



RIT Referral Program

We appreciate the opportunity to serve you! Your referral is one of the highest compliments we could receive. When you refer someone to Reliable IT, you trust us to deliver distinguished levels of quality and service.

As a way to thank you for your continued referrals, we offer the following personal incentives to our current clients:

Introduce us to a new prospective client and receive \$200 cash, or the equivalent amount in alternative form (i.e. event tickets, gift cards, etc.).

If your client introduction signs a contract for services, you will receive cash or the equivalent amount in alternative form, based upon the value of the new client's executed contract.

For those restricted from accepting personal incentives, our current clients receive the following:

Introduce us to a new prospective client and receive \$500 in RIT services that are outside of your established contract.

If your client introduction signs a contract for services, your organization receives RIT services outside of your established contract, at no cost, based upon the value of new client's executed contract.

For More Information, please contact:
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This monthly publication provided courtesy of Aaron Biehl, Chief Operating Officer, Reliable IT Banking.

We are a 24-year-old SOC 2 Managed IT, Security and Compliance Provider for Community Banks Nationwide. We provide monthly support to 40+ Community Banks representing 4500+ devices under management. Our standard of excellence includes personalized attention with a dedicated team, 24/7 live answer/monitoring, & on-going innovative engagements with your key stakeholders to ensure IT is effective, secure, & accelerates growth.



Top 3 Strategies I Learned From Peyton Manning To Improve Leadership And Grow My Business

Peyton Manning knows a thing or two about success. As one of the most legendary quarterbacks in the history of football, he's reached heights few of us can ever hope to match, regardless of our field. When looking at a career as storied as Manning's, it's tempting to attribute his dominance to sheer innate talent and maybe some kind of preternatural work ethic. Certainly, if you ask him, he'll tell you that these two are essential ingredients to any kind of outsized success. But there's a third factor that we tend to overlook from the sidelines, one that has tremendous implications for our roles as business leaders: the influence of those who coach us along the way.

Speaking at a recent conference I attended, Manning said something that really stuck with me. "I think you *always* need to be coached," he said. "Whatever level of success anyone in this room has reached, someone's gonna hit a plateau. We need a

coach to unlock our full potential."

No matter where we're at in our work and lives, it's vital that we seek out folks to keep us accountable and moving forward.

Luckily, I found Manning himself to be an invaluable resource in that regard. While he's not about to sit down with me one-on-one, he definitely left us with a few key lessons we could all benefit from.

1. RECOGNIZE THAT YOU DON'T KNOW EVERYTHING.

It's easy to balk when you hear a quarterback with two Super Bowl wins and five MVP awards under his belt tell you to remain humble in your self-perception, but it's also telling. "I believe in mentoring and paying it forward," he said, "but I also believe that we shouldn't think we have it all figured out and that we don't need to be mentored."

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Years back, Peyton and his brother, Eli, had a shared coach: David Cutcliffe, now the head coach at Duke University. Even after they'd entered the NFL, both he and his brother would return to Coach Cutcliffe and seek his insight and guidance to refresh and strengthen their fundamentals. It was "like we were 18-year-old college freshmen in college again, working on how to take a snap," Manning says. Even as a 14-year all-pro quarterback, he continued to seek the counsel of his mentors on the most basic aspects of the game. "The point is that the little things do matter," he said. "Keep being coached, and keep being evaluated."

2. BE ADAPTIVE.

As CEOs and managers, we're the "coaches" of our business teams. And the best coaches, according to Manning, are the ones who know the members of their team and consistently play to their strengths. For example, the best offensive coordinators that Manning played for "were adaptive in designing the offensive system ... around the players that he had on the team that year." Since Manning is not particularly fast, coaches wouldn't structure their offense on a lot of running plays, for instance. Rather than trying to magically turn him into a faster runner overnight, successful leaders tapped into the things he *was* good at.

"Rather than complaining about your employees' faults, hone in on their talents."

"Design plays that your team can do," he said. "Don't put them in situations where they're not going to be really comfortable and not going to be successful ... Being flexible based on who's in the room is a good way to coach."

Rather than complaining about your employees' faults, hone in on their talents. This will not only motivate and inspire those you work for, but it'll also optimize outcomes in your business for the long haul.

3. PRACTICE SERIOUSLY.

When asked how he was able to consistently thrive under such incredible pressure, Manning cited a piece of advice he received early on in his football career: "Treat practice like a game."

"Create those intense situations during practice, during the course of the week," he said, "so that when Sunday afternoon or whenever that big moment comes around, you're not overwhelmed by the moment." At Manning's practices, the team would always strive to maintain the same level of intensity they'd bring to a big game, from their own attitudes to the piping crowd noise.

"The biggest mistake people make in that mecca moment," he said, speaking about the Super Bowl, "is to try to do something *different* from what they've been doing all season to get them to that point." Find what works and cultivate it relentlessly, to the point that you and your team can do it in your sleep. "The competition's going to be tough. It won't be easy," Manning said. "But there's a reason you're there in that moment ... because you've had great success." Keep doing those things while keeping a mind on your team, and further success will surely follow.

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INVESTING IN OUR FUTURE

RELIABLE IT DONATES \$5,000 TO LANGHAM CREEK HIGH SCHOOL IT PROGRAM IN HOUSTON, TX



Chris Peterson, senior network support engineer, presented a check on behalf of Reliable IT, and then spoke with students about preparing to enter the workforce. The CEO of Reliable IT, Bill Willett, was first exposed to computer technology when he wrote programs in a high school COBOL class in 1975, and has continued to support future generations of industry professionals through educational investments. **"Hearing about school systems teaching technical classes drew my attention to the potential of having these skills offered to the students while they are in high school and beyond," Willett said. "I started in this industry in 1976 testing, troubleshooting and chip level repairing core memory boards. Today I am a CEO of a multi-million-dollar business, all because of Mr. Luz and his COBOL class. I wish all students in this program success. The decision is yours, work hard and achieve your desired goal."**



The cash donation will address some unmet needs for the program, including financial support for students who could not otherwise take certification exams. **"Support from the community has been key to the successful launch of our IT program here at Langham Creek, and Reliable IT has been very generous in providing consulting support and equipment donations for our IT labs,"** said Jeff Jones, Langham Creek Cisco Academy instructor.

Following the check presentation, six students received industry certifications after completing the exams for the class, part of CFISD's career and technical education (CTE) curriculum. In its second year, Langham Creek's IT program offered three classes; it will offer six in 2019-2020. The curriculum allows students to earn industry-recognized certifications in three areas: IT Desktop Support Technician; IT Network Administrator; and IT Systems Administrator. In addition to the support Jones received from the school's counseling and administration teams and through startup funding from the district's CTE department, Langham Creek's program has thrived with donations and assistance from organizations including Oceaneering, Reliable IT, Hewlett Packard Enterprise, Cy-Hope and the district technology services department.



"With their donations and support, the Langham Creek Cisco Academy lab has been built with minimal expense to the taxpayers and offers our students a lab environment on par and even beyond what is offered by other IT training programs that charge hundreds or even thousands of dollars," Jones said. **"With ongoing support, the information technology program will continue to evolve to keep pace with technology advancements and keep our students competitive in college admissions and in the job market."**

Volunteering Teaches Entrepreneurship

If I offered you a chance at an internship that would rock your business – and your business potential – more than any class you could take at any university, would you sign up? Yes? Okay, then. Get out there and volunteer somewhere.

We all know that volunteering is valuable. It helps our neighbors, our communities and our country, and it certainly helps us. Millions get involved. We deliver meals to shut-ins, swing hammers and paint houses with Habitat for Humanity, fill boxes at the local food bank or serve dinners at local homeless shelters. In fact, according to the Bureau of Labor Statistics, around 63.4 million people in the US volunteered last year. That's 26% of the population.

People volunteer because they get more out of the experience than what they put into it. The giddy feeling of doing good is one thing, but you also get to express yourself, meet new people, make new friends, learn new skills, network and rub elbows with community leaders you might not ever meet otherwise. But there's one more reason to volunteer: You can learn to be a kick-ass entrepreneur along the way, especially if you got into it seeing it as both a chance to give back and an opportunity to learn and hone your people and job skills.

I experienced all this firsthand, by spending a few days planning, and then working at, the food bank in my community. Man, oh man, did I experience some hardcore business lessons. And you will too!

MIKE MICHALOWICZ started his first business at the age of 24, moving his young family to the only safe place he could afford – a retirement building. With no experience, no contacts and no savings, he systematically bootstrapped a multimillion-dollar business. Then he did it again. And again. Now he is doing it for other entrepreneurs. Mike is the CEO of Proventus Group. He is also a former small-business columnist for The Wall Street Journal; MSNBC's business makeover expert; a keynote speaker on entrepreneurship; and the author of the cult classic book The Toilet Paper Entrepreneur. His newest book, The Pumpkin Plan, has already been called "the next E-Myth!" for more information, visit www.mikemichalowicz.com

Going into volunteering, you may think you are the ultimate nice guy, the generous guy, donating your time and skills. You are just going to walk in, do some work, help a few folks and earn some brownie points. But if you really want to see what being an entrepreneur is all about, volunteering in a leadership position will give you important insights into what it is like to run a business – and to rely upon others to have your mission carried out. Consider it a trade in a lot of ways: your time for life lessons. Getting others to do the things you want or need them to do is hard enough when you're paying them. When they are simply volunteering their time, it becomes a whole new ballgame, one that requires inspiration and clarity in the common vision in order to effectively lead them and meet all the objectives.

Certainly, you learn a lot about focus, keeping people on track and listening to the abundant new ideas of your team, but the biggest lesson I came away with from my own volunteering experience was humility. The lesson here is that you, as an entrepreneur, need to set the course, get people fired up and then, for God's sake, get out of the way and let them do amazing things.

Volunteering to organize something for your community may not put money in your pocket. But by homing in on the important lessons that you learn as a volunteer, you can use what you learned to work with your own employees. And those lessons may just take your business to the next level, and that's priceless.



RELIABLE IT
BANKING

CYBERATTACKS ARE ON THE RISE We Make Sure You're Protected

4 Things You Should Do RIGHT NOW To Protect Your User Account In Case It Gets Hacked

Last year, the top 15 hacks compromised more than 2.5 billion user accounts. You can safely assume that, even if you haven't been notified, it's likely your data is out there as well. So, get savvy and follow these simple tips.

1. Enlist in protection. In the wake of these high-profile breaches, many companies have extended free credit and identity monitoring as an olive branch to stave off lawsuits. Take advantage of it. Even if it's not free, it might be worth investing in.

2. Close loose ends Only make an account for sites you actually visit regularly. Use guest accounts whenever possible, and delete accounts you never use.

3. Use a password manager. Seriously, most people's passwords are an absolute joke. A password manager allows you to use a different, powerful and unique password for

every account you have while still being able to remember it.

4. Freeze your credit. If you have been notified of a breach and you're worried, you can take drastic action and set up a credit freeze with each credit agency you work with. Alternatively, you can just set up a free fraud alert. *Inc.com, 12/11/2018*

TOP TIPS TO PROTECT YOUR BUSINESS FROM SOCIAL ENGINEERING ATTACKS

Every year, millions of attacks are successfully carried out against businesses just like yours. It's important to know what you're up against and how to protect yourself.

The most common social engineering tactic is phishing, often coupled with a strategy called pretexting. By gaining the trust of the victim, hackers are able to lure them into giving out

sensitive personal information. Also be on the lookout for baiting, in which attackers offer free downloads, such as movies or e-books, and demand personal information from the victim. The best tools against phishing are online filters that automatically detect phishing scams, security programs, antivirus programs and education on best online practices. It should be obvious to your employees that giving out personal or company information is something they should never ever do outside of trusted sites that they can confirm are genuine.

SmallBizTrends.com, 2/28/2019

