

Holzager Technology Services, LLC
P.O. Box 535
Fair Lawn, NJ 07410-0535
(201) 797-5050
info@tech4now.com



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July 2022

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TWENTY YEARS
of Service and
Satisfied
Customers!**



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owner, you don't
have time to
waste on
technical and
operational issues.**

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IT problems finally and forever!"**

**Fred Holzager,
IT Director**

**Holzager Technology Services
and
Publisher of
*The Tech Insider***

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Snapple Real Fact #

**"The Statue of Liberty wears
a size 879 sandal."**

GO GREEN: To help save a tree, please send us an e-mail to request electronic delivery. Kindly submit your request to subscribe@tech4now.com

The Tech Insider

"Insider Tips To Make Your Business Run Faster, Easier and More Profitably"

Do I Need A Compliance And Cyber Security Plan?

We talk a lot about cyber security and how incorporating the right practices can help fully protect your company from cyber attacks, but there's another term often referenced when discussing cyber security and it's just as important: **compliance**. While it's incredibly important for businesses to focus on maintaining the highest cyber security standards, they also need to ensure protocol meets compliance standards.

In regard to cyber security, compliance means creating a process to help protect the confidentiality and accessibility of information stored, processed or transferred. There is not an overarching standard for compliance when it comes to this. Instead, there are different guidelines and requirements for every industry, so it's important to be aware of your company's needs. If you're not, you could be subject to fines and penalties in addition to being at greater risk for cyber-attacks.

Though they're related, there are still some glaring differences between cyber security and compliance. Cyber security is practiced for the company's own sake instead of to satisfy the needs of a third party. It's also present to protect a business from the risk of constant threats and needs to be continually managed and updated. IT compliance, however, is completed to satisfy external requirements and is driven by what the business needs more than anything else. Unlike cyber security, compliance is finished when the third party is satisfied with your process.

Compliance and cyber security work best when they're aligned, so it's extremely important that your business has a plan for compliance and cyber security. On its own, compliance is incredibly important for various reasons. The first is probably the most obvious since you can be fined or penalized if you fail to comply with industry standards.

(Continued on page 2)



"We Love Referrals" 2022 Offer

**Keeping with the spirit of helping others,
if you refer a business to us and they become our customer,
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**At Holzager Technology Services, we believe that referrals are the greatest form of flattery.
By recommending your partners, associates, or professional contacts, you can help them
enjoy worry-free IT and support a worthy cause of your choice!**

**For more information, please see our website at
www.tech4now.com/we-love-referrals, contact us by phone at 201-797-5050**



Quotations

"Our lives begin to end the day we become silent about things that matter."

—Martin Luther King, Jr.

"The way to develop self-confidence is to do the thing you fear and get a record of successful experiences behind you."

—William Jennings Bryan

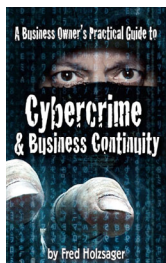
"People often say that motivation doesn't last. Well, neither does bathing -- that's why we recommend it daily."

—Zig Ziglar

"Pretend that every single person you meet has a sign around his or her neck that says, 'Make me feel important.' Not only will you succeed in sales, you will succeed in life."

—Mary Kay Ash

Read Fred's Book!



If you would like to have us speak to your organization and give away some free copies to attendees, give us a call. For more details on the contents and how to get your own copy, please visit our special web page at www.tech4now.com/cybercrime

"We make all of your computer problems go away without the cost of a full-time I.T. staff"

Ask us about our fixed price services HTS Insight Hassle-Free Agreements—Computer Support at a flat monthly fee you can budget for just like rent!

Do I Need A Compliance And Cyber Security Plan?

(Continued from page 1)

Having the proper compliance program will prevent your company from being fined. Additionally, your compliance plan needs to include continuous monitoring and assessment of networks, devices and systems that your company uses in order to align with regulatory cyber security requirements. It also sets up an action plan if your business is ever breached, since you need to communicate news of the breach to any parties that could have been impacted.

Every business, regardless of size, is susceptible to data breaches. It's only with strong cyber security and IT compliance plans that you can hope to plug every hole hackers may look to exploit. Compliance is an important part of risk management, and it's essential for the future success of any business.

A compliance plan alone is a great start, but having cyber security measures in place as well will help you be prepared if you're ever audited by a third party.

Whether you have teams or individuals who oversee security protocols, they all need to know the requirements for cyber security compliance and exactly

"Compliance and cyber security work best when they're aligned, so it's incredibly important that your business has a plan for compliance and cyber security."

how protected the company is. If your company utilizes a firewall, which it absolutely should, your teams need to know exactly how protective that firewall is. They also need the evidence to back up their claims so they can prove the information they provide is accurate. Auditors want to see a handful of different documents, so make sure your team is prepared for any questions or requests.

Once you have the basics of your plans taken care of, you can focus on accurately documenting each step. From meeting notes to the list of items an auditor may need, your entire team needs to document anything they do or see regarding cyber security.

There is another, much easier option to ensure your business stays compliant and is protected from cyber attacks. You can hire a managed IT services provider. With a managed IT provider, you will have a dedicated team that ensures your company's sensitive information is protected and all of your cyber security holes are filled. They can also ensure your business stays compliant with any third-party regulating bodies in the process.

Though technology is ever-advancing, you shouldn't have to worry about cyber attacks on a daily basis. With strong security protocols, or with the help of a trusted managed IT services provider, you can rest easy knowing your company's information is as secure as possible.

It is important to recognize the fact: being in compliance does not assure security, nor does security assure you are in compliance. Both must be recognized as building blocks to your company's future.

The Future Of Leadership

The pandemic completely changed the way many people view work. If there's one thing for certain—remote work will continue once the pandemic ends. If your business has switched over to a remote or hybrid environment, you may need to reevaluate your leaders to ensure their skills align with the new work environment. Strong remote leaders possess traits that are essential for success.

In fact, if you want your business to prosper in the future, you must ensure your leaders are good communicators since they might not be working in the same location as their employees. They also need

to possess collaboration skills to ensure each facet of every project is covered. Additionally, your leaders should be able to align their values with those of your staff and customers. Empathetic and understanding leaders are the future, and you need to have a leader who will look out for their team while also taking care of any customer needs.

If you interview a candidate who possesses these great characteristics, they should be a top contender for your leadership positions. It aligns with Bob Dylan's song... *"Then you better start swimmin' or you'll sink like a stone, for the times they are a changin'."*

Quick Thoughts on Tech Upgrades

Many businesses buy computers on a budget and often regret their decisions. They find their new PCs run too slowly, have no upgrade path, or simply are not compatible with their software within a brief period. This can all be avoided by thinking about how you may view extensibility as a benefit when you order your next computer.

We have upgraded machines in the past which had **hard disk drives (HDD)** and became slow, thus we installed new drives that were **solid state (SSD)**. This simple upgrade is low cost and high return. We can say the same for memory in a machine. Often, when we upgrade both the drive and the memory (RAM), users find they can benefit from their computer for an added year or two. Their primary complaint after having us perform the upgrade is ... *"I wish we had done this change years earlier inasmuch as it*

would have positively affected our productivity." We do not swap out system boards or processors, so if you need a faster machine or a special feature like a **Trusted Platform Module (TPM)** to enable your laptop to run **Bitlocker** (disk encryption), then you are out of luck. It is with this in mind, we suggest you give thought to the future whenever it is time to buy technology for your business. The same can be said for purchasing a machine with a warranty. If you have a failed part in a computer, most will have either a short warranty included (e.g., "90 days") or will have **DEPOT** for one year. Before you opt for a **DEPOT** warranty, remember, you will ship it to the manufacturer, so you must do without in the meantime. Sometimes, a 3-year warranty is better AND we recommend **Accidental Damage Protection** for laptops due to drops, yanks and screen cracks. Need more insights, give us a call. Thank you. ☺

Wordplay

Do you recall the magic of language used by your parents during your adolescence? Here are some prime recollections. Enjoy!

👂 **My mother taught me TO APPRECIATE A JOB WELL DONE.** "If you're going to kill each other, do it outside. I just finished cleaning."

👂 **My mother taught me RELIGION.** "You better pray that stain will come out of the carpet."

👂 **My father taught me about TIME TRAVEL.** "If you don't straighten up, I'm going to knock you into the middle of next week!"

👂 **My father taught me LOGIC** "Because I said so, that's why!"

👂 **My mother taught me MORE LOGIC.** "If you fall out of that swing and break your neck, you're not going to the store with me."

👂 **My mother taught me FORESIGHT.** "Make sure you wear clean underwear, in case you're in an accident."

👂 **My father taught me IRONY.** "Keep crying and I'll give you something to cry about."

👂 **My mother taught me about the science of OSMOSIS.** "Shut your mouth and eat your supper."

👂 **My mother taught me about CONTORTIONISM.** "Just you look at that dirt on the back of your neck!"

👂 **My mother taught me about STAMINA.** "You'll sit there until all that spinach is gone."

👂 **My mother taught me about WEATHER.** "This room of yours looks as if a tornado went through it."

👂 **My mother taught me about HYPOCRISY.** "If I told you once, I've told you a million times, don't exaggerate!"

👂 **My father taught me the CIRCLE OF LIFE.** "I brought you into this world, and I can take you out."

👂 **My mother taught me about BEHAVIOUR MODIFICATION.** "Stop acting like your father!"

👂 **My mother taught me about ENVY.** "There are millions of less fortunate children in this world who don't have food to eat & wonderful parents like you do."

👂 **My mother taught me about ANTICIPATION.** "Just wait until we get home."

👂 **My mother taught me about RECEIVING.** "You are going to get it from your father when he gets home!"

Quick Tech Productivity Pointers

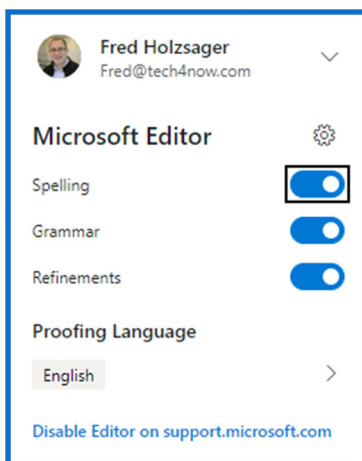
Microsoft has a new feature in its product mix, a browser extension called **Microsoft Editor**. If you have worked with **Grammarly**, it is similar. There is also a comparable version in the recent versions of Microsoft Office (non-web dependent).

Think of it as your intelligent writing assistant. As you type, it looks for intelligent grammar, spelling, and style checking to make your work more readily understood. Depending on where you use it, the Editor may already be installed on your machine by your organization.

Look on your browser's navigation bar, do you see a stylized "E" icon like this? It should resemble a moving pen.



Once you click the icon, a menu appears with limited options and a language choice. It's brief to keep it basic.



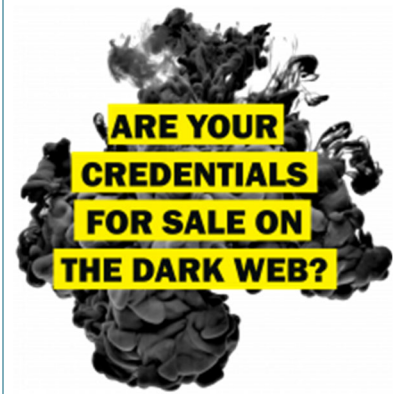
If you select the gear, you will see the added details to the three main options. Spelling is a small list with 4 items, while Grammar is longer

and sports 110 options. Refinements has key features (Clarity, Conciseness, Formality, Inclusiveness, Punctuation Conventions, Resume, Sensitive Geopolitical References and Vocabulary) with subfeatures galore. It also allows you Display Options: *Show synonyms for spelling suggestions* and *Excluded sites* to enable you to keep the Editor turned off while visiting specific websites. Last, but not least, the page also gives you the ability to turn it on or off.

As you may have surmised, the opportunity to use this product is on sites where you would be composing messages, letters, or filling in fields of forms. If you are drafting e-mails in Gmail, Outlook for the Web or Thunderbird, you've got a friend to make your messages more readable. If you are working in Google Docs or Word online, the same holds true. Now, without much added effort, you are able to draft your own document worthy of the parchment it is printed on.

Why not just use a spell checker? Could it be due to so many people needing assistance or is it simply a convenient tool to help those in business communicate in a clearer manner? I, for example, did NOT use Grammarly or Editor to write this section. Is my English worthy of the time it takes to read? Would my message have been clearer were I to draft it using Editor? If you would like to know, simply type this text into Word Online and see what it says.

Well, the paragraph above, typed into Editor resulted in 5 *Punctuation Conventions* being ignored. When I was in high school and learned how to type, we were taught to put two spaces after the end of a sentence. By default, Editor is expecting one space. This could be defined, thus, not a breach of convention, but *out of the box*, it highlighted a selected style commonly used by most. Give it a shot. See if it helps. ☺



Find Out
with a Complimentary
Dark Web Scan

Did you know...?

- Cyber-attacks have continued to grow in cost, size, and impact—causing 60% of SMBs to go out of business within 6 months of a cyber incident.
- Over 80% of data breaches leverage stolen passwords as the principal attack vector—often acquired on the *Dark Web*.
- Far too often, companies that have had their credentials compromised and sold on the Dark Web don't know it until they have been informed by law enforcement—but then, it's too late.
- To help keep your critical business assets safe from the compromises that lead to breach and theft, we are offering a complimentary, one-time scan with **Dark Web ID™ Credential Monitoring**.

If you are interested in learning more about the risks involved in ignoring your password security, give us a call at (201) 797-5050 or visit our website at

<https://www.tech4now.com/dwid> or www.tech4now.com/bullphish



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Feedback & Suggestions...

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Please send us an e-mail or call our direct line.

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- ✓ Storage Solutions and File Sharing
- ✓ System Audits, Network Documentation, and Dark Web Scans
- ✓ Voice over IP phone systems

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"Utilizing Holzager Technology Services is a 'NO BRAINER', always answers the phone right away and is very detailed in his work. Always takes the time to explain everything. Jumps right on and fixes your computer issues." —Randy Green, Valley Technical Sales, Inc., Ho-ho-kus, NJ

July 2022

The Lighter Side...

For Entertainment Purposes ONLY!

Sadie's Divine Insight

Sadie, a 54-year-old woman had a heart attack and was taken to the hospital. While on the operating table, she had a near-death experience. Seeing God she asked, "Is my time up?" God said, "No, you have another 43 years, 2 months, and 8 days to live."

Upon recovery, Sadie decided to stay in the hospital and have a face-lift, liposuction, breast implants, and a tummy tuck. She even had someone come in and change her hair color and brighten her teeth! Since she had so much more time to live, she figured she might as well make the most of it. After her last operation, she was released from the hospital. While crossing the street on her way home, she was killed by an ambulance. Arriving in front of God, she demanded, "I thought you said I had another 43 years? Why didn't you pull me from out of the path of the ambulance?"

God replied: "I didn't recognize you."

When You Reach My Age...

My neighbor was working in his yard when he was startled by a late-model car that came crashing through his hedge and ended up in his front lawn.

He rushed to help an elderly lady driver out of the car and sat her down on a lawn chair.

He said with excitement, "You appear quite elderly to be driving."

"Well, yes, I am," she replied proudly. "I'll be 97 next month, and I am now old enough, that I don't even need a driver's license anymore."

He asked "How do you know?"

"The last time I went to my doctor, he examined me and asked if I had a driver's license. I told him, yes and handed it to him."

He took scissors out of the drawer, cut the license into pieces, and threw them in the waste basket, saying, 'You won't need this anymore.'

So I thanked him and left!

Where Babies Come From

Little Johnny, 6 years old, gets home from school. He had his first family planning lesson at school. His mother is very interested and she asks him, "... How did it go?"

"I died of shame!" ... he answers.

"Annie, from across the street, says the stork brings babies.

Sally, next door, said you can buy babies at the orphanage.

Timmy, in my class, says you can buy babies at the hospital."

His mother answers laughingly... "But that's no reason to be ashamed. Am I wrong?"

"No, but I can't tell them we were so poor, you and Daddy had to make me yourselves!"