



What's New

If you're reading this, then odds are you have checked out our completely revamped and now mobile-friendly website. If you haven't, you should!

Our rhinos are working hard on providing informative and helpful content (including a new Blog page!) with a fresh, updated look to see what our company is all about.

Be sure to visit our social pages as well! Links are in the icons below.



September 2016



This monthly publication provided courtesy of Dave Pense, Network Engineer of neoRhino IT Solutions.

"As a business owner, 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!"



"Hey boss, I lost my smartphone."

How well have you prepared for this moment? It will happen sooner or later. If your company has a plan in place, no big deal. If not, you may suddenly get that sinking feeling in your gut...

A feeling of now having three huge concerns:

Compliance Issues - If your employee had access to information covered by any number of regulations, your company could be subject to stiff penalties. One employer we know of wound up with a \$900,000 fine.

Data Security - Sensitive company data in the wrong hands could spell disaster. Access to your network, secure sites, proprietary files, work-related e-mails and corporate secrets may now be out of your control. You must move quickly to prevent serious financial harm.

Employee Privacy and Property Concerns - Say you have a valued

Lost Employee Smartphone? Do This NOW!

employee that has family photos on the device and you remotely delete all data on the phone, you may now have a disgruntled, or even uncooperative employee. If your company policy regarding BYOD (bring your own device) and data loss were not clearly stated and agreed to up-front, this becomes an even larger factor.

So how do you prevent a relatively minor incident from blowing up into a big problem? Here are seven smart measures you can take right now to prepare for the day an employee smartphone is lost or stolen:

1. **Install a mobile device management (MDM) system on any employee device to be used at work.** This software can create a virtual wall separating work data from personal. It facilitates any security measures you wish to impose. To protect employee privacy, it can limit company access to work data only.
2. **Determine which devices will be allowed.** You should

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also determine which types of company data people may access from them.

3. **Require that employees agree with an Acceptable Use Policy before they connect to your network.**

Make sure these include notice as to conditions in which company data may be

“wiped” - i.e., destroyed. Also include specific policies regarding device inspection and removal of company records.

4. **Put strong data protection practices in place.** Require use of hard-to-crack passwords and auto-locking after periods of inactivity. Establish protocols for reporting lost or stolen devices. Mandate antivirus and other protective software as well as regular backups.

5. **Designate someone at your company to authorize access to software and critical data.** This person can also be your main

point of contact for questions about BYOD policy and practices. It might also work well to distribute a resource page or FAQ document to your employees.

6. **Establish a standard protocol for what to do when a device is lost or stolen.**

Both Android and iOS phones have features that allow device owners to locate, lock and/or “wipe” all data on their phones. Make

sure your policy requires that these features are set up in advance. Then, when a device is lost or stolen, your employee can be instructed to take appropriate action according to your protocol in order to protect company data.

7. **Finally, your best protection is to implement a well-crafted BYOD policy in advance.** Develop it in partnership with risk management and operations personnel, as well as legal counsel and IT professionals, to come up with an effective and comprehensive plan.

Don't risk waiting until an incident occurs!

Know where you stand right now with our BYOD Policy Assessment.

We'll review your BYOD policy with you to make sure it covers all bases. No BYOD policy yet? No problem. We'll help you get started and work with you and your team to develop a “bulletproof” BYOD policy to keep your data safe.

This service could easily be worth thousands of dollars to you, not to mention untold headaches and time lost due to an employee phone getting into the wrong hands. Unless you are prepared and can move quickly when an employee device is lost, your company's confidential data can be leaked and access to critical systems may be compromised.

Contact us today at info@neorhino.com or better yet call (281) 779-4850 right away, to schedule your initial consultation.

Do not delay on this - it is a serious vulnerability that can and must be addressed in order to assure the safety of your company's data and systems.

“Implement a well-crafted BYOD policy in advance.”



Windows Tip of the Month by Ed Bott

Keyboard Tricks for Switching Between Programs

Do you know all the program switching techniques for Windows? The more programs you have open, the more you can benefit from these keyboard shortcuts. Here are three worth memorizing:

- **Alt+Tab:** This is the classic shortcut, the one most Windows users are likely to know. Hold down the Alt key and tap Tab to see a list of running programs as thumbnails. If you continue holding down Alt and keep tapping Tab, you'll cycle through all of them.
- **Alt+Esc:** Use this shortcut if you want skip the thumbnails and just cycle through the actual programs. Keep holding down Alt and tapping Esc until you reach the window you want.
- **Ctrl+Alt+Tab:** Most people don't know this one. Press this combination and you get the same thumbnails as with Alt+Tab, with one crucial difference: When you take your hands off the keyboard the thumbnails remain visible. Use the left and right arrow keys to move through thumbnails. To choose one, tap the spacebar or press Enter.

And one last secret: Add Shift to any of these shortcuts to move in reverse.

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Free Report: What Every Small Business Owner Must Know About Protecting And Preserving Their Company's Critical Data And Computer Systems

This report will outline in plain, non-technical English, common mistakes that many small business owners make with their computer network that cost them thousands in lost sales, productivity and computer repair bills, as well as providing an easy, proven way to reduce or completely eliminate the financial expense and frustration caused by these oversights.

Receive your FREE copy today by sending us an e-mail at info@neorhino.com or call our office at (281) 779-4850.

Skill And Will

By Robert Stevenson

Let's get one thing straight ... we all begin as a NOVICE. No one – let me repeat that, NO ONE – starts as an Expert. We all have to learn to walk, talk, eat, swim, count, write and read. We all start at zero, the bottom, from scratch, zip ... with absolutely no knowledge, experience or understanding of the “THING” we are about to learn. I actually like that fact; for once, everyone starts at exactly the same place. No one has a head start when it comes to learning.

So then the journey begins; your progression from being a Novice, to being Average, then Skilled, then a Specialist and finally an Expert is all up to you. I really like the title of “EXPERT” because it has to be earned. You can assign someone a title of Vice President or Sales Manager, Boss or Director ... but EXPERT – that title is something to be revered, respected and admired.

EXPERTS have put in the time, effort and study to EARN the title. They have dealt with the pains, frustrations, exhaustion and stress that come with obtaining the title of EXPERT. In fact, it's really not a title at all: it's a designation or confirmation that the person you are dealing with is very, very good at what they do. To be an EXPERT, you have to have passion, conviction, focus, discipline, dedication, drive, purpose, commitment, spirit, determination ... and the undeniable WILL to perfect your SKILL.

According to the American Society for Training & Development, American

workers average 6.5 minutes per day developing their skill. That statistic alone explains why there are so many average-performing people. Most people just aren't WILLING to put in the time and effort needed to raise their skill level.

Your success has a great deal to do with your level of SKILL, but not everything. I was speaking to a Vice President of Sales yesterday who was expressing her frustration with several of the salespeople working for her who have the skill but not the will. She told me they have all the talent, but yet they still don't excel. She went on to say they have the training, knowledge, understanding and a huge opportunity, with thousands of potential clients available for them to call on, but they accept being average.

You have the FREE WILL to succeed, if you have the WILLINGNESS to do it. The big question is WILL you? Who would have ever thought such a simple word as WILL would have so much to do with your success. Here's a quote that I hope will help you see how important WILLPOWER is to your success.

“Lack of willpower leads to more failure than lack of intelligence or ability.”

– Anchee Min

Anyone can go from Novice to Expert if they have the WILL to do it. But the “Skill Knob” can only be turned to the “Expert Notch” if you have the WILL to make it happen and the discipline to study, learn and practice to perfect your SKILL.



Robert Stevenson is a highly sought after, internationally known speaker. He is the author of the best-selling books *How to Soar Like An Eagle in a World Full of Turkeys* and *52 Essential Habits For Success*. He started his first business at 24 and has owned several companies. Robert has international sales experience dealing in over 20 countries, and his client list reads like a Who's Who in Business.

What if you could follow visual GPS directions simply through glasses?

You wouldn't have to look down at your phone while crossing the street. That's one reason for the appeal of a new breed of augmented reality (AR) glasses. Epson, for instance, will release its BT-300 headset line late this fall. Uses could include helping a doctor do surgery, or a mechanic repair a car. Or enable you to read notifications or e-mails without having to look down at a device. It's still an emerging technology, yet Epson's BT-300 glasses are surprisingly light and sleek – unlike bulky VR headsets. While they must still be connected by wire to a controller, they do bring AR one step closer to daily wear.

-DigitalTrends

The day a robot hands you a pink slip isn't as far off as you think.

As robots and artificial intelligence (AI) mature, the number of jobs that humans can handle better than machines is dwindling. From 1975 to 2011, US manufacturing output more than doubled, yet humans employed in manufacturing jobs decreased by 31%. That's just one example of a growing

trend; the turn of the 20th century saw machines start to take over manual labor. Now machines that can think are taking over white-collar jobs. So while the George Jetson push-button lifestyle has its appeal, how will you earn a living in this new era? Think of it this way: you can't outrun a horse, but you can learn to ride one.

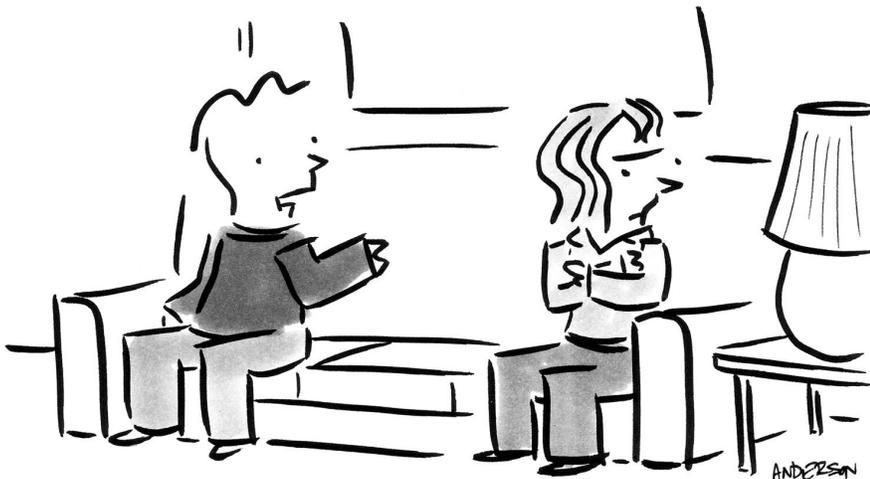
-PCmag

Gartner predicts customer experience will be the key battleground for companies by 2020.

Data will play a pivotal role. Will your company be ready? Here are three ways to tap into this brave new world: 1) Build trust. Customer data can be hard to get, especially for new brands. Yet 46% of Americans said they divulge more data with brands they trust. 2) Cocoon customer data for them in a shared platform. Apple's iCloud, for instance, helps users sync bookmarks, notes, to-do lists and even files across their Apple devices. 3) Make your world fit each customer like a glove. Picture a vacationer booking an Airbnb home on her laptop. As she walks in, a Nest-enabled air-conditioner checks her ID, then sets her preferred temperature, mood lighting and coffee blend.

-Entrepreneur

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"Never talk anymore?! I commented on your blog twice today!"

Want to really nail it next time you present your company publicly?

Do these three things: 1) Tell the whole story. It may seem scary to speak in front of bright, important people. But we're all people at the end of the day. People love stories. And a nuanced story helps them see how you can improve their lives far better than a bullet list of features does. 2) Brag authentically. You may have been taught to avoid talking in terms of "I/me/my" – forget it! Speak confidently about your professional journey. Also, it's okay to soak up "best practices" from mentors. Just use them in ways that are true for you. 3) Challenge the status quo. No matter your industry, there are huge challenges – and opportunities. People really appreciate it when you address them head-on.

-Inc.

"And the winning productivity app is ..."

Online collaboration tools lead to higher productivity in at least five ways: 1) They let remote teams communicate effectively. 2) Members can search and archive previous discussions. 3) Back-and-forth questions about work by e-mail aren't needed. 4) Teams can talk about work within the context of the work itself. 5) Team members can express themselves, joke around with fellow workers and get to know each other on a personal basis, thus boosting productivity. These tools come in three types: 1) Communication apps like *HipChat* and *Slack* focus on messaging. 2) Task management apps like *Asana* and *Trello* help keep projects on track. 3) All-in-one collaboration tools like *Igloo* and *Podio* blend social networks with workflow. Bottom line? Online collaboration tools make teams stronger.

-PCmag.com