

May 2019

What's (C)Old?

I was obviously wrong about the snow going away. It's gone now, sure, but I'm not comfortable saying it won't be back any minute now...

We started using Meraki firewalls with the security license bundle right after they were purchased by Cisco in 2012. The added malware scanning and intrusion prevention/detection features provided an additional level of security that we knew was important to our clients. We've never had a ransomware breach at a client using a Meraki firewall and it feels good to keep people safe. Now if it were only warm outside...



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

Our Mission:
Wyant brings you opportunities and proven solutions to your technology challenges.

Are YOU Prepared for the End of Windows 7?



On January 14, 2020, Microsoft will end support for Windows 7. That means **no more updates or security** will be offered by the company from that date forward. So if you're one of the estimated 40%+ of businesses still on the outdated Windows 7 platform, consider this your wake-up call.

While it's important to note that Windows 7 will still technically be usable after next January, this upcoming shift will spell trouble for users who've stuck it out to the platform's bitter end. Not only will Windows 7 become progressively more unstable as modern hardware outpaces the software, but cybercriminals are certain to flock to the operating system after support shuts down, eager to pick off easy targets left vulnerable by the lack of ongoing security updates.

DON'T LEAVE YOURSELF VULNERABLE

Modern software is no longer designed with Windows 7 in mind. As technological progress continues at breakneck speed, more and more key programs will become unusable in Windows 7.

The same goes for hardware. Tech equipment advances exponentially year by year. In order to take advantage of these massive improvements, you need an operating system equipped to handle these new capabilities and features. What's more, as the hardware progresses, it may become incompatible with Windows 7 altogether.

However, these are small concerns when compared to the future security of your network. As time goes on, new vulnerabilities are discovered in even the

most well-designed operating systems. To fight against hackers, developers continuously search for ways to remove these security gaps and release them in the form of patches. After Windows 7's end of life the updates will dry up. That means that any users still on the platform – and there will be a lot of them – will be exposed to the increasingly crafty exploits used by hackers. Cybercriminals, attracted to the lowest-hanging fruit, will come in droves for Windows 7 users, eager to pick at the scraps.

Staying on an operating system after it's no longer supported is like leaving the digital door open on your business. Don't do it.

TIME IS RUNNING OUT

Of course, we're still at least six months out from the Windows 7 end-of-life date. That may seem like a lot of time. When it comes time to actually make the transition, though, you'll need all the time you can get. Upgrading dozens, hundreds or even thousands of PCs is more laborious than you probably realize. And with so many other companies scrambling to do the same toward the end of the year, IT providers are likely to get bogged down with service requests.

Whether you're planning on seamlessly transitioning to Windows 10 or moving on to an alternative operating system, this is a task that needs to be at the top of your list. Contact your IT provider as soon as possible to initiate the upgrade process. You'll leave yourself ample time to iron out any issues as they arise without the added pressure of an imminent deadline.

Wyant Employee Spotlight

Hayden Northrup



Where did you grow up?

I grew up in Manistee and Traverse City. I moved here with my family 13 years ago and went to our very own Northwestern Michigan College.

Technically I never majored in anything, once I got my associates in Network Infrastructure I decided against moving on to university.

What Certificates and/or technical training do you have?

My technical training centers on Windows Server OS and Cisco routing/switching.

Specifically, the CCNA routing and switching certification, the CompTIA Security + and A+, and Windows Server 2012 R2. Getting into IT work started because, like many of our clients, I used computer software that required advanced computer knowledge to install or troubleshoot. Often it was a cheap knockoff or arcane open source without any installer.

Apple or Android?

Android is my preferred choice, if only because of the discount from my service carrier.

How many years have you been working with computers?

I've been working on computers since I built my first one 10 years ago. I replaced my PlayStation 3 with PC gaming after PlayStation Network got compromised and user info was revealed.

Tell us what drives you crazy about working in IT?

When we have to solve problems in the office, using lot of programs with many moving parts. Then after spending 30 min. or more going over everything with a fine tooth comb the issue is fixed by turning the device off then on again.

Do you have any hobbies?

It sounds stereotypical to say that my hobby is playing video games, I'm sure you've never heard that one before right? But it brings me the same satisfaction of solving puzzles that I get with working in IT.

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



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.

Get your FREE copy today: www.gowyant.com/cloudreport

Check out our Facebook page: www.facebook.com/wyantcomputerservices/

Client Feedback

"Grayson was very patient with me and the time it took to test my email due to things outside of either of our control.

Thankfully he was able to determine that the problem was resolved with something he had fixed early on."

WLJN Radio/ Carla Wanlass

"It was no time at all and they got back with me. I was working at front desk and my office, they were very understanding about having to solve the issue at both stations."

FACU/ Kathy Smith

"Grayson and Nate are always very helpful. They don't make you feel like you're not technology savvy, even when you are."

FACU/ Jane Fleming

"Excellent work! Really appreciated the notes. Not sure what to do with all these chickens though."

Network NN/ Chris Morey

"Problems were taken care of, everything working great."

NVEC/ Russ Kelm

"Issue resolved quickly appreciate the quick response"

ABI/ Mike Buday

"You guys were patient with us while we made the transfer!

D3dwellin / Rebecca Cole

"everybody is so nice" WLJN/ Lisa L.

What Keeps Them Coming Back?



In this era of intense competition and global communication, it's more essential than ever that your company makes figuring out what your customers want, need, desire and expect your #1 priority. Everything should start with a definition of how you want your company to be remembered in the eyes of your customers. Once that's in place, ensure that everyone in your organization understands and strives to make that definition a reality.

Lauren Freedman, president of the e-tailing group, once said, "Always keep in mind the old retail adage: Customers remember the service a lot longer than they remember the price." The human side of doing business is of paramount importance, especially in this age of advanced technology and e-commerce. Consider it an enormous opportunity for any company wishing to enlarge their market share. After all, only one company can be the cheapest, so all others must do something else to attract their customers. With that in mind, raising your level of customer service will boost your revenue and dominate your market.

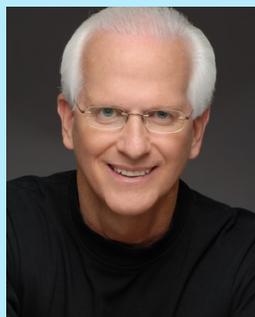
It seems to me that many companies fight their competitors the wrong way. They spend enormous sums on advertising, desperate to establish their brand presence in the marketplace, rather than simply *doing more* than their competitors. They overlook the principal factor that will drive customers to tell their friends and family about what a great company they are. Take a look at the demographics: millennials are now the largest group in America, and Gen Z

will take that title by 2020. And what do more than half of these individuals cite as the most influential factor on their purchase? Comments on social media.

Disappointed, displeased, unsatisfied and unhappy customers all happen because of one word: *less*. The company or service person delivers "less" than expected, "less" than required, "less" than promised. "Less" is a disease caused by poor corporate culture, and eventually, it will kill any company, no matter how much they pour into advertising.

If you want to succeed, you better fully understand what it is your customers expect and do everything in your power to never deliver less than that or less than what your competitors deliver. When you turn your customers' expectations into reality, everyone wins.

One of the most powerful statistics I've ever come across comes from a study conducted by the global consulting firm Bain & Company, in which they state, "eighty percent of companies believe they deliver superior customer service, but only 8 percent of their customers say they do." With that in mind, go back to my first statement in this article: identify what your customers want, need, desire and expect; define how you want your company to be remembered; and make sure everyone in your organization is dedicated to making that definition happen.



Robert Stevenson is one of the most widely recognized professional speakers in the world. Author of the books *How To Soar Like An Eagle In A World Full Of Turkeys* and *52 Essential Habits For Success*, he's shared the podium with esteemed figures from across the country, including former President George H.W. Bush, former Secretary of State Colin Powell, Anthony Robbins, Tom Peters and Steven Covey. Today, he travels the world, sharing powerful ideas for achieving excellence, both personally and professionally.

3 Ways To Protect Your Remote Employees From Being Hacked

Remote work is a staple of any truly modern office, but it opens your employees up to some unique security risks. To minimize the vulnerability of your team and the precious data of your organization, it's essential that you implement a few simple guidelines.

First, avoid using public, unsecured WiFi. Tons of people work from the comfort of a coffee shop, but this is actually a pretty big security risk. Hackers can spoof free WiFi networks to boost company data or spread malware throughout unprotected

networks. It's hard to ban this one outright, but it's important to at least be aware of the risks, and at the very least, never log in to a network that isn't password-protected.

As always, the weakest link in any security plan is the people behind it. Teach your team about the warning signs of malicious cyber-tactics, like phishing, and the importance of implementing tech best practices while they work, such as strong passwords. With a little foresight, you can reduce your employees' exposure and teach them to be responsible with company data out in the wild. *Inc.com, 2/12/2019*

4 Insurance Plans You Should Carry TODAY

1. Cyber security insurance. As data breaches against small businesses skyrocket year after year, it's practically a no-brainer to invest in insurance that keeps you protected, especially if you collect sensitive data from your customers.

2. Sexual harassment insurance. It's vital to hold accountable those acting inappropriately in the workplace and to make the global working environment comfortable for everyone. But unfortunately, you can't always prevent the bad behavior of insidious assaulters, making sexual harassment claims a constant risk.

3. Flood insurance. Floods have been steadily worsening countrywide over the past few years. Forty percent of businesses that face damage from natural disasters never reopen - do you want to be one of them?

4. Umbrella insurance. For every potential liability issue not specifically covered under another policy, it's good to have your bases covered. This isn't for every business, but if you're concerned about things like rental-vehicle accidents, slander or defamation-of-character claims, it's a good idea to invest in the added protection. *SmallBizTrends.com, 2/18/2019*

May's Wyant Word Scramble

INWODWS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ATRETG	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NLOERG	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SUESR	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OMNHT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
REAY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ONET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





Bonus Clue: May Celebration for Matriarchs