



Connectability Corner

PUTTING THE PIECES TOGETHER.

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Connectability

Another Win For Connectability!

Established in 1987, Consumer Choice Award recognizes and promotes business excellence in small-medium businesses across Canada. The recipients of these awards are not selected by judges, but consumers themselves, with the criteria being brand reputation, customer satisfaction, and business excellence.



Connectability has been recognized as the **BEST Managed Service Provider in the Greater Toronto Area (GTA)** for six years in a row! Consumers voted for Connectability because we deliver high-quality IT services and support, and we offer a wide variety of IT solutions to small and medium sized businesses across the GTA.

With over 27 years of experience, cost effective solutions, and a range of IT services, we are your one-stop shop for all your technology needs. Connectability not only ensures that our clients receive top-notch IT support, we also work hard to ensure that they have a positive experience and are completely satisfied. Winning Best Managed Services Provider for six consecutive years is a win for us, but it's also a win for our customers because they know they're working with Toronto's best.

We want to take this opportunity to thank YOU! Without our clients, this would never be possible!

May 2023



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



Get More Done In Less Time Tech Tips To Improve Productivity And Focus

Technology has become essential to our society. We use it for nearly every aspect of our lives, from entertainment to personal security. Unfortunately, it's not all good, and over time, many of us have developed some negative tech habits. When we're supposed to work or stay productive, we might turn to our phones or tablets and scroll through social media or the news. There's no better time than the present to shake these harmful habits so we can become more productive. The good news is that technology can actually help improve our overall productivity.

The pandemic forced many of us to start working remotely or in a hybrid environment, which makes it even more important for us to use technology to stay focused and productive. Technology does not have to be a distraction: it can help us stay on task and achieve our goals. Below, you'll find a few ways to use technology to improve productivity.

Cleaning Up Your Digital Space

For many of us, our workdays revolve around our electronic devices. We spend nearly eight hours each day bouncing from our computers to our cellphones, trying to stay in touch with everyone while keeping up with our workload. Over time, our digital areas can become cluttered with unnecessary documents, emails and other information.

Take time to review and reorganize your computer's desktop, smart phone's home screen, email inbox and cloud storage accounts. Delete any unnecessary files, emails and apps you no longer need. By doing this, you'll have an easier time navigating through your digital space and locating necessary documents when they're needed.

Using Time-Tracking And Focus Apps

Time can easily slip away from us if we're not paying close attention. We've all gotten lost in a project or

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task and spent way too much time on it. One of the best ways to stay focused and productive is to track your time. Many apps are available that help you do this, including Toggl, RescueTime and Harvest. These apps allow you to track how much time you spend on specific tasks and can help you identify where you might be wasting time. By tracking your time, you can make adjustments to your schedule and ensure you're making the most of your hours.

Focus apps like Freedom, Cold Turkey and SelfControl can also help you stay productive, as they'll ensure you aren't wasting your time on social media or other websites that take you away from your work. These apps allow you to block access to certain websites or apps for a specified amount of time. In fact, using a focus app is one of the best ways to remove distractions from your workday.

Automation has truly revolutionized the way many businesses operate. You can use automation for email communication, marketing efforts, data collection and so much more. Introducing automation to your business can help streamline repetitive, time-consuming tasks that previously had to be done manually. By automating various processes and functions, you'll free up more time for your employees to focus on higher-level tasks

“Technology does not have to be a distraction: it can help us stay on task and achieve our goals.”

and improve their productivity. Automated systems are also less prone to errors than human beings, so you won't have to spend as much time going back through your work to fix simple mistakes. Automation improves productivity by reducing the time, effort and resources needed to complete a task, while providing valuable data insights.

A successful cyber-attack can completely dismantle your business. It can take days, weeks or even months to recover from a cyber-attack, which can put an end to your hopes of improving productivity. Cyberbreaches, such as malware infections or ransomware attacks, can cause significant downtime for any business.

Employees may be unable to access necessary files or systems, leading to delays in work and missed deadlines. Just the risk of a cyber-attack can take you away from your work, as you may constantly worry about the security of your systems or the safety of personal data. When it comes to improving cyber security practices, you must be proactive. Don't wait until a cyber-attack has already occurred; start boosting your cyber security practices as soon as possible.

Improving focus and productivity is not something that happens on its own. It takes time, effort and dedication to make a change that has an impact on your work style. Stop using technology as a distraction and find ways to use it to improve productivity and focus.

Free Cyber Security Audit Will Reveal Where Your Computer Network Is Exposed And How To Protect Your Company Now



At no cost or obligation, our highly skilled team of IT pros will come to your office and conduct a comprehensive cyber security audit to uncover loopholes in your company's IT security.

After the audit is done, we'll prepare a customized "Report Of Findings" that will reveal specific vulnerabilities and provide a Prioritized Action Plan for getting these security problems addressed fast. This report and action plan should be a real eye-opener for you, since almost all of the businesses we've done this for discover they are completely exposed to various threats in a number of areas.

**To get started and claim your free assessment now,
call our office at (416) 966-3306**

Shiny New Gadget Of The Month:



Apple AirTag

Losing an important item can be distressing, and Apple is trying to ensure its users will never lose anything again with the Apple AirTag. Apple's AirTag is a small, compact tracking device that allows users to locate their misplaced items effortlessly. With its sleek and minimalist design, it easily attaches to any item and connects to the Find My app on your Apple devices. The AirTag uses Bluetooth technology to provide precise location information, and it even has a built-in speaker that emits a sound when you're trying to locate your lost item. The AirTag only works with Apple devices and requires the latest operating system to function correctly. Overall, the Apple AirTag is a useful tool for anyone looking to keep track of their personal belongings.

Top Tips When Selecting An MSP For Your Business

Technology underpins nearly every aspect of modern business processes. Managing it, however, can be complex and tedious. This is where managed IT services providers (MSPs) can help. Whether your company needs software solutions, network infrastructure management services, or cloud technology, MSPs can provide all this and more.

Selecting the best MSP

While there are many MSPs out there, not all of them are capable of meeting your company's unique needs. You can only achieve intended IT results by selecting the right MSP.

Here are some criteria to keep in mind:

1. Depth of skills and experience

An MSP should have the skills and experience that go beyond basic software installation, maintenance, and upgrades. They should also have strong expertise in advanced IT functions, such as security, cloud technology, backup systems, database management, and cross-platform integration, so they can keep pace with your company's growing IT requirements.

2. Financial stability

With IT being the backbone of your business operations, you need an IT partner who will be there for the long haul. Assess their stability by looking into how long they've been in business. Check how many clients they have and their customer retention numbers. Also, read online customer reviews and testimonials.

3. Competitive service level agreement (SLA)

An SLA is a contract that dictates the standards that your MSP must meet. It should be able to answer these questions: Do they offer 24/7 support? Can they conduct remote and on-site support? What are their guaranteed response and resolution times? If they fail to meet their committed service levels, do they offer rebates or money-back guarantees?

4. Third-party vendor partnerships

Pick an MSP with an ongoing relationship with the technology vendors (e.g. Microsoft, CISCO, QuickBooks) whose products you already use in your IT environment. Verify the partnership the MSP has with those vendors. The higher the partnership level, the more vendor experience the provider has, which means they can provide plenty of expertise to your business.

Choosing the right provider is a crucial decision that will impact your business's performance and success. If you want to learn more about how MSPs can support your business, contact us today at (416) 966-3306.



Tech Connect Video Series: Your Biggest Vulnerability Walks On Two Legs

Cybercriminals are constantly looking for ways to beat your defenses and steal your private data. And by neglecting employee training you make it easier for them. Your employees regularly access confidential data on their computers and mobile devices, making them your biggest cybersecurity vulnerabilities.

Many businesses today have mobile workforces that use a mix of personal and company owned devices on your company network. That poses a serious risk and increases your chances of becoming a victim of cyber-attacks. To protect your business from these threats, you need to train your employees, implement rules and guidelines, and most importantly, develop an Acceptable Use Policy (AUP).

Watch our video to learn **5 Simple Steps You Can Take to Reduce Your Risks of a Cyber-Attack**. You will learn how to develop an AUP and protect your business from your biggest cybersecurity vulnerability – your staff. To find out more, go to <https://bit.ly/2Z9em1A>.

■ Conquering Your To-Do List 2 Reasons You're Not Making Progress

Have you ever gone to work and felt like you couldn't get anything accomplished? It's a problem that regularly plagues business leaders. You have a list of projects you need to complete, but the end of the day arrives before you can even make a dent. It can be difficult to pinpoint exactly what's preventing you from accomplishing your tasks, but some common culprits exist. Here, you'll find a few reasons why you can't get anything done at work and how to overcome them.

Out Of Sync Work-Life Balance

Working too much is bound to come back and haunt you. It might give you a substantial head start, but over time, you'll find difficulty focusing, and you may even experience the symptoms of burnout. Stop before it's too late and

ensure you're giving yourself enough time to enjoy other aspects of your life.

Too Much On Your Plate

Many business leaders have a hard time passing off tasks to other employees, but it's imperative that you delegate less important projects to other employees. It's hard to maintain focus when you have too many things to do. Allow your team to take control of certain tasks so you can focus on what's most important.

■ How To Exceed Customer Expectations And Create Loyal Fans

Strong customer service is at the core of every successful business. There may be times when it feels like you can't please every customer or meet every expectation, but there are things you can do to create a better chance to wow your customers. Perform these

strategies well enough, and you may create lifelong, loyal customers.

Personalizing The Experience

Don't treat every customer the same. Build and develop a relationship through your interactions.

Having Fun With Your Work

Customers do not want to be helped by someone who acts as if they hate their job. Try to have fun while you work, as it will create a more enjoyable experience for your customers and co-workers.

Under promising And Overdelivering

Many businesses promise their customers the world but fail to live up to expectations. Promise what you know you can do. Anything extra will appear as a pleasant surprise to your customers.

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CLOUD SERVICES
CYBERSECURITY
CYBERCRIMINALS

VOIP
HACKERS
CYBER ATTACKS

IT SUPPORT
RANSOMWARE
EMAIL SECURITY



This month we will be donating to **Soldier On**.

Founded in 2007, Soldier On is a program of the Canadian Armed Forces Transition Group. Soldier On is committed to providing support for veterans and serving members to help adapt and overcome permanent physical injury or PTSD.

Soldier On is dedicated to improving the quality of life of veterans and current serving members through physical activity and sport. Soldier On provides a safe environment and empowers them to adapt and re-integrate with local, community-based activities, and remain active for life.

If you want to contribute to Soldier On, we would love your help! Email: info@connectability.com or call (416) 966-3306.