

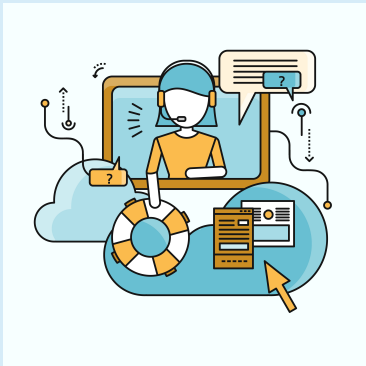
# TECHNOLOGY TIMES

*"Insider Tips To Make Your Business Run Faster, Easier And More Profitably"*

## What's New!

GRS Technology Solutions launches a new web-based portal to assist clients with the management of their tickets.

The portal is an easier way to create and track tickets, allows clients to download reports and with the live chat feature, gives immediate contact with the support team!



**[Access the portal via the menu item in the tray agent, or visit:](#)**

[www.grstechnologiesolutions.com/grs-support-portal](http://www.grstechnologiesolutions.com/grs-support-portal)

**GRS**

TECHNOLOGY SOLUTIONS

**Our mission: "To enable you to achieve your technology objectives by being an integrated strategic IT partner to your organization."**

## That Fake App Just Stole Your ID



**R**yan loved tweaking photos on his Android phone.

He'd heard rave reviews from his friends with iPhones about Prisma, a new iOS app for image editing. So when he heard Prisma would soon be released for Android, he logged in to the Google Play Store to see if it was there yet.

To his surprise, he found one that looked just like what his friends were describing. Delighted, he downloaded and started using it. Meanwhile, the app—a fake—was busy installing a Trojan horse on his phone.

When he got to work the next day, he logged his phone into the company network as usual. The malware jumped from his phone to the network. Yet no one knew. Not yet, but that was about to change...

Now, this isn't necessarily a true story (at least, not one

we've heard of—yet...), but it absolutely could have been. And similar situations are unfolding as you read this. Yes, possibly even at your company...

Fake apps exploded onto iTunes and Google Play last November, just in time for holiday shopping. Apple "cleaned up" iTunes in an effort to quell users' concerns, but hackers still find workarounds. Unfortunately, these fake apps pose a real threat to the security of your network. Especially if your company has anything but the strictest BYOD (bring your own device) policies in place. And the more your network's users socialize and shop on their smartphones, the greater the risk of a damaging breach on your network.

Fake apps look just like real apps. They masquerade as apps from legitimate

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merchants of all stripes, from retail chains like Dollar Tree and Footlocker, to luxury purveyors such as Jimmy Choo and Christian Dior. Some of the more malicious apps give criminals access to confidential information on the victim's device. Worse yet, they may install a Trojan horse on that device that can infect your company's network next time the user logs in.

*“Fake apps can infect your phone or tablet and steal confidential information.”*

**So what can you do?**

First, keep yourself from being fooled. Anyone can easily be tricked unless you know what to look for. Take the following advice to heart and share it with your team:

**Beware of Fake Apps!**

In case you weren't aware, one of the latest and most dangerous Internet scams is fake apps. Scammers create apps that look and behave like a real app from a legitimate store. These fake apps can infect your

phone or tablet and steal confidential information, including bank account and credit card details. They may also secretly install on your device malicious code that can spread, including to your company network.

Take a moment and reflect on these five tips before downloading any app:

1. When in doubt, check it out. Ask other users before downloading it. Visit the store's main website to see if it's mentioned there. Find out from customer support if it's the real McCoy.
2. If you do decide to download an app, first check reviews. Apps with few reviews or bad reviews are throwing down a red flag.
3. Never, EVER click a link in an e-mail to download an app. Get it from the retailer's website, or from iTunes or Google Play.
4. Offer as little of your

information as possible if you decide to use an app.

5. Think twice before linking your credit card to any app.

Most importantly, get professional help to keep your network safe. It really is a jungle out there. New cyberscams, malware and other types of network security threats are cropping up every day. You have more important things to do than to try and keep up with them all.

**The Most “Bullet-Proof” Way To Keep Your Network Safe**

Let's not let your company become yet another statistic, hemorrhaging cash as a result of a destructive cyber-attack. Call me TODAY at 703-854-9559, or e-mail me at sales@grstechnologysolutions.com, and let's make sure your systems are safe. I'll provide you with a Cyber Security Risk Assessment to check for and safeguard against any points of entry for an attack. This service is FREE, but DO NOT RISK WAITING: contact me NOW before the next scam puts your network at risk

**Help Us Out And We'll Give You A Brand-New Kindle Fire For Your Trouble**



We love having you as a customer and, quite honestly, wish we had more like you! So instead of just wishing, we've decided to hold a special "refer a friend" event during the month of February.

Simply refer any company with <10> or more computers to our office to receive a FREE Computer Network Assessment (a \$397 value). Once we've completed our initial appointment with your referral, we'll rush YOU a free Kindle Fire of your choice as a thank-you (or donate \$100 to your favorite charity ... your choice!).

Simply call us at 703-854-9559 or e-mail us at referralprogram@grstechnologysolutions.com with your referral's name and contact information today!

## Shiny New Gadget Of The Month:



# Mevo Puts You In The Director's Chair

A single static video camera can make for some pretty boring storytelling...but who's got multiple cameras, a crew to run them and a team of editors?

Well, now your videos can look like you have an entire crew behind the scenes, with Mevo. Mevo is a new type of video camera and app that lets you shoot and edit multiple video shots on the fly, all while recording and/or live streaming.

Let's say you're shooting a band concert. You get to mix in shots of the guitarist, the drummer and bass player together, and a wide-angle view of the whole band. Plus Mevo follows their faces as they move around so you don't have to. You just sit back, and cut and zoom on the fly.

On the downside, Mevo's battery lasts only an hour, and image quality is limited to mobile viewing. Still, with all the cool possibilities you get with Mevo, you may start getting ideas about becoming the next Spielberg. GetMevo.com

# Smart Closing Technique, Step 1

It's one thing to help a client identify a problem. It's another thing to help them solve it. Yet a key part of client service is winning the privilege to help a client solve his or her biggest problems that are standing in the way of achieving their vision.

I counsel my teammates on three simple closing techniques for smart people. I want to share them with you because I've seen what a dramatic positive difference they can make for your customers as well as your colleagues. In this issue we'll explore the first one.

### Summarize the underlying need.

I was in the office of a greatly admired billionaire CEO. He had asked my colleague and me to come strategize for 90 minutes with him on how to identify and solve his top leadership challenges. His story was very animated, very passionate, and the details swirled around like a hurricane. I appreciated the candor and the urgency of the issues on the mind of the CEO. He talked about scary changes in the industry, deficiencies in his senior leadership team, tactics for changing the culture and a range of other topics, from broad strategic thoughts to tactical concerns.

Then he just stopped talking. He took a sip of water. I thought this was a perfect time for my colleague to summarize the underlying need the client has (that he is fearful that his company's spectacular stock performance won't continue and he will feel like a failure, unless he makes some big changes to his strategic priorities, shakes up his leadership team and resets the cadence of

communication and accountability).

Instead, my colleague asked the client, "What do you think next steps should be?" The client was like, "Well, I don't know, I was hoping you might tell me." The closing conversation should have looked like this:

"So that's what's on my mind." (The CEO says, panting to catch his breath after giving us a lot of content for 60 minutes.)

"Thank you so much for sharing your story with us. Okay, it sounds like your biggest need is this—you have a big, bold vision that you seem to us to be very excited about."

"Yes."

"But you fear you don't have the organization to make it happen."

"Definitely."

"And if you don't make some big changes to your strategic priorities, your team and your overall culture, you worry your stock price will take a round trip, and you'll look like a failure."

"Exactly."

See how good that is for the client?

Clients want to know that you understand what their underlying need is. In this case, his underlying need was to not look like a failure. It's so real, so visceral. Once you "touch" the emotion behind all of the formality, your client will trust you to propose a plan. You are ready to move to Step 2. Watch for Step 2 in the next issue of this newsletter.



Chairman & Founder of ghSMART. Geoff is co-author, with his colleague Randy Street, of the New York Times bestselling book *Who: The A Method for Hiring* and the author of the #1 Wall Street Journal bestseller *Leadocracy: Hiring More Great Leaders (Like You) into Government*. Geoff co-created the Topgrading brand of talent management. Geoff is the Founder of two 501c3 not-for-profit organizations. SMARTKids Leadership Program™ provides 10 years of leadership tutoring and The Leaders Initiative™ seeks to deploy society's greatest leaders into government. Geoff earned a B.A. in Economics with Honors from Northwestern University, an M.A., and a Ph.D. in Psychology from Claremont Graduate University.

### "We Were Losing Hundreds Of Hours A Year ... Waiting For Files To Open!"

"With all of the different IT companies to choose from, we couldn't be more pleased with the experience we have had with the GRS Technology Solutions team. We own four different day care centers, and they fully manage and monitor all four centers, including the network, servers, and workstations. They also migrated our email account to Office 365 with ease. Because of GRS Technology Solutions, our business is running more efficiently and smoothly. They are a very honest, trustworthy company, and their group of technicians are skilled in everything we could ever need for our business. GRS Technology Solutions is the best decision we have made for our company."

**Sonia Valdizan**  
CEO, Sparkles Childcare

## Your phone may be spying on you, warns Edward Snowden.

While TV is a medium you watch, the Internet is a medium that watches you, as you watch... For example, intelligence agencies—or anyone else, for that matter—can run a nifty little piece of malware called “Nosey Smurf” on your phone to listen in on everything going on all around you. And it’s not just phones. Internet-enabled devices—from Amazon’s Echo to your new toaster—can have “ears,” waiting for your command...or be used for more nefarious purposes. Snowden’s warnings presaged last year’s DDoS attack on DNS host Dyn that used connected devices like DVRs and even baby monitors to take down major sites like Twitter, Spotify and Amazon.

-Forbes

## This simple, 30-second breathing exercise wakes

## you up like a cup of coffee.

Whether you skip caffeine to get a better night’s rest, or just wake up slowly, here’s a quick way to activate your brain and give yourself an energy boost. It can help you beat that mid-afternoon slump, or to just get going in the morning. If you’re doing it in the office, find a quiet place, like an unused corner or stairwell. Stand up straight, arms gently at your sides. Leaving your elbows pointing down, raise your hands up to shoulder level. Now, inhale deeply and raise your hands and arms straight up over your head. Quickly exhale and lower your arms. Repeat for 30 seconds, or until you’re re-energized.

-Lifehacker

## No bigger than a water bottle when folded, this “personal drone” is packed with features.

DJI’s new “prosumer” drone, the Mavic Pro, crams lots of

excitement into its compact size. Unlike other, more confusing foldable drones, it’s a snap to fold or unfold. Yet, at \$999, including a light yet rugged remote, it’s not just a toy. The Mavic Pro can climb at 16.4 feet per second up to 1,640 feet, and can fly as far as eight miles away at speeds up to 40 mph, though you’ll start in newbie mode, at a top speed of 27 mph and max height of 400 feet. Its camera features obstacle detection and gesture recognition, and shoots 4K video, stored or streamed.

-Mashable

## Uh-oh...these AI machines just created their own secret language. And they’re probably talking about us right now...

Well, sort of. And the last part is certainly not true. As far as we know... Google’s AI team recently ran across something curious. Back in September, Google announced its Neural Machine Translation system had gone live. Using deep learning, it improves translation from one language to another. But the AI guys decided to take it a step further. Until then, they had to teach the machine how to translate. But having learned the process, could the machines then translate unfamiliar languages on their own? Turns out they can. So can they now talk among themselves? We don’t know... Don’t panic (yet), but do stay tuned.

-TechCrunch.com

## ONE CLICK AWAY FROM YOU!

We have improve our Support Service, by now providing you LIVE Chat with your GRS Support Team!



- > Create New Tickets.
- > Update existing tickets from a list.
- > Chat with our Techs without logging in.
- > Create or update tickets even if an operator is not Online.

