



Sublime Technology Times

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

How Are We Working in 2021?

We, like many other companies, are facing the obstacles presented by living and working in a pandemic. A common hurdle for everyone is keeping people safe and productive.

This is what we are doing:

- We have all of our applications secured in the cloud. My team can access their tools anywhere that they have internet access.
- We have a desktop setup in the office and a laptop setup with dual monitors in the home office.
- We have a ticketing and time tracking system to help keep everyone accountable.
- When we do work in the office, we are keeping socially distant.
- We are also avoiding gatherings that could put the entire team at risk.
- We have fast communication systems in place for chat within the team all day long.
- We have a group of people who are self-motivated and want to help our clients.
- A positive attitude.



What Are Managed Services, And Why You Should Demand This From Your IT Company

We all want to protect our businesses. They're a part of who we are, and it would be devastating if anything bad happened — including an unexpected cyber-attack. But it happens. Businesses are attacked every single day. Some businesses are left in ruin. Some can pick up the pieces, but at a great cost. Then there are businesses that are back up and running in a matter of hours, almost as if nothing happened at all.

These are businesses that said "yes" to managed IT services and made the commitment to protect their business, employees and customers. If your business lacks managed IT services and you haven't yet embraced total IT security, it's time to say "YES!" and give your business the top-notch IT support it needs to protect it from the countless IT threats that exist in the world today.

Managed services essentially offer complete IT support without the need to

hire dedicated in-house IT support staff. You get full-time access to network and technology experts without having to pay a full-time team. In other words, you save money *and* you have someone keeping a close eye on your network. The good news is that the IT company you already work with may already offer managed services — you just have to ask for it! (If you don't work with an IT support company or managed services provider, it's highly recommended that you do!)

Here Are A Few Reasons Why Managed Services Should Not Be Ignored:

It's A Proactive Service You Can't Find Anywhere Else. Proactive IT support is HUGE. You have to be proactive because, guess what? Hackers and cybercriminals are proactive. They're smart people and they're relentless. Managed services will give you access to your own outside team of

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This monthly publication provided courtesy of Adam Bell, President of Sublime Computer Services.

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.

exceptionally smart people and systems that can identify IT problems before they actually become problems.

On top of that, proactive managed services ensure your network – and everything connected to your network – receives regular updates, security patches and routine maintenance. Basically, they help keep your business protected while minimizing downtime that can cut into your bottom line.

It Helps You Save Money – And You Know How Much You'll Be Spending Month To Month. Hiring in-house IT experts is expensive. It's one of the most common reasons why many small- to medium-sized businesses don't invest in good IT support. The sticker shock is too much. But managed services take away the sticker shock.

Instead, you get the *exact* support you need, and you pay a set fee every month. It makes it MUCH easier to set a quarterly or yearly budget. And because managed services are customizable, you can put together a specific plan for your business and pay only for those specifics – there are no fluff or padded fees. Managed IT is also scalable, so as your business grows or changes, your managed IT services can change as well.

It Protects You In Many Different Ways. You can count on your MSP to minimize malware, spyware, ransomware, phishing scams and other exploitative hacks. You're protected by advanced software, hardware and old-



fashioned human knowledge and experience. But the protection doesn't stop there – far from it! Managed services providers can also protect you against potential natural disasters, such as fire or flood, or hardware failures – things that are impossible to predict yet possible to prepare for.

They can also protect you when it comes to compliance. There are many industries where compliance is a big deal, from banking to health care. If you operate in one of these industries, you know how important this is. Having managed IT services means your network is up-to-date with all the fine print. You don't have to worry about anything slipping through the cracks or breaking compliance, which can lead to all kinds of costly headaches.

It Gives You TIME. This is the most precious commodity of all. If you're running around dealing with network issues yourself – or trying to – you're spending a lot of time doing everything you DIDN'T want to be doing when you started your business. Wouldn't you rather be focused on taking care of the things you intended to focus on, like growing your business and taking care of customers?

When you bring managed IT into the fold, you have so much less to worry about. No, it's not set-it-and-forget-it, but it's close. Your MSP handles your IT, while you handle your business – and you collaborate when you need to. You can rest assured that someone is keeping a close eye on your network and that your MSP is a quick phone call or e-mail away (should you have any questions or concerns).

“Having managed IT services means your network is up-to-date with all the fine print.”

Free Report: What Every Small-Business Owner Must Know About Protecting And Preserving Their Company's Critical Data And Computer



Don't Trust Your Company's Critical Data And Operations To Just Anyone!

This report will outline in plain, nontechnical English the common mistakes that many small-business owners make with their computer networks that cost them thousands in lost sales, productivity and computer repair bills and will provide an easy, proven way to reduce or completely eliminate the financial expense and frustration caused by these oversights.

Get your **FREE** copy today:
www.sublimecomp.com/protect

Shiny New Gadget Of The Month



Sticker – The Smallest Finder By Tile

First, there was the Tile – a small, square device used to find just about anything. You attach Tile to the thing you don't want to lose (keys, for example) and you pair Tile with the Tile app. Easy!

Now, Tile has introduced Sticker, their "smallest finder." It's a mini-version of their popular fob, and it can be stuck to just about anything, from TV remotes and portable electronics to tools, bikes, you name it – anything you don't want to go missing.

Plus, not only does Sticker stick to anything, but it also has a three-year battery life, so as they say, "you can set it and forget it." Once it's paired with the smartphone app, it's super-easy to track. And if you lose a "Stickered" device, Sticker emits a loud ring to help you locate your misplaced item, at a range of about 150 feet. Learn more about Sticker at TheTileApp.com/en-us/store/tiles/sticker.

Going Strong Or Burning Out?

"Burnout is what happens when you try to avoid being human for too long."
–Michael Gungor

What Is Burnout?

Burnout is a syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed. It is characterized by:

- Feelings of energy depletion or exhaustion
- Increased mental distance from one's job or feelings of negativism or cynicism related to one's job
- Reduced professional efficacy

This is considered in occupational context and should not be applied to experiences in other areas of life.

Ask yourself, how many times have you felt burnout in your career? Those who are highly engaged in their work are more likely to have burnout, not necessarily people who just "clock in and clock out." Just because someone is productive does not mean they aren't at risk.

Why do we keep putting ourselves in stressful situations? Stress can be an addiction.

- People want to make sure they are good enough and want to feel valuable.
- It can give you the sense of feeling significant and important.
- There's a sense of guilt and fear of not doing enough.

As long as stress is satisfying those needs, you will not get rid of that behavior. Start flipping how you are satisfying your needs in order to get rid of that behavior.

Burnout Signals – Emotions And Feelings

If you are feeling like this every day, you may be burnt out:

- Physical and emotional exhaustion
- Lack of energy
- Feeling sad or hopeless
- Lack of joy from things that used to bring you joy at work
- Diminished connection with colleagues
- Feeling like you are not contributing anything to your



What Is The Cause?

- Heavy workloads
- Job insecurity
- Frustrating work routines (too many meetings, far too little time for creative work)
- Crunch on downtime that is necessary for restoration

Burnout = High Resources + High Demands

High Resources:

- Supervisor support
- Rewards and recognition
- Self-efficacy and work

Low Demands:

- Low workload
- Low cumbersome bureaucracy
- Low to moderate demands on concentration and attention

What's Needed?

- Employee support/high resources
- Acknowledgment/feel good about work
- Opportunities for recovery from stress
- Mental and emotional well-being

Reevaluate

- Zero-base meeting calendar
- Team up the A-players
- Culture around "precious time" and wellness



Mark Comiso has over 25 years of experience in founding, building and scaling numerous companies. He's been with start-ups and publicly traded companies, including digital marketing agencies, SaaS companies and much more. He's renowned for helping other entrepreneurs grow their own businesses, and as a longtime member and leader within Entrepreneurs' Organization (EO), he's well-suited for the task!

Client Spotlight: Buy Floors Direct

Buy Floors Direct
Why Pay Retail?

In 2002, local owners David Turner and Chip Hooper set out with a vision to create a better way to bring quality flooring to the public. The two long time flooring executives recognized that the only choices people had to purchase flooring was through home centers, traditional retailers or salvage stores.

They realized there had to be a better way to purchase first quality, name brand flooring without the added retail expenses. In 2004, Turner and Hooper's vision became a reality when Buy Floors Direct opened the doors to its first warehouse store in Antioch, TN.



315 W Main St STE 20
Hendersonville TN 37075

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3 Simple Yet Effective Ways To Boost Employee Morale

Good employee morale is essential to any successful business. It's a reflection of company culture and has a direct impact on not just happiness but also productivity. Here are three surefire ways to improve morale within your organization:

1) Keep The Door Open. When supervisors or management vanish without a trace, it hits morale hard. It's crucial to be present and available to your team. Sometimes it's as simple as keeping the door open, but it also includes having transparent communication. Keep people

looped in, especially when there are good things to report on. On top of that, have regular one-on-one chats with everyone on the team and make sure their needs are being met.

2) Emphasize Mental Health. Everyone should have their mental health acknowledged. Always take time to assess the mental health of everyone on your team. If they need to take a break or refocus, make sure they do. If they need a mental health day (or a vacation), encourage it. Be flexible and understanding.

3) Reward And Recognize. Make sure hard work gets recognized and people get credit for that

hard work. Shout out star players during meetings and make sure everyone (including management) sees the good work that's being done. And don't hesitate to dole out rewards (lunch, gift cards, etc.) in recognition of that hard work, as well. *Inc., Nov. 4, 2020*

