The Tech chronicle

What's New

Industry: Financial

Looking for a Lacerte or QuickBooks partner? We are a responsive driven IT partner that live answers the phone.. Our engagement process a is simple and allowed our customer to implement to a new cyber request in 24 hours to 1 week. We understand your Cyber Insurance, partner or financial lending institutions compliance requirements..

Ensure compliance, security, and efficiency with Cloud 1 Solutions'

May 2023

This monthly publication provided courtesy of Mike Wiechmann, CEO of Cloud 1 Solutions, Inc.

Our Mission: To deliver a value-added technological environment for small-to-medium sized businesses that will spearhead business growth and foster innovative changes.

Get Ready To Maximize Efficiency With Help From Co-Managed IT Services

IT services are necessary for every business in the country – IT companies help businesses protect their data, ensure day-to-day operations run smoothly, increase productivity across the board and keep up-to-date with the latest technology trends and updates. Without IT services, your business can fall prey to hackers and cybercriminals bent on stealing your company's and clients' personal information. But if you don't have IT services, where do you even start looking?

Many businesses choose to keep their IT services in-house with a dedicated team of IT professionals who are able to offer quick support in most situations. Others decide to outsource and hire a managed IT services provider to handle all of their technology needs. Yet there's another option many are unfamiliar with that could help fill their needs.

It's a hybrid of in-house IT services and managed IT services called co-managed IT, and it truly provides business owners with the best of both worlds.

With co-managed IT services, you can outsource many of the IT tasks and responsibilities that prevent your in-house team from doing their best work. The outsourced team will watch over your network and address any issues before they become more significant problems. They'll also install the necessary protections to ensure your business is protected against hackers and cybercriminals. If more hands need to get on deck, your in-house IT team can step in and work to fix any issues that arise.

When you set up co-managed IT services in your business, you'll likely have a game plan to ensure every need is met. You can partner

with a third-party organization and analyze your existing IT department to evaluate its skills, needs, resources and tools. This will tell you where you need the extra help. From there, you can determine which services you need to reach your company goals, regardless of whether they're related to IT or not. Then you can build a package to cover every base while staying within budget.

Co-managed IT services are truly a win-win for business owners. They can utilize the third party for specific tasks while allowing the in-house IT team to tackle other projects. In most cases, your in-house IT team will retain control of administrative access while gaining the ability to use tools and resources provided by the third-party team. Utilizing a co-managed IT service takes tasks and responsibilities off your shoulders, as you won't have to check in on every single task the third-party team is managing. This means you can focus on other essential projects that directly impact your business. A co-managed IT service will also allow you to keep up with the latest technology and cyber security trends as they release, and you'll be able to determine what you want to implement in your business. You get around-the-clock

> **"A co-managed IT service will also allow you to keep up with the latest technology and cyber security trends as they release, and you'll be able to determine what you want to implement in your business."**

support, so even if your in-house team has people on vacation, you can keep up with your daily responsibilities without worrying everything will come crashing down.

Another great feature of co-managed IT services is the sense of relief you and your team will feel about everything related to technology and cyber security. You don't have to worry about sensitive information getting leaked or passwords becoming compromised since you'll have two layers of defense. And all of your technology needs will be satisfied, so operations will rarely run into issues that put them at a standstill.

Now that you've read through the benefits of co-managed IT services and understand how beneficial they can be for your business, you're probably wondering what the catch is. The first obstacle is finding the right co-managed IT service partner for your business. Luckily, we can help you out with that! There's also the cost associated with these services. You have to pay for an in-house and a third-party team, which can be expensive, depending on your needs. If you can manage the cost and partner with the right IT company, you'll reap the benefits almost immediately.

Getting IT services for your business is one of the best things you can do to ensure you stay protected. Contact us today to figure out the best options available for your business!

Free Review: https://www.cloud1solutions.com/blog-roi/
The Business Owner's Guide To IT Support Services And Fees

IT BUYERS GUIDE

What Every Business Owner MUST Know About IT Support Services And Fees

What You Should Expect To Pay For IT Support For Your Business And How To Get Exactly What You Need

You'll learn:

- The three most common ways IT companies charge for their services and the pros and cons of each approach

- A common billing model that puts ALL THE RISK on you, the customer, when buying IT services; you'll learn what it is and why you need to avoid agreeing to it

- Exclusions, hidden fees and other "gotcha" clauses IT companies put in their contracts that you DON'T want to agree to

- How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later on that you didn't anticipate

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Client Spotlight

Ifland Engineering

In January of 1962, Glen Ifland asked two of his brothers, Don, who had been working for an engineering firm in San Francisco, and Richard, who had been designing houses for the Westlake area in Santa Cruz, if they would like to start an engineering firm in Santa Cruz. Glen outlined the opportunities that he saw and said that he could get things started and Don and Richard could join him when the workload could support them.

Since 1962, the extent of the methods used in providing engineering services has seen overwhelming revolution. The drafting tools have evolved from T-squares, scales, pencils, triangles and templates to electronic computer design and computer driven drawing plotters. Large clumsy rotary calculators and trigonometric function tables have been replaced with hand held computers.

From humble beginnings, Ifland Engineers is one of the most well-known and respected civil engineering firms in Santa Cruz County. It has been a fascinating journey. We look forward to continuing this adventure and hope that you'll come along with us.

Are You A Great Remote Leader?
Find Out By Answering 5 Questions

Business books from the 1980s encouraged managers to wander around the office, chat with colleagues and learn valuable information at the watercooler. Today, leaders of various organizations find themselves managing people remotely, which means it's time to say goodbye to watercoolers and hello to Zoom.

My company, ghSMART, has been fully remote for over 25 years, and in that time, I have found a few essential qualities that great remote leaders often possess. Here are five questions you should ask to determine whether you're a great remote leader.

1. **Are you great at setting goals?**
2. **Are you great at hiring?**
3. **Are you great at delegating?**
4. **Does your compensation system reward high performance?**
5. **Do you always do what you say you will do?**

You're most likely a great remote leader if you answered "yes" to all five questions. In a remote setting, the importance of these leadership skills is amplified. Let me explain why.

If you set unclear goals, it's easier to clarify them for those working in the same office. But if you are working remotely with a team, it's vital that everyone understands your expectations and what they must accomplish. If you're not great at hiring, you immediately notice the ill effects of a hiring mistake in a traditional office environment. But when you work remotely, it's harder to detect if you have made a hiring mistake, which can cost you time and money.

If you are not great at delegating, you might find that you can physically see if somebody is getting their work done and can pitch in to help them if you work in the same office. But you can't really operate that way in a remote setting. Delegating effectively — and following up clearly and regularly — is critical in a remote environment.

Compensation is just one way to influence human behavior. In a traditional office context, peer pressure also affects human behavior, but that is less impactful in a remote context. Therefore, it's extra important to ensure the compensation system rewards the right behaviors.

I believe building and maintaining trust is easier when you work in the same office as the team you lead. But if your teammates are spread around many locations, it's imperative to build two-way trust with them to give them the confidence to make decisions and to ensure they stay rather than quit. Therefore, to amplify the trust with your team and empower them to operate remotely, do what you say you will do.

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.*

◼ Google Has A Renewed Competitor. Have You Tried The New Bing?

Google has dominated the search engine market for over two decades. According to web analytics service StatCounter, Google makes up 93% of the global search engine market. Most of us hop on Google whenever we have a question, and we have no problem finding an answer, which has left the other search engine developers wondering how they can compete with the industry titan. Bing, the search engine with the second-highest percentage in the search engine market at 2.8%, has unveiled a handful of new features its developers believe will help it gain a greater foothold in the search engine market.

One of the most unique features of the new Bing is its expanded search box. It allows users to type up to 1,000 characters into the search box, which enables them to be more specific than on other search engines. Additionally, some users will have access to detailed AI-powered answers that help them refine their search and locate the information they need. Bing will even produce additional questions related to the search to provide users with even more information.

Bing also allows users to change the personality and tone of the AI chatbot that assists them. They can choose between three different options: creative, balanced and precise. Creative allows the chatbot to provide more original or imaginative responses, while the other two lean more toward providing factual and accurate information.

While Bing still has a long way to go until it can truly compete with Google for the lion's share of the search engine market, the developers are taking steps in the right direction to create a more intuitive search engine for Bing users.

◼ The Secret To Successfully Recruiting Gen Z Employees

Young employees join the workforce for the very first time every day. Now that Zoomers are graduating from college, business owners need to prepare so they can successfully recruit them and provide a workplace where they want to work. If you research different ways to attract these individuals to your business, you'll see conflicting ideas, but one strategy will immediately draw in Zoomers and other applicants: clear communication.

People want to know about day-to-day responsibilities, company culture, industry specifics and, of course, compensation before they accept a job offer. Be sure to include these when posting a job opening and don't shy away from any questions an applicant might have during their interview. The applicant will quickly learn whether you were dishonest or unclear with your answers after they start working and may even resign if the issue is problematic enough. You can avoid this stress by being as clear as possible in all communication with employees and potential new hires.

"Cancel that call to tech-support. This may be beyond their capabilities."