



Executive IT Insider

The *Exclusive Edge* to Today's Technology

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What do computers do on vacation?

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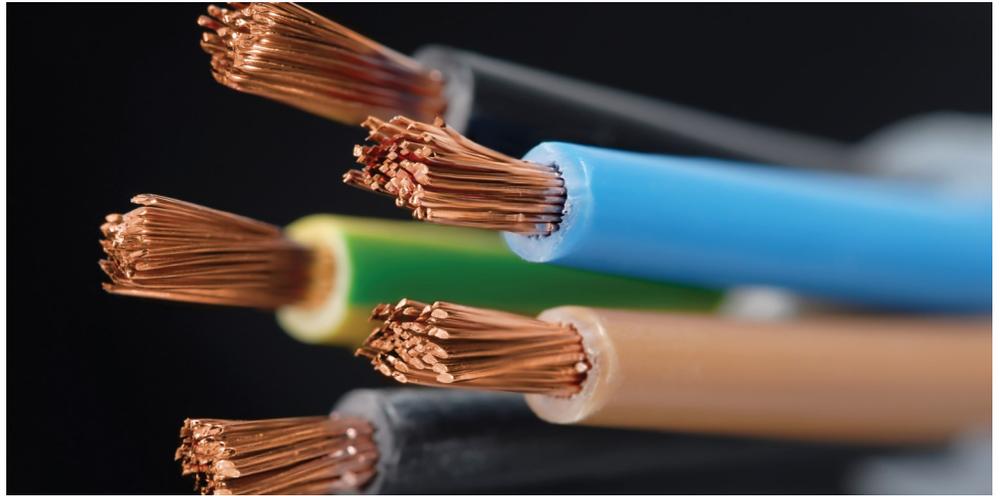
Owner of *IT Support RI*

The third quarter is underway! *How's your company performing so far?*

The fourth quarter will be here before you know it! Think of August in terms of getting ready to go **back to school!**

Just like the kids, the office and your computers have to be **ready** to handle the influx of work and assignments!

If you start planning any IT projects **now**, you'll have everything prepared and ready to go for the **first day** of your fourth quarter!



Verizon Could Be Shutting Your Phones Off Soon!

What Will You Do?

Verizon has asked the Federal Communications Commission for permission to retire copper phone lines and facilities throughout New England.

In lieu of copper phone lines, Verizon plans to convert all lines to fiber cables. Verizon claims the switch to fiber cables will benefit their customers, however they're pulling the plug and leaving some *stranded!* How could things get any worse? It appears that most of the affected accounts are business customers.

What Does This Mean?

After Verizon makes the move to fiber cables, they will **no longer service or repair any copper lines!** If you use traditional copper, your phones are in danger of being **shut off**. Verizon *should* have notified you via snail mail. Unfortunately, many people are too familiar with things getting lost in the mail, never to be seen.

If you're still using copper, you need to schedule a fiber upgrade with Verizon.

During this transition, there's also a chance that Verizon could try and bully you into altering your current plan, potentially costing you more money.

Additionally, we've noticed that Verizon has lost an abundance of work orders for our clients regarding the upgrade or they're **not** showing up to appointments!

Are these risks you're willing to take?

Make the Switch to VoIP

Voice over Internet Protocol (VoIP) phone systems offer the scalability, flexibility, enhanced features, and savings that traditional phone services just can't offer.

VoIP phones use an internet connection to make phone calls instead of traditional phone lines.

Switching to a VoIP phone system offers the **savings you want** and a **great phone system you need**. When compared to traditional copper lines, there are countless benefits of VoIP phones—including extra features at much lower costs.

All you need is a reliable internet connection and you're ready to start dialing!

If you're interested in learning more about VoIP or thinking about making the switch give us a call. We've helped many clients make the switch to the digital age!

Get More Free Tips, Tools and Services At Our Web Site: www.ITsupportRI.com

(401) 684-3036

Business Briefing: The One Thing You're Doing That No One Likes

Even when advice is well-intentioned, if the person receiving the advice doesn't feel like it's relevant or helpful it can create tension. We've all received advice at some point that feels like criticism.



Have you ever had someone, instead of criticizing outright, tell you a story about a personal, relevant experience and what was learned?

When we share our experiences with someone, versus telling them our opinions, there is less debate on what's right or wrong, less blame administered, and less hurt caused.

This **simple** change is a **powerful tool** for leaders to **motivate instead of direct and frustrate**. When you coach and support, instead of direct, you're giving employees the permission to unlock their intelligence to find solutions and make decisions.

Organizations that want to scale and develop leaders have to learn how to **effectively** engage in feedback and experience-sharing. Give people the power to make their own decisions, and watch engagement and creativity increase.

As a leader, our opinions can outweigh the group and put the brakes on critical thinking and creative problem solving. Give your employees their brains back and you'll unlock a new level of innovation and engagement you may have never known existed.

— Jennifer Faught, www.PetraCoach.com

Expert of the Month: The Team at Randy's Automotive



As the saying goes, “*choose a job you love, and you'll never work a day in your life.*” This saying came true for Randy Eakin, owner of Randy's Automotive in Medfield, MA. At the age of 19, Randy was in college with no idea what he wanted to be when he grew up. One snowy night as he was working at a gas station, a customer pulled up to the pump. Randy started pumping gas, grabbed a broom, and immediately started to sweep snow off the customer's car. After speaking with the customer, Randy had an epiphany and knew what he wanted to do for the rest of his life.

In 1977, Randy and his wife Lorraine founded Randy's Automotive. Years later, their son Scott joined the family business and eventually grew to be part owner. At Randy's Automotive, their goal has always been to give the best automotive products and service available. Everyday Randy, Scott, and the entire team look forward to serving their customers, which is why they're our new *Expert of the Month!*

At Randy's Automotive, they take care of oil changes, computer programming, and everything in between! They specialize in a variety of auto repair services that fall under **9 different categories**: standard maintenance, engine services, auto electrical services, exhaust services, tires, transmission work, heating & air conditioner repair, hybrid services, and fleet services.

When compared to other auto shops, Randy believes that “putting the customer first is the most important thing.” Unlike most gas stations or auto shops, Randy's Automotive has a clean, high-tech, and welcoming facility. They offer customers a complimentary shuttle service, free snacks, coffee bar, WiFi, and a comfortable seating area. Randy has worked hard to instill the value that they will **do whatever it takes to make their customers happy**. They believe each vehicle they service is an opportunity to build a relationship with a customer. As Randy states, “the big picture is to do the job right the first time, do all you can do, and help the customer.”

We asked Randy if he liked working with us, and he responded, saying “the **best** part of working with you is that I'm not working with you!” After having a good laugh, Randy explained, “When we first started, we were having all kinds of issues. You guys came in and changed things, and suddenly I'd go a whole week without having to call for help or touch anything!” He continued, “compared to my last IT company, my relationship with you is a drastic difference. You've taken everything off my plate!”

If you'd like to learn more about Randy's Automotive and the extensive list of services they offer, visit their website randysautomotive.com. If you'd like to make an appointment for your car, give them a call at **(508) 906-5570** or book online at randysautomotive.com/schedule.

Use Your Internet for More: Switch to VoIP

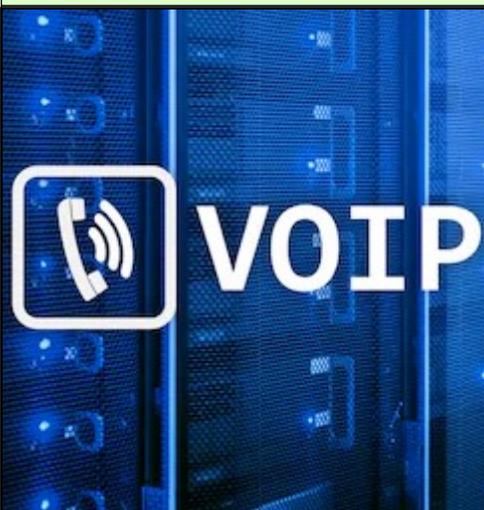
With copper lines retiring, VoIP offers features you *never* knew you **needed!** We use a VoIP phone system in our office because it makes communication **easy!**

For a **limited time**, we're offering our clients **free installation** for VoIP phones!
(over a \$4,000 value!)

Don't get stressed out by the setup & deployment of VoIP in your office. We'll take care of all of your office phone and fax needs!

Are you interested in making the switch to the digital age? Claim this offer before **August 30th!**

Simply call us at **401-684-3036**, e-mail us (support@ITsupportRI.com) or visit www.ITsupportRI.com/monthly-special and enter **promo code: VOIP!**



Get More Free Tips, Tools and Services At Our Web Site: www.ITsupportRI.com

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