

WHY WAIT FOR A CATASTROPHE BE PROACTIVE WITH PROTECTION

A lot of businesses wait until something breaks before they fix it. And even then, they may take a "patchwork" approach to fixing the problem. They are reactive rather than proactive. Sometimes taking a reactive approach is fine, but other times, and depending on the circumstances, it can lead to even bigger problems. When it comes to network security, for example, being reactive to problems can be downright dangerous. It's not just hackers you have to worry about. There are power outages, data loss, equipment failure and more. In IT, a lot can go wrong. But if you're proactive about cyber security, you can avoid many of those pitfalls.

Reactive IT support used to be the norm. Most network security specialists went to work after something went wrong. Unfortunately, some businesses still have this reactive mindset when it comes to their IT and network security. They have an "it won't happen to me" attitude. The truth is that these are the people most at risk. It's not a matter of if, but when. Hackers and cyber-criminals are more active than ever.

Thankfully, proactive support is now the norm. More and more IT services and security firms have the tools and resources to protect you BEFORE the worst happens. So, why partner with an IT services company? There are many reasons why it's a good idea. One great reason that doesn't often get talked about is that working with an IT services company is an added value for your customers. When they know you're taking IT security seriously – and when they know their data is safe – their trust in you is boosted. When you build trust, you build loyalty, and customer loyalty is getting harder to come by these days. Plus, happy, loyal customers are much more likely to



refer you to others who may be in need of your services. That alone makes investing in proactive IT security worth it.

Here's another reason why working with a proactive IT services firm makes sense: it's MUCH easier than trying to do it yourself. Many small businesses simply don't have the resources to hire an internal IT specialist or a team. Not only can that be very costly, but it's also rarely practical. Think of it this way: if you hire an IT specialist to handle your network security, manage cloud backups and provide general IT support, then what happens when they take a day off or take a vacation? Having a dedicated IT specialist on your team isn't a bad thing, but they can be stretched thin very easily. You could be left with gaps in your support should anything go wrong. Suddenly, you don't have anyone you can call. Working with a dedicated IT services firm solves these problems.

A good IT services companies are also great at catching problems before they become problems. They can catch things that might not have even been on your radar. For example, if your Cloud backup service isn't backing

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IS YOUR BUBBLE ABOUT TO BURST?

We are now more than 2 months into the pandemic and many of us are starting to struggle with maintaining the stay-at-home guidelines. Even normally cautious people are struggling with taking the proper precautions, our household bubbles are feeling pretty tiny right now. Those who live in small households are really having a hard time with social isolation but most us are feeling some of type Quarantine Fatigue. You may be suffering from anxiousness, feeling unmotivated, irritable and generally on edge. It's kind of like we are in the middle of the sea and there is no land in sight, that feeling of helplessness can be overwhelming.

The states are cautiously trying to open things up and some experts are saying that it may be ok to start expanding our personal safety bubbles to a limited number of people. Ideally doing so outdoors is the safest, it provides more space and you are not breathing shared air. If you are planning an indoor gathering remember that you should only invite as many people as can fit into the space while maintaining a safe distance from each other. Also, keep in mind any surfaces that are being shared should be sanitized after each use. Don't forget to wear a MASK and bring hand sanitizer if soap and water are not available.

Remember that each person you add into your bubble brings not only their own risks, but the risks of everyone else they may be exposed to, so choose cautiously. The dangers that prompted the shutdown are still present but we are starting to see little islands of hope in this pandemic sea. Stay safe and Stay sane.

Wendy Roberts/ Wyant Dispatcher



This monthly publication provided courtesy of Tom Wyant, President of Wyant Computer Services.

POSITIVE FEEDBACK

Stacey Bivona from **Parker Harvey** gave a Like rating to Nathan Wyant, Dustin Eldridge for fixing issue with 2nd screen.

Peter Boyles from **Parker Harvey** gave a Like rating to Nathan Wyant for helping him connect to datto drive.

Russ Kelm from **Northern Vision Eye Care** gave a Like rating to Dustin Eldridge assisting with a Spotify issue.

Kerry Turner from **Benzie Leelanau District Health Dept** gave a Like rating to Nathan Wyant & Dustin Eldridge helping her get connect to printers.

Eric Johnston from **Benzie Leelanau District Health Dept** gave a Like rating to Nathan Wyant fixing his monitors.

Greg Gurka from **Forest Area Federal Credit Union** gave a Like rating to Nathan Wyant for Accuracy, Helpfulness, Knowledge and Response Time.

Nathan Wyant received a Love Rating for Helping with Zoom from **Elizabeth K. Bunn** from **Parker Harvey**.

Nathan Wyant received a Love Rating for assisting with Connection Issues from **Stephen Chambers** from **Parker Harvey**.

Nathan Wyant received a Love Rating for Accuracy, Resolution Time, Response Time, Knowledge and Helpfulness from **Peter Boyles** from **Parker Harvey**.

Sandra Wilton from **Forest Area Federal Credit Union** gave a Like rating to Nathan Wyant for Accuracy, Knowledge, Response Time, Resolution Time, Helpfulness and Proactiveness

Dustin Eldridge received a Love Rating for Helpfulness, Knowledge, Response Time, Accuracy, from **Nan Thomas** from **The Windward Group** screen.

Peter Boyles from Parker Harvey gave a Like rating to Nathan Wyant for helping him

The Many Faces Of Corporate Leaders

by **Andy Bailey**,
Founder, CEO and Lead Business Coach at Petra



Employee's happiness at work is more important in the workforce than ever before, and that feeling of fulfillment and engagement often comes from the top. If you are aware of what type of leader you are and how your leadership affects employees and clients, you can mitigate your weaknesses and discover your strengths to ultimately lead more effectively. Let's take a look at a few leadership personas I've witnessed while coaching and what works best for each.

In-The-Weeds Leaders

Leaders who are "in the weeds" tend to spend too much time in the day-to-day. They get bogged down with what's in front of them and don't think outside the box. Without innovation, the company runs the risk of coming to a grinding halt.

These leaders need to delegate current tasks to their team members. They can then focus on finding new ways to drive the business forward. In-the-weeds leaders may even need an outside party to hold them accountable for setting and reaching these new goals.

Frustrated Leaders

These leaders know their companies can be better, but they're upset because they can't scale at the rate they want. They bottle up their grievances and aren't sure where the disconnect is with their teams.

These leaders could seek guidance from a third party, whether that's a friend or colleague. An outside perspective can help identify problem areas. They also need to hear out their team members and get firsthand accounts on what's not working. Both perspectives can help turn frustration into focus.

Mindful Leaders

These leaders recognize that rapid growth is positive as long as they scale appropriately with formal organization and efficient processes. They are careful to avoid pushing forward blindly and losing essential parts of their culture and values along the way. However, they may take too long to think things through and miss new opportunities that come along because they couldn't act quickly enough.

These leaders should make sure they are sticking to the systems they have in place while remaining open to new opportunities and evaluating them in a timely manner. It's important to constantly reevaluate and adapt as the company grows and changes shape.

Control Freaks

These leaders can't seem to let go of the wheel. They micromanage and don't trust their team to get the job done, which fosters an atmosphere of frustration and mistrust. In this atmosphere, they can no longer lead effectively.

They should work with their teams to identify why the company exists, what motivates team members and why their work is important. That will not only help the leader and the team establish a better dynamic, but it will also help them both understand where the company is now and where it's going.

When evaluating your leadership style, be honest with yourself. If you can pinpoint where you are on the leadership spectrum, then you'll better account for your challenges and capitalize on your assets. And that's how you become more self-aware and, in turn, a much stronger leader.



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Don't Fall for the Latest Coronavirus Scam, Says Microsoft
Beware of Excel attachments that claim to be from John Hopkins
By Rob LeFebvre

Microsoft took to Twitter to warn users of a phishing exploit it's been seeing lately that can trick users into opening a fake attachment that contains malicious Excel macros.

How it works: The company said the COVID-19 themed campaign apparently started on May 12th and has used "several hundreds of unique attachments" to trick users into opening them. The emails seem to come from Johns Hopkins Center and could be titled "WHO COVID-19 SITUATION REPORT," which is a giveaway in itself. Most official emails won't yell at you in all caps.

The attachment, says Microsoft, opens with a security warning that many users ignore, thinking the graph of supposed U.S. COVID-19 cases is legitimate. The opened file runs the NetSupport Manager remote access tool and executes the malicious Excel 4.0 macro contained within.

What to do: It may seem obvious, but the only way you can avoid this type of attack is to not open any attachments like this. It's highly unlikely that Johns Hopkins is sending you a report from the World Health Organization, especially if you never signed up for such a thing. Be skeptical, and don't open things you're not sure of.

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