice: Think about how you can create new talent in your industry. Write job descriptions that include not just technical skills but the type of person you're looking for, their characteristics, discipline DNA and EQ.

Then, think about how to put them through the training modules necessary to execute your business plan.

"If we don't cultivate new entries into our space, new people who can come in and add to the supply of our labour, all we're going to do is play merry-go-round, and the prices are going to go up," Lemonis adds.

2. Diversify

Six years ago, you probably had an idea that was the cusp of innovation – and then everybody caught up. Lemonis encourages leaders to ask their teams what the new idea of the day is. What's the latest concept that you can bring to your clients? How can you stack new ideas onto your current revenue streams?

Brainstorming new ideas is critical to survival, "because somewhere else, there's a less sophisticated, less collaborated room...whiteboarding what new things they can come up with to beat you," he says.

3. Take Care of Your Home And Relationships

During Covid restrictions, Lemonis was reminded of the power of being close to the people he cares about and focusing on relationships. He encourages us to care for what matters most: our homes and families. If those aren't healthy, your business will feel the effects. Lemonis says, "The health of your home and the health of your relationships in your home are in direct correlation with the health of everything else in your life."

Another challenge will eventually rock the business world. Take Lemonis's advice and focus on creating new talent, fostering innovative thinking and nurturing relationships if you hope to face this next challenge with greater resilience.

SHINY NEW GADGET OF THE MONTH

Gimibox Foldable Bluetooth Keyboard



Working from anywhere often means literally anywhere, be it typing up reports in a hospital lobby or drafting proposals at an airport gate. But crafting a lengthy email on your phone or tablet could take you on the fast track to carpal tunnel. Save your hands and try the Gimibox Foldable Bluetooth Keyboard. Its innovative foldable design and super-responsive touchpad make it the ultimate companion for the mobile professional. It is compatible across iOS, Windows and Android technologies and ensures seamless connectivity across your devices. The built-in rechargeable Li-ion battery offers an impressive standby time of 30 days and takes only two hours to charge. The keyboard's broad compatibility and energy-efficient design make it a smart accessory for professionals who really do work from anywhere.

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GOOGLE REVIEW SPOTLIGHT:

"B4 is an absolutely fantastic company to be partnered with. Extremely reliable and any issues I have had have been resolved within minutes of contact. They have very polite staff and I would highly recommend this company to anyone. Keep up the great work B4!"

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testimonial in our
"Google Review Spotlight"!**

CARTOON OF THE MONTH



THINK FASTER, TALK SMARTER:

How To Speak Successfully When You're Put On The Spot

By Matt Abrahams

Think Faster, Talk Smarter by Matt

Abrahams is a lifeline for anyone who's ever

been tongue-tied in moments that count, like work presentations, pitches or at a dinner party. Abrahams, a Stanford lecturer and communication guru, offers a trove of actionable advice for mastering the art of impromptu speaking. With science-backed strategies to tackle anxiety and make your words count, this book is packed with real-world examples, making it both relatable and practical. Whether for professional growth or personal confidence, it's an essential read for navigating life's unplanned speaking moments with grace and impact.



4 POPULAR SCAMS TO WATCH OUT FOR

Keeping up with cybercriminals is like trying to nail jelly to the wall. Just as you think you're up to speed, a new scam hits the headlines. Using new tech innovations like AI, scammers are getting much better at impersonating banks, health care providers and...us. This year has been no exception, with a slew of fresh scams hitting cell phones and bank accounts everywhere. Here are four scams to watch out for this year.

1. Phony Cell Provider Emails

Increasingly, cybercriminals are taking advantage of cell service outages to scam customers. It's happening all over Canada with Rogers customers, who, after an outage, received bogus texts offering refunds or credits.

How to avoid it: Never click on links or payment instructions in an email or text. Always verify that any communication from a provider is coming from an official domain, like @rogers.com, or call Rogers directly using their official number or website.

2. Grandparent Scams

Grandparent scams have been around for a while, but the FCC reports more advanced versions involving impersonators or AI "clones" using a loved one's voice (usually a grandchild) and sometimes a spoofed caller ID. The caller claims to be a loved one who's in jail or has been in an accident. Grandparents are often given a phony case number and are instructed to call an attorney. If they do, a series of other criminals conspire to trick them out of thousands of dollars.

How to avoid it: If you receive an urgent call like that, call your loved one directly to verify that they are safe. If they don't answer, call other family members to see if they can verify the situation. Remember, the criminals will try to convince you to keep it a secret – don't.

YOUR PHOTOS ARE MORE REVEALING THAN YOU THINK!

Did you know that when you send someone a photo from your smartphone, you might be sharing information such as when, where and how the photo was taken? If that makes you feel uncomfortable, you can turn this feature off. On an iPhone, open the photo, tap the share icon, then "Options." Switch off "Location," then tap "Done." You can also stop location tracking altogether in Settings > Privacy & Security > Location Services. Scroll to "Camera" and toggle to "Never." On an Android, click the photo you want to send, tap "Details" (look for a three-dot menu) and select "Remove location data."



3. Cheque "Cooking"

Banks reported nearly 700,000 instances of cheque fraud in 2022, according to reporting by Associated Press. We've talked about criminals stealing cheques from mailboxes, but recently they've started taking pictures of cheques instead. Then they use off-the-shelf digital tools to make counterfeit cheques, deposit the digital one using a mobile banking app or sell the cheques online.

How to avoid it: Use your credit card as much as possible. When a paper cheque is unavoidable, skip your mailbox and take it directly to the post office.

4. Home Improvement Scams

Canada's Federal Procurement Department says it has referred three cases of suspected invoicing fraud by IT sub-contractors to police and is looking to recover an estimated \$5 million. These scammers often demand upfront payments or deposits and then fail to complete the work, deliver substandard results or disappear altogether, leaving homeowners out of pocket and with unfinished projects.

How to avoid it: Ensure the contractor is licensed and insured, get everything in writing, don't skim the contract and never pay the full fee up front.

