

Responsive Technology Partners

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We Are Growing! New Merger with Compunet LTD

As of October 2020, we announced the merger with Compunet LTD. Compunet has been serving Florida for more than 20 years with services in IT consulting, network security, and compliance. Compunet was founded in Tampa, Florida by Jose Remon. We are extremely excited to announce this merger with Compunet. Both companies will provide new service offerings in Georgia and Florida with the opportunity for significant growth.

“From humble beginnings 26 years ago, our main focus has been customer service, ‘doing whatever it takes to get the job done.’ Thanks to God and our clients, we have been rewarded with the long and mutually beneficial relationships. Compunet still has original clients 26 years later. The most satisfying feeling for a company owner is that, over time, those clients become friends, validating each other’s commitment to working through good and bad times. **Clients know they can pick up the phone and someone who cares will work on resolving the issue as soon as possible.** This commitment is based on trust and respect for one another. We are excited to join Responsive Technology Partners. Their core values of Excellence, Integrity, Innovation and a Servant’s Heart align perfectly with our culture and core values. By joining with Responsive Technology Partners, we are able to further fulfill our original logo ‘One Stop Business Solutions.’” states **Jose Remon, CEO of Compunet, LTD.**

“Responsive Technology Partners is pleased to have Jose and his team of highly regarded engineers of Compunet join our growing family. **With over 26 years of service to commercial businesses and governments in the Tampa Bay area, we believe the Tampa team will continue to grow by leveraging our combined talent pools and world class technology systems.** Our mission is to provide world-class customer service through industry-leading IT solutions that makes every customer feel as if they are our only customer. As a native of the Tampa Bay area, I am excited that Responsive Technology Partners’ world-class system engineers and support team will be ready to meet the increased technology demands in my hometown. Go Bucs/Rays/Bolts!” states **Steven McComas, Responsive Technology Partners CEO.**

We are looking forward to working with Compunet!

4 Questions Your IT Services Company Should Be Able To Say “Yes” To

Out with the old and in with the new! For far too long, small businesses have taken an old-school approach to IT services and security. In other words, they wait until something goes wrong before they call an IT services company and request help.

Back in the day (think 1990s and 2000s), this approach worked, more or less. External threats, such as hackers and viruses, were still few and far between. A data breach wasn't on anyone's mind. So, it made sense to wait until something went wrong before taking action.

In IT circles, this is known as the “break-fix” approach. Something breaks, so someone has to come in to fix it. And they charge for their services accordingly. If something small breaks and it takes a short time to fix, you could expect a smaller bill. If something big breaks, well, you can expect a pretty hefty bill. The break-fix approach is 100% reactive. As many businesses have learned, especially in more recent years, as the number of threats have skyrocketed, it can get very expensive. IT specialists are an in-demand field. With just about every business relying on the Internet and Internet-connected devices in order to operate, there's a lot of opportunity for something to go wrong.

This is exactly why you can't rely on the reactive break-fix model anymore. If you do, you could be putting your business at serious risk. In some cases, the mounting costs and damages done could put you out of business. If you're hit by a data breach or if a hacker infiltrates your network (which is a common occurrence), what's next? You call your IT services partner – if you have a partner – and tell them you need help. They might be able to restore lost or stolen data. That is, if you routinely backed up that data. You don't want to find yourself in this position. And you don't have to.

Instead, take a proactive approach to your IT support and security. This is the new way of doing things! It's also known as managed services – and it's a far cry from the break-fix approach.

If you work with an IT services company that only comes out when something breaks, it's time to get them on the phone to ask them four big questions.

- 1. Can you monitor our network and devices for threats 24/7?**
- 2. Can you access my network remotely to provide on-the-spot IT support to my team?**
- 3. Can you make sure all our data is backed up AND secure?**
- 4. Can you keep our network protected with up-to-date malware solutions, firewalls and web filtering?**

If your IT services partner says “no” to any or all of these questions, it might be time to look for a new IT services partner.

If they say “yes” (or, even better, give you an emphatic “yes”), it's time to reevaluate your relationship with this company. You want to tell them you're ready to take a proactive approach to your IT support, and you'll be happy to have them onboard. Far too many small businesses don't bother with proactive support because they don't like the ongoing cost (think of it as a subscription for ongoing support and security). They would rather pay for things as they break. But these break-fix services are more expensive than ever before. When things go wrong, and these days, things will go wrong, you'll be left with the bill – and be left wishing you had been more proactive!

Make the call and tell your IT services provider you want proactive protection for your business. Ask them how they can help and how you can work together to avoid disaster!

4 Steps To Move Your Business From Defense To Offense During Times Of Disruption

“Everyone has a plan until they get punched in the mouth.” –Mike Tyson

As business leaders, we’ve all been punched in the mouth recently. What’s your new game plan? Since COVID-19, the annual or quarterly one you had is now likely irrelevant.

You have two options:

1. Sit and wait for the world to go back to the way it was, a place where your plan may have worked (and let’s face it, that’s not happening).
2. Create and act upon a new game plan. One that’s built to overcome disruption and transform your business into something better and stronger.

Option Two is the correct answer! AND, we at Petra Coach can help. **At Petra Coach, we help companies across the globe create and execute plans to propel their teams and businesses forward.** When disruption hit, we created a new system of planning that focuses on identifying your business’s short-term strengths, weaknesses, opportunities and threats and then creates an actionable 30-, 60- and 90-day plan around those findings. It’s our DSRO pivot planning process.

DSRO stands for Defense, Stabilize, Reset and Offense. It’s a four-step process for mitigating loss in your business and planning for intentional action that will ensure your business overcomes the disruption and prepares for the upturn — better and stronger than before.

Here’s a shallow dive into what it looks like:

Meet Our Team

We would like to introduce our executive team!

**From the back row left to right:
David Topping, Jeff Lunsford, Alex Muzafarov, Dustin Durden, Gary Klik.**

**From the front row left to right:
Brad Revels, Eric Cramer, Steven McComas, Jose Remon, Tom Glover, Mike Abbott**



Defense: A powerful offensive strategy that hinges on a strong defense. Identify actionable safeguards you can put in place. The right safeguards act as the backbone of your company, giving you a foundation you can count on.

Stabilize: The secret to stabilization is relentless communication with everyone. That includes internally with your teams AND externally with your customers. Streamline communication and eliminate bottlenecks through a visual dashboard.

Reset: By completing the first two steps, you’ll gain the freedom to re-prioritize and focus your efforts on the most viable opportunities for growth.

Offense: Don’t leave your cards in the hands of fate. Shifting to offense mode gives you the power to define the future of your business. Equip yourself with the tools and knowledge to outlast any storm.

Interested in a deep dive where a certified business coach will take you (and up to three members from your team) through this process? Attend Petra’s DSRO pivot planning half-day virtual group workshop.

When you call a time-out and take in this session, you’ll leave with:

- **An actionable game plan for the next 30, 60 and 90 days with associated and assigned KPIs**
- **Effective meeting rhythms that will ensure alignment and accountability**
- **Essential and tested communication protocols to ensure your plan is acted upon**

Is Working From An Office More Secure Than Working Remotely?

It may come as a surprise, but working remotely can be just as (or more) secure than working in the office. If done right.

Those are the three operating words: if done right. This takes effort on the part of both the business and the remote employee.

Here are a few MUST-HAVES for a secure work-from-home experience:

Secure networks. This is non-negotiable. Every remote employee should be connecting to a secure network (at home, it should be WPA2 encrypted), and they should be doing so with a VPN.

Secure devices. All devices used for work should be equipped with endpoint security – antivirus, anti-malware, anti-ransomware and firewall protection. Employees should also only use employee-provided or approved devices for work-related activity.

Secure passwords. If employees need to log in to employer-issued programs, strong passwords that are routinely updated should be required. Of course, strong passwords should be the norm across the board. Entrepreneur, June 17, 2020

Top Tips On How To Prevent Your Smart Cameras From Being Hacked

Smart cameras have been under attack from hackers for years. In fact, one popular smart camera system (the Amazon Ring) had a security flaw that allowed hackers to get into homeowners' networks. That issue has since been patched, but the risk of being hacked still exists.

Here are three ways to keep your camera (and your network) safe from hackers:

- 1. Regularly update your passwords.** Yes, passwords. This includes your smart camera password, your WiFi network password, your Amazon password – you name it. Changing your passwords every three months is an excellent way to stay secure. Every password should be long and complicated.
- 2. Say no to sharing.** Never share your smart camera's login info with anybody. If you need to share access with someone (such as a family member or roommate), many smart camera systems let you add a "shared user." This will let them access the camera, without the ability to access the camera's configuration or network tools.
- 3. Connect the camera to a SECURE network.** Your smart camera should only be connected to a secure WPA2 encrypted, firewalled WiFi network. The more protection you put between the camera and the rest of the digital world, the better. Digital Trends, May 7, 2020

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