CONSUMER CHOICE AWARD 2019 GTA — 2 YEAR WINNER

Client Spotlight: Islington Nurseries

Meet **Islington Nurseries Ltd.,** the newest member of the Connectability client family!

Located in the GTA since 1952, they are a family run business that has been operating for over 60 years.

Islington Nurseries Ltd. offers products for landscapers across Toronto. They have two locations: a Stone Yard and a Garden Centre. The Stone Yard spans 6 acres and offers Interlock product, natural stone, and bulk aggregate product. Their Garden Centre carries a large supply of both indoor and outdoor seasonal displays, along with a florist section where you can create your own design with their indoor and outdoor products.

Islington Nurseries Ltd. not only takes pride in their work, but also their customer service. They have overseen several landscape construction projects and installed many award-winning floral displays. The best part: they provide consistent, reliable, and friendly service.

Connectability has been Islington Nurseries Ltd.'s technology partner since July 2019. We monitor their computers and server to ensure data is backed up and protected, and that technology is running smoothly. We provide support and security tools to stop cyber attacks and reduce vulnerabilities. With our 24/7 remote monitoring tools we can respond proactively to IT issues and resolve problems before they cause downtime or lost productivity.
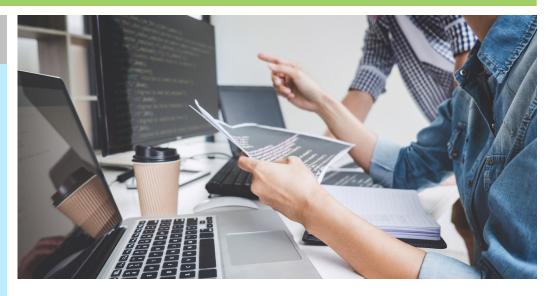
If you would like to learn more about Islington Nurseries Ltd., please go to:
https://www.islingtonnurseries.com/

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This monthly publication provided courtesy of Ted Shafran, President of Connectability

3 Things You Expect From An IT Services Firm

How much do you rely on your IT services provider?

More and more small businesses outsource their IT (which is a good thing), because it gives them more time to focus on their business.

Now, if you aren't one of these businesses, it's time to be proactive. Instead of only relying on your IT company *when something goes wrong*, it's vital that you work with your IT provider to help you stay ahead of any security risks.

Don't wait around for a disaster to occur before you pick up the phone. Working with a *proactive* Managed Service Provider (MSP) can help reduce downtime, employee frustration, and security disasters. An IT provider that you only call when there's a problem is not going to help your business thrive. With an MSP you build a continuous relationship, and you know they have your business's best interest at heart.

When you hire an MSP, it's important that your new IT provider has the staff and resources to not only address your IT emergencies when *necessary*, but to *continuously* keep your business safe and secure to minimize those emergencies.

Here are three things you should *expect* when engaging an IT services provider.

1. Staying proactive.
An experienced IT company can often spot a small issue before it becomes a serious problem. They keep your network updated and maintained, and they can help you avoid unnecessary downtime. Being proactive means that you will experience less downtime and disruption to your business. You can communicate regularly with your IT services provider about your security and any issues that are impacting your business – whether it's an equipment concern or a hacker threat. Your IT provider will offer recommendations

on how you can improve your business's productivity or security. For maximum effectiveness, make sure you follow those recommendations.

2. Keeping your costs down.
Hiring an internal IT person or staff is a significant expense and also requires that you spend valuable time managing resources whose work is difficult to evaluate, unless you also possess significant technical skills. But when you hire an MSP you're hiring an organization with a broad range of technical skills and experience. Using that experience, they can identify areas where you can leverage technologies to improve your productivity and / or lower your costs.

3. Keeping your business safe.
Working hand-in-hand with a skilled MSP ensures that your network security, firewalls, malware protection, etc., are installed correctly, operating well, and up-to-date. Hackers are constantly looking for vulnerabilities in networks – weak spots that allow them to capture data from your network or infect you with malware. But with a knowledgeable IT provider on board, your network and tools will be locked down and continually monitored to minimize security risks.

It's just as important to follow the recommendations they provide

Finding a worthy IT provider is just *part* of the puzzle. Of course it's important to find an IT provider who has your best interests at heart. But it's *just as* important to make sure you follow the recommendations they provide. Those recommendations will typically include best practices for data security, hardware replacement cycles, and many other areas of technology. A great IT provider has the skills to make sure your technology works effectively and safely. But if you ignore their recommendations, you are lessening the value that they can contribute. Here's a simple example: we always advise clients to store their working files (e.g. Word and Excel documents) on a network drive or in the cloud, rather than on their local hard drive. But once in a while, a user will ignore our advice and keep critical files on their desktop or laptop. Unfortunately, if something happens to that device, all that work will be lost. By working consultatively with your IT provider you can eliminate unnecessary risks and get the most out of the relationship with your IT company. It's a win-win for everyone!

Our First Year Together Was A Success!

Help us congratulate our Service Delivery Manager: Serge Adam (left) and our Technical Specialist: Kareem Drysdale (right) on their successful first year at Connectability. Both Serge and Kareem have played a major role in Connectability's success this year and have helped us meet our clients needs.

Serge has experience in a wide array of industries with a wide breadth of technologies. He started at Connectability as a Technical Specialist and was promoted to Service Delivery Manager through his expertise, dedication, and customer service. Serge is responsible for overseeing the technical team, and ensuring that all of our clients problems are resolved in a timely manner.

Kareem has spent years providing technical support to clients across a range of industries. His role at Connectability is the primary Help Desk technician, and now with a year of experience and growth, Kareem is slowly moving into the role of an Onsite Service Technician .

Both Serge and Kareem go above and beyond for our customers, and we are excited to have them on our team!

Shiny New Gadget Of The Month:

Dyson Pure Hot + Cool Air Purifier

The Dyson Pure Hot + Cool Air Purifier takes air purification to the next level. It's a fan, space heater and air purifier all in one. It includes a HEPA filter that helps reduce allergens and pollutants as it quietly cycles air through your home or the room of your choice.

One of the best features of the air purifier is the ability to monitor your home's air quality in real time, and the information appears on an easy-to-read display. Through this display, you can actually see your home's air quality improve! On top of this, the air purifier is an Internet of Things device. Connect it to your Wi-Fi and control it directly from your smartphone, or enable voice control through Amazon Alexa.

Goodbye, Windows 7

On January 14, 2020 Microsoft will be discontinuing support for PC's running Windows 7, and servers running Server 2008. That doesn't mean that your computer will stop working. Instead it means that Microsoft has declared that after that date they will no longer provide security updates, feature enhancements, or support.

You will still be able to use your computer, BUT your business will be more vulnerable to security threats.

It's time to get prepared NOW. That means you need to upgrade operating systems, or replace machines entirely—depending on their age. If you are still considering using Windows 7, then you are putting your entire business at risk. Without updates and patches, your computer, and your entire network, are susceptible to any new viruses and malware that hackers can cook up.

As the clock ticks down, cyber criminals are working on ways to break into your systems. Don't wait until it's too late – your security depends on it. By upgrading your computers and servers, you can protect your business from data loss, downtime, lost business, and PR nightmares!

Remember, 2020 is right around the corner. If you don't have a plan in place, call us at (647) 492-4406 or email **info@connectability.com** so we can assist.

Tech Connect Video Series
It's Time To Hunt Down The Vulnerabilities In Your Business

The cyberworld isn't safe anymore – especially for small to medium sized businesses. Cybercriminals are working their magic to access your computers and steal your data. That's why it's so important that you have security tools in place to protect your business.

Businesses are experiencing Ransomware attacks, data breaches, and phishing scams on a near daily basis. With all of these threats looming, it's critical that you have the following tools in your business: paid antivirus software, multi-factor authentication, an enterprise firewall with active security licenses, and anti-spyware software. BUT, that's not all. Unfortunately, while many security tools can remove infections, they often can't identify the root cause of those infections. That's why you need an **Advanced Threat Detection tool** like **Huntress**. Unlike traditional tools, it "hunts" for the footholds in your network and identifies how you can close security gaps.

If you're concerned about your company's security, watch this video now! You will learn about how you can build the perfect defense against a hacker and keep your business safe. To find out more, go to YouTube, look up **Connectability IT Support** and find the video **"Huntress- Hunt Down Vulnerabilities In Your Business"** OR go to our website at **www.connectability.com**, hover over **"Resources & Videos"** and select **"Videos".**

■ Don't Make This $10,000-An-Hour Mistake

If your network fails or you experience a power outage, your business will come to a screeching halt. You're not making sales or communicating with clients. You're basically inaccessible until everything comes back online.

Over 50% of businesses take more than one hour to get back up after a crash or power outage. And who knows how long the outage may last. Each hour down is an estimated loss of $10,000. While power outages are a major contributor to downtime and lost money, other causes include failing or aging technology and buggy applications.

You don't want to put yourself in a position where downtime becomes an expensive risk. What can you do? Get a monitoring service!

Monitoring services can keep tabs on your infrastructure and report their status 24/7. You'll know what's working and what's not, and you'll be able to respond to issues faster. That equals less downtime and less money lost. *Small Business Trends, 8/1/2019*

■ 6 Things Successful People Do Right Before Going To Bed

Read – Many of the world's most successful people are big readers. They take time every night to read, which sharpens creative and critical thinking skills.

Avoid Technology – They shut off electronic devices and let the brain relax. Blue light from our devices, including TVs and smartphones, makes it hard for our brain to prepare for sleep and can be very disruptive.

Walk – A few minutes of walking just before bed helps to reduce stress and anxiety. Walking is another great way to decompress after a long day.

Make Lists – We all have things we need to do tomorrow. Writing these tasks down gives our brains one less thing to think about, which equals better sleep.

Meditate – Ten minutes of meditation can do the mind and body good. Apps like Calm can help you focus and achieve inner peace before bed.

Reflect – Specifically, reflect on what went well. Going to bed with positive thoughts is a great way to elevate your mood and stay motivated. Keep a gratitude journal and write down what went well that day before going to bed. *Business Insider, 8/12/2019*

Can You Solve This Sudoku Puzzle?

1	4	2		9				5
7			4				8	9
8		5					2	4
2					4	8		
	3				1	2	6	
	8			7	2	9	4	1
	5		2		6			
	2	8			9	4	1	
	7	9	1		8	5	3	

Call Us At (647) 492-4406 For The Answers!

Red Door
FAMILY SHELTER

This month we will be donating to the **Red Door Family Shelter.**

Founded in 1982, Red Door Family Shelter is a charity committed to providing emergency shelter and support for women and children who have nowhere else to go. These women and children are affected by domestic abuse, families experiencing a housing crisis, and refugee claimants. In a time of crisis, Red Door Family Shelter provides support and guidance to thousands of families.

Their team is dedicated to breaking the cycle of homelessness by helping them establish a stable life beyond the shelter. Their services include shelter and necessities, transitional support and outreach, and healing and threatening through counselling, life skills training programs, legal assistance, and so forth. Located in the GTA, they use the colour red to symbol the hope and help they provide to the families that come through their red doors.

If you want to contribute to the Red Door Family Shelter, we would love your help! Email: info@connectability.com or call: (647) 492-4406.