

Work-Life Balance Secrets from CEOs

1. Balance is Your Responsibility - "It is totally possible to have a balance and in fact it's essential...It's totally easy to become stale when you don't have time to sit with family and friends. Treadmills do not make for good leaders and managers; stressed people do not get the best results..." - *Sir John Parker, Chairman Anglo American PLC*

2. Protect Your Time - "Twenty years ago, I set two very simple rules for myself: I do not take or make calls in the evening and I take my vacation. These rules clear time to think and be with my family, and they are all I need. I advise everyone to come up with rules that work for them and apply them carefully." - *Cris Conde, former CEO Sungard Computer Services*

3. Take Your Leave - "The most important thing is my family and friends: I take every holiday I'm entitled to." - *Richard Baker, former CEO Boots*

4. Really Disconnect - "I don't lie in bed worrying about what's going to happen tomorrow. My business is on my mind all day, but the next business day does not arrive until 5am, the next day." - *Terry Duddy, former CEO Home Retail Group*



Quick Fixes for Everyday Print Problems

Printing Too Slow - Double-check the size of the file that you are attempting to print. If you're asking too much of your printer's memory, reduce the file size or collapse memory-hogging layers. If the file size is reasonable, try printing in draft (or fast) mode. Save paper *and* speed by switching from double-sided printing to multiple pages-per-sheet. If it's not the print settings, you may need to check your network connection or upgrade to a printer with better memory and processor speed.

Nothing Printing - Go to printer settings and make sure the correct device is set as the default. If you're printing to the correct machine, check that the paper tray is stocked and the cable or network connection is secure. If all else fails, restart your computer or printer and attempt the process again.

Poor Print Quality - Make sure that the image on the file that you're printing matches your print setting specs—usually 300 dpi. If not, poor print quality may mean that you need to resize the image or find a better one. Poor quality can also result if your paper type is incorrect. For smudges and lines, print a few empty pages to clear the toner head.

Make The Most out of Millennials in the Workplace

1. Affinity for technology - Millennials see technology as not just a tool, but an integral part of their daily lives. Texting, social media, group chat, and mobile applications can all be excellent tools for improving communication within your workplace, whether that's planning meetings, keeping customer records, or collaborating on projects.

2. Desire for growth - Millennials' strong desire for advancement and growth means that they're primed to develop the knowledge, skills, and abilities that make work more fulfilling. Keep your millennial team members engaged with education and leadership opportunities.

3. Greater meaning - Millennials aren't just looking for a job—they're looking for a mission. Take a big-picture approach to help millennials connect their daily work to a deeper meaning and sense of purpose.



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Why MPS is a Critical Component of Risk Management

It's your responsibility to manage risk in your company, and one area in particular you simply can't afford to overlook security in is your print environment. Whether you process receipts or cut checks, print confidential reports or manage HIPAA-protected records, Managed Print Services (MPS) is an essential part of a healthy risk management strategy. Here are a few reasons why MPS should be considered when developing your business' risk management plan.

Workflow Integration - With MPS, you'll be provided with tools to seamlessly integrate documents into your existing workflows, improving both security and efficiency. Sensitive incoming documents can be digitally captured with a scanner and then shredded at the same workstation, all while your financial team can print checks from a secure location.

Information Security - With a robust MPS solution, you can end the risky process of sending important files to external print shops by printing everything in-house—the only people who will have access to your data are your own employees. From financial paperwork and human resource files, to customer addresses and confidential business plans, you'll keep control of your sensitive data.

Data Encryption - Your MPS provider will ensure that your data remains secure through encryption—encoding your information so that unauthorized parties are unable to read it. Print jobs will be sent across your network using encrypted data, and hard drives on the printers themselves can be encrypted as well. Copies of recent print jobs won't be left as sitting ducks for data theft; instead, MPS makes sure they are automatically scrubbed from a printer's short-term memory.

Usage Oversight - MPS usage data enables you to identify suspicious print behavior and keep an audit trail of print jobs. You'll be able to see who printed what, when, and on which device. You can even designate print limits for individual users or departments. Through real-time monitoring of your print fleet, MPS provides outstanding control and visibility of your print environment.

Human Error - People are your greatest asset—and, paradoxically, one of your biggest liabilities. However, MPS's programmed defaults will make sure documents go to the right printer every time. And by utilizing 'pull printing,' a user must enter an access code or scan their security card at the machine to release a job for print, making print jobs abandoned by distracted users a thing of the past.

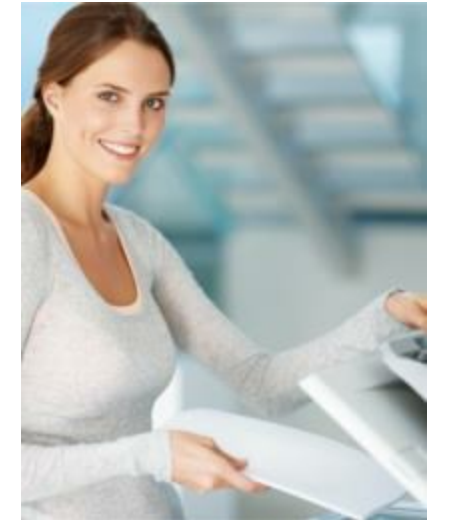
Risk management is not optional for businesses of any size. Fortunately, MPS can provide valuable security tools for your company. From data encryption to pull-printing, Managed Print Services is a critical component of risk management. **Call us today for an assessment and put MPS to work for you.**



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Spend Time to Save Time: Why Having a Plan Is Worth the Effort

If you can resist the temptation to jump into your next project, you'll reap major benefits if you take even just a few minutes to develop a plan. Here's why.

A Plan Gives You Clarity - Knowing and articulating what needs to be done helps you prepare for future steps, and you'll ensure that deliverables are clear and accounted for.

A Plan Supports Realistic Expectations - When you fully understand how and when things will be done, you shine the light of reality on any work. You'll be able to identify conflicts and engage with partners to adjust expectations or allocate additional resources.

A Plan Provides Parameters - While a plan doesn't provide paint-by-numbers instructions, it does give you a goal and a frame of reference for your work. By continually checking in with your plan, you'll be able to catch problems early.

A Plan Pays You Back - The ROI of planning is inestimable. Thirty to 60 minutes of planning can help you have a successful week, while as few as 10 minutes can ensure that your next day's top priorities are addressed. Thoughtful planning transforms dozens—or hundreds—of hours of scattered effort into focused work.



Gain A Competitive Edge with Managed IT

Managing IT internally is often an unnecessary and costly burden. Consider moving to Managed IT, where you'll gain a new competitive edge.

Access to Unbeatable Expertise

The dedicated specialist that comes with Managed IT will be well-informed about even uncommon issues. With Managed IT, you get all the benefits of having a team of experts without having to carry the cost on your own.

Use of Top-notch Infrastructure

Managed IT providers give you the most extensive infrastructure option available to businesses of any size. Their systems will also be redundant and resilient, meaning you can rest assured that your data and services are safe. You'll have less downtime, faster processing, more features, and better tools than you could manage independently.

Low Capital Outlay

Managed IT services give you the freedom to pay over time, distributing your costs rather than demanding unpredictable lump sums. You can also lease your hardware, spreading out your costs over the course of the lease. Your service agreement will lay out flat monthly costs, so you'll have reliable numbers for fiscal planning.



4 Tips to Fine-tune Your Sales Team

1. Put the customer first - Recent research has shown that top-performing sales teams devote more time to their clients, developing deep relationships and real connections. Depth is better than breadth, and actual contact time is key. Building solid relationships with your clients can even result in the best leads you can find—referrals.

2. Cultivate internal community - Stellar sales teams need to be connected within the company through meaningful team engagement. Working with colleagues in small groups is particularly beneficial. The most successful teams also have plenty of coaching from management and opportunities to learn and grow their skills.

3. Follow consistent processes - Every stage—identifying prospects, initial contact, engagement—should be clearly reasoned and well-tested, with the appropriate tools, guidelines, and timelines applied. When processes are consistent, you'll avoid missed follow-ups, prevent lost leads, and eliminate incomplete records.

4. Evaluate and adapt regularly - Real-time statistics will show you what's working and what isn't. Intentionally pivot toward successful tactics, and adjust processes that have you falling behind. When you make changes, keep an eye on the data so you can continually adjust and improve.

Keep Remote Employees Connected with the Cloud

Today's workforce is more mobile and distributed than ever. Here are a few of the best ways to leverage the cloud to support your off-site employees.

Collaboration - Dozens of powerful tools are available to enable your team to work together on projects despite being in separate physical locations. Cloud services' version control ensures that everyone is working from the same information.

Communication - One-to-one conversations and team meetings can thrive in video conferencing environments like Skype and Google Hangouts, and screen-sharing services like Adobe Connect, Join.me, and GoToMeeting make life easier.

Protection - Hardware failure and human error are common risks, but cloud services' backup systems are robust and redundant—fail-safe backup and recovery strategies are an essential part of any responsible cloud service.

Specialization - Cloud-based services provide scalability, redundancy, and support, while freeing your team to focus on what is it they do best.



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