End of Life for Windows Server and Windows 7

Did you know that Microsoft will no longer be offering support for Windows 7 and Windows Server 2008 after January 2020? This means that all security updates will no longer be offered and support will not be provided after this date.

Make plans soon! Contact us at (561)969-1616 for more information and we will ensure that the upgrade runs smoothly!

End of Life Windows 7

This monthly publication provided courtesy of Chuck Poole, President of PalmTech Computer Solutions.

Our Mission

To equip small and midsized businesses in the West Palm Beach area with a smooth running and seamless IT platform that enhances productivity, improves efficiency, and creates a competitive advantage.

The Top 3 Lessons I Learned from Shark *Tank's* Robert Herjavec for Growing a Multimillion-Dollar Business from Rags to Riches

Today, Robert Herjavec is known as the beloved "nice judge" on ABC's Shark Tank, but if you ask him, he thinks the descriptor "fair" is more appropriate. Whatever you call him, make no mistake: he's one of the most shrewd and successful businesspeople of our time. Despite humble beginnings while growing up in former Yugoslavia, Herjavec managed to leverage his endless drive and acumen into a long list of multimillion-dollar business ventures, including Herjavec Group, now a global leader in IT security services.

When someone gets officially dubbed a Shark and becomes one of the most visible faces in the business world, you might expect them to lose touch a little bit. But that's just not the case

with Robert Herjavec. At a recent conference, I had the pleasure of seeing him speak. It was clear that he wasn't just there for a paycheck. He genuinely wanted to share his wealth of knowledge with all the attendees. Here are a few key lessons Herjavec schooled us on and how they can help your business.

1. YOU'VE GOT TO SHOW UP.

Right as he took the stage, Herjavec delivered a simple but vital piece of encouragement to everyone in attendance. "I congratulate everyone for being here," he said with a smile. "Because the key to success is you gotta show up." Whether you're making time for an event or just struggling to survive, "if you don't show up, you can't win."

The fact is that it's easy to get caught up in the minute-to-minute chaos of running a business. It's just as easy to get tired out, start slipping or begin questioning why we're trying at all. But, as Herjavec was so eager to point out, we need to bring ourselves fully to the task at hand if we hope to carve out our chunk of success. Sure, we'll have bad days, but the more we can be present, prepared and hungry to implement our vision, the better off we'll be.

2. NOTHING HAPPENS WITHOUT SALES.

Herjavec will be the first to tell you that, starting out, he knew absolutely nothing about the sales world. By his account, he was a "geeky, technical guy" who thought that as long as he offered a great service, customers would show up. Luckily, when he was 23, his friend Ross Marsden – then a global VP of sales – gave him a piece of advice that would change his life. "You're a great guy, and you really know your stuff," he told Herjavec. [But] unless you learn sales, you will never be successful."

In response, Herjavec began to learn more about sales and marketing, until he realized, "You can have the best accounting system, the best CRM [and] the best tools, but nothing happens until you sell something." The difference between those Fortune 500 companies dominating the market and the little guys who barely

> ## "Whether you're making time for an event or just struggling to survive, 'if you don't show up, you can't win.'"

eke out a living? Sales.

"Sales is not a foreign object that controls what you do," he said. "Sales is an extension of what you do."

3. "EVERY DAY, SOMEBODY WAKES UP WITH THE SOLE INTENTION OF KICKING YOUR @SS."

After hearing fellow Shark Mark Cuban say this during the first season of filming Shark Tank, Herjavec got it chiseled in granite above his desk. "One of the hardest things about becoming more successful is success," he said. Because when you're no longer that "hungry, young person looking to take on the world," you get to a point where you're content enough to let your life (and business) stagnate. Herjavec said, "The minute you want it to be like it is, don't forget there's somebody out there – like you were many years ago – who wants to take it away from you."

The antidote to this attitude, according to Herjavec, is to keep selling, keep growing and keep pushing. "If one of your top three tasks every day isn't 'Sell something,' you're going to fail," he said.

"It's like a mantra in my mind: constant forward momentum." If your company isn't growing at least at the rate of the market, you're losing ground. Customer service and excellent products are vital, but if you lose sight of the importance of sales, you're bound to the path of mediocrity.

Of all the wisdom Robert Herjavec imparted to us, that was the most inspiring. It doesn't matter how big or small your business is. Sell what you have, and stay hungry.

PalmTech Opens New Office in Broward County

PalmTech is pleased to announce the opening of a second office in Broward County to support its expansion into the Greater Fort Lauderdale marketplace.

"PalmTech prides itself on fast, effective support. As economic development continues to boom in South Florida, we can see traffic is an ongoing issue that will only become more challenging overtime;" reports PalmTech CEO, Chuck Poole. "With that in mind, we decided having more team members and a base of operations in Broward County makes sense as we continue to expand rapidly throughout South Florida." PalmTech is a technology management and maintenance company with headquarters in West Palm Beach, Florida. They specialize in fixed-fee technology outsourcing arrangements that allow business owners to spend more time growing their business and less time worrying about IT problems.

How to Speed Up Google Chrome in 4 Simple Steps

Google Chrome is a minimalist browser known for being fast, simple, and secure. It can be used on all devices and is the most preferred web browser in the world.

With that being said, like many web browsers, it is expandable and allows features and extensions to be installed. Due to the extra weight, the Chrome browser can slow down. So if you're experiencing snail-like performance, follow our simple four step guide to speed up your Google Chrome browser!

Verify That You're on the Latest Version

One of the simplest tricks that you can do to speed up Google Chrome is to double check that you're on the latest version. Although Google Chrome does run automatic updates in the background, it is possible to apply an update manually.

To check for an update, open Chrome and enter "chrome://settings/help" into the address bar. The current version number will appear and Chrome will check for updates when you're on this page. To apply any available updates, click "Relaunch."

Review Your Current Extensions

Extensions are small programs you can add to Chrome on your computer that let you do more. For example, check out the article on page 4 for a couple of productivity extensions that could help you track your time and block time-wasting URLs.

While extensions can be incredibly helpful, too many installed at once can slow down Google Chrome. So if you're not using all of your extensions, you can speed up your browser by either turning them off or removing them all together.

To do so, open Chrome and enter "chrome://extensions/" into the address bar. You can turn off extensions by sliding the blue toggle to gray or click "Remove" to delete any unwanted extensions.

Clear Your Browsing Data

Browsers commonly store a cached copy of websites you visit as well as a database of your browsing history and cookies to help load the page faster when visiting again. However, as you visit more and more websites, the data accumulates and can ultimately slow your browser down.

To speed up Google Chrome and clear your data, open Chrome and enter "chrome://history" into the address bar. On the left-hand side, click "Clear browsing data." A pop up will appear with a time range and a list of items you can chose to delete from. Double

check your selections and click "Clear data" to apply.

Check Your Computer for Malware

Sometimes, it's possible that Google Chrome has slowed down due to malware or adware extensions. An easy indicator can be extra toolbars, website redirections, and recurring popup ads.

To check your computer for malware, simply open Chrome and enter "chrome://settings/cleanup" in the address bar. Then click "Find" to search for and remove any harmful software.

There are many benefits to ensuring that you're using a top-performing web browser. Not only can it increase your productivity, but it can speed up your communication processes with clients and employees. Therefore, it is critical that Google Chrome is running both fast and reliable for you.

If there's ever a time when your web browser isn't performing up to your standards, don't hesitate to get in touch with us. We are more than happy to help identify and fix the problem right away! Feel free to call into our help desk at 561.969.1616 or send us an email at **support@palmtech.net**.

Reengineering The Corporation
By James Champy & Michael Hammer

During the Industrial Revolution, labor became broken down and separated into its most essential and basic components. But if you ask James Champy and Michael Hammer, authors of Reengineering The Corporation: A Manifesto For Business Revolution, the time has come to rethink that paradigm. Too many of our companies are run based on outdated practices. To survive in the modern world, we need to take a long, hard look at the way things are done in our organizations and rework them from the ground up for maximum optimization.
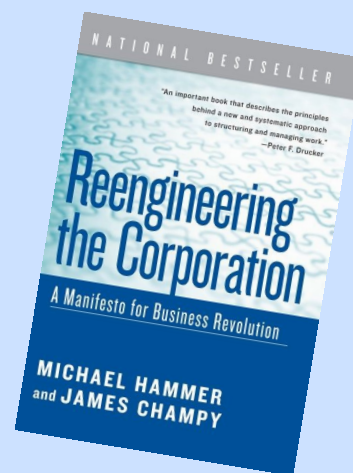
4 Productivity Hacks For Your Workday

With limited hours in the day, it is imperative that you make the most of your time in the office. It can be easy to get distracted online, in your inbox, and at your desk. To better manage your time and increase efficiency, we've curated a list of four of our favorite productivity hacks.

1. Clear Out Clutter

First and foremost, you've got to declutter your workspace. According to Susan Whitbourne, Professor of Psychology, "Piles of stuff accumulating on your office desk and the floor of your bedroom has a psychological affect." So whether it's a stack of papers, empty wrappers, or scattered sticky notes, this clutter can act as both a physical and mental distraction.

By decreasing clutter in your computer, not only can you increase your productivity levels, but you can increase your computer's performance as well. To get started, you can delete old files, uninstall unused programs, and implement a new filing system. And if you want to go even further, reorganize your email using files and priority/spam filters!

2. Track Your Time

At PalmTech, each employee tracks their time in tickets, whether it's 5 minutes or 5 hours, every second is accounted for. Tracking our time allows us to accurately bill clients, plan future projects, and better organize our priorities.

Practice tracking your time either with pen and paper or a program like RescueTime. You'll be able to see a detailed log of how you spend your time at work and you'll be more conscious of your distractions.

3. Block Distracting Websites

If you tracked your time and noticed that you visit a lot of non-work-related websites throughout the day, it could be a good idea to block access to specific websites using URL filters.

Another option could be to limit how much time you can spend on these websites and how many times you can visit them rather than blocking them entirely. Google Chrome Extensions like StayFocusd and Strict Workflow specialize in these types of services.

4. Prioritize Your Tasks

Whether you want to accomplish 3 projects or a list of 300, you have to compile and organize each of your tasks based on their level of importance.

Once you've got a list of your most important projects, you can break them down into smaller, more manageable tasks. Using a handwritten or virtual to do list, such as Google Tasks or Trello, you'll be able to track your progress as you cross each item off of your list giving you a sense of accomplishment and motivating you to stay productive!

If you're interested in any of the free resources we mentioned above, visit the following url:
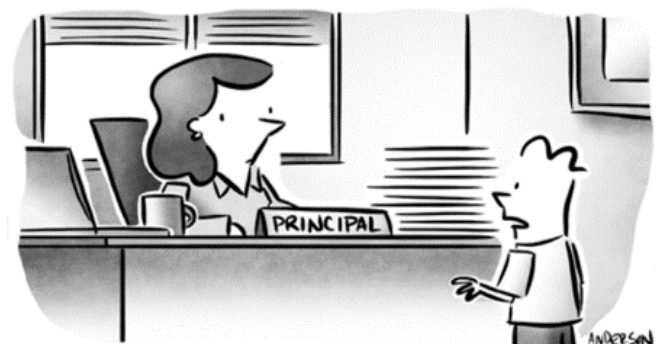
www.palmtech.net/productivity/

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PRINCIPAL

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"You know, in the tech world being disruptive is seen as a positive."