



The Tech chronicle

Big Headache

There is nothing more stressful than finding out that your healthcare system has a cybersecurity incident.

On October 4, 2022, Common Spirit Hospitals had just that.

More than 150,000 employees, 20,000 physicians, and serving 21 million patients have been affected. CSH operates more than 1,000 care sites and 140 hospitals nationwide.

It's not clear what was taken yet, but it illustrates the vulnerability of the U.S. healthcare system.

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This monthly publication provided courtesy of Carlos Soto. Franchise owner since 2005.

Our Mission: To build a community of successful-minded entrepreneurs that inspires excellence, encourages collaboration and expands the capacity of all members to achieve great things.



Upgrade Your Network And Quickly Experience These 4 Amazing Benefits

If you own or operate a business, you've probably adapted to a number of changes over the years. As you inch closer to year-end, it's time to figure out what still needs to be done. One of those potential changes might be an upgrade to your network infrastructure.

When you look at making updates or adjustments to your business, you're probably doing so in an effort to bring in a greater profit than the previous year. While updating your software or hardware might not provide an obvious benefit to your sales goals, it can help save your business quite a bit of money in the long run. It can even boost your sales and overall productivity when the right updates are put in place.

Here are four major benefits that come with updating your network infrastructure.

Faster Internet Connection

New technological advancements are made every day, and failing to keep up with them can hinder your business operations. This can be seen clearly with Internet connectivity. If your Internet speeds are slow, your employees will work at a slower pace. Client-facing applications will also lag and can be detrimental to your customers' satisfaction with your business. Investing in a new network will allow you to utilize faster Internet speeds so you and your employees can work quicker with fewer interruptions; this will improve productivity and help more clients in an efficient manner.

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*Continued from pg.1***Better Network Security**

We talk about the importance of cyber security a lot, and it's because one successful cyber-attack could bring irreparable harm to any business, regardless of reputation or size. Cyberthreats are more complicated than ever before, and cybercriminals can easily navigate old and outdated networks. Newer networks are built with more defenses to thwart would-be hackers. Even if you've recently upgraded your network, you need to continually update your software. New patches are continually released that help plug the holes cybercriminals are exploiting.

More Compatibility

An upgraded network provides business owners with more options than they could ever dream of. You'll have access to countless applications that will benefit your business and give you a step ahead of your competitors, but your network needs to be as strong as possible to get the most out of them.

Less Time Maintaining Your Network

If you upgrade your network on old infrastructure,



you will put more strain on your system, and your IT person or company will have to step in to help out. Investing in modern infrastructure will help fix many problems in your business and will give your employees more time to be productive, including your IT specialists.

Now that you're aware of the benefits of upgrading your network infrastructure, when should you do it? As your business grows, your network needs to grow with it. You will also need to upgrade if you're experiencing any issues with your current network. If you work in an industry that deals with sensitive client information, like a law firm, you may be legally required to keep your network up-to-date as much as possible.

Upgrading your network and keeping it up-to date will come with many benefits and few drawbacks. If it's been some time since your last upgrade or update, it's time to reevaluate your needs.

**"As your business grows,
your network needs to
grow with it."**

'I DIDN'T KNOW'

Unfortunately, That Excuse Doesn't Replenish Your Bank Account, Resolve A Data Breach Or Erase Any Fines And Lawsuits.



It's coming ...

- That day a hacker steals critical data, rendering your office useless
- That day when your bank account or credit card is compromised
- Or that day when your customers' private lives are uprooted

Cybercriminals and hackers are constantly inventing NEW ways to infiltrate your company, steal your assets and disrupt your life. The ONLY way to STOP THEM is this:

You Must Constantly Educate Yourself On How To Protect What's Yours!

Now, for a limited time, we have the perfect way to help reduce your risk and keep you safe! Simply sign up to receive our FREE "Cyber Security Tip of the Week." We'll send these byte-size quick-read tips to your e-mail inbox. Every tip is packed with a unique and up-to-date real-world solution that keeps you one step ahead of the bad guys. And because so few people know about these security secrets, every week you'll learn something new!

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VoIP or not to VoIP

Voice over IP, or VoIP, has become increasingly popular among business owners. However, many business owners ask if VoIP is viable in a landscape where many voice systems are either no longer supported or cost a fortune to upgrade.

Your business relies on a consistent and secure communication network. Therefore, choosing the right voice over IP solution is crucial for your business. Here are three things to look for when trying to find a voice over IP solution for your business.

Quality of Service – One of the biggest issues with traditional phone systems is the inconsistent quality of the calls. With VoIP, calls are routed through your internet, so distance no longer matters, and the quality of your calls is far superior.

Costs – VoIP may be more expensive than a standard phone system in some cases. However, in many cases, the overall costs of using VoIP will be offset because you will no longer need to pay for the line costs, physical hardware, and hourly labor associated with your current phone system.

Flexibility – VoIP can create flexible networks, changing how employees work and the business operates. In addition to offering internal telephony, VoIP systems allow you to connect multiple offices, make cheap international calls, or even integrate it with your video conferencing solution.

Voice over IP has become increasingly popular among business owners as a viable option to traditional phone systems. VoIP offers many benefits, such as superior call quality, cost savings, and flexibility. In a landscape where many voice systems are either no longer supported or cost a fortune to upgrade, VoIP is a great choice for businesses that need a reliable and flexible communication network.

If you're wondering whether VoIP is right for your business, the answer is an emphatic yes. If you are considering upgrading your telecommunications infrastructure or are looking for a VoIP solution to improve employee productivity, give our team a call. We are glad to help.

Get Hired For Your Dream Job

By Closing With These 3 Things

Over 20 years ago, I taught as a volunteer business finance teacher at a low-income/high-crime high school. A junior at that school approached me for mentorship, so my firm bought this aspirational leader a *Wall Street Journal* subscription and requested that he read it every day. We also invited him to check back with us every six months if he wanted more career advice to become a successful business leader.

This student continued to work hard and earned a scholarship to a highly respected college. After graduating, he worked long hours for two different investment banks and even served a successful stint as a COO of a public company. Recently, he reached out to me and asked, "Geoff, a headhunter says I'm 1 of 2 [finalists for my first CEO job], with a decision to be made shortly. Any thoughts on how to close the deal, or should I let it close itself?"

I was excited for my mentee as this was a great opportunity. I didn't have to ponder his question long to come up with an answer. I told him, "You close it! Here's how. You reflect your understanding of their goals and wishes, tell them you are fully excited, tell them you look forward to working closely with them, seek their counsel and keep them fully apprised of what's happening in the business and your intentions."

Hiring managers and boards want to know their potential candidate is crystal clear about their expectations and long-term goals. By stating your understanding of their specific goals, you're showing you're on the same page as them. Boards don't feel comfortable when they feel that CEOs want to take the company in a direction that does not match their wishes.



You tell the board you are fully excited because sharing enthusiasm and unbridled excitement for the mission is not something your competitors will do. They'll view it as a sign of vulnerability when, in reality, it's a sign of confidence. Sharing your love for the opportunity is never a bad idea.

And you tell the board you're looking forward to working closely with them because one of their greatest fears is that a new CEO will leave them in the dark. Boards want to know what is happening in the business and what the CEO plans to do to reach their goals. When you inform your new bosses you plan to be communicative, you're reassuring them you will keep them in the know.

Never leave the close to chance. Following this advice will lead to a better chance of landing the dream job you recently interviewed for.



Dr. Geoff Smart is chairman & founder of ghSMART, a leadership consulting firm that exists to help leaders amplify their positive impact on the world. Dr. Smart and his firm have published multiple New York Times bestsellers. He stays active in his community and has advised many government officials.

■ 3 Ways To Stay Resilient During These Uncertain Times

Over the last few years, we have seen plenty of uncertainty. The pandemic, politics, wars overseas, inflation and a looming recession have done nothing but make these uncertain feelings grow. It's left many business owners wondering how they can stay resilient. Here are three ways to stay resilient during these uncertain times.

Embracing Change

In order for your business to see success, you must embrace change and work with it. It doesn't matter if

the changes are coming from inside or outside of your business – if you're well-prepared to embrace them and adapt, you will continue to see success.

Empowering Your Team

Your team should be able to make changes without waiting for approval. As the business owner, you must clearly communicate goals so your team can make decisions the same way you would.

Finding A Mentor

You will not face a situation in your business that is completely new. Someone somewhere has already faced the same obstacles and found a way

to overcome them. Find a mentor with vast experience who can offer advice and guidance when you're unsure about what to do next.

■ Learning Any Skill Faster With The 85% Rule

Everyone wants to learn new skills as quickly as possible, but each individual has different learning strategies. Some people try to push themselves out of their comfort zone, which a Yale study confirmed does work – but pushing yourself too far can have adverse consequences. Instead, we should try to find our sweet spot.



"My computer crashed...to the ground when I got frustrated and threw it out the window."

A recent study conducted by the University of Arizona found that we maximize our learning efficiency when we fail 15% of the time. This means that we learn at our best when we're succeeding at a given task 85% of the time. It's okay to fail sometimes, and failing 15% of the time may even be the best way to learn.