

# GIO Tech Times

Putting the Power of IT Back in Your Business with Insider Tips for Speed, Simplicity, and Profit

## THREE BUSINESS SCAMS

### Your Team Might Fall For This Week



Most cyber incidents don't start with obvious red flags. They start with things that look completely normal, like a quick text about a small charge, a shared document, or an email from someone you trust.

Today's scams are designed to blend in. They rely on timing and familiarity, assuming that if something looks routine, it won't be questioned. The real question is simple: would your team recognize the risk before reacting?

#### Scam #1

Toll road (or parking fee) text  
"You have an unpaid toll balance of \$6.99. Pay within 12 hours."

It feels harmless, but the link leads to a fake payment page built to capture your information.

*Guardrail that helps:* never pay through text links. Go directly to the official site or app.

#### Scam #2

"Your file is ready"  
An email says a document was shared through a familiar platform and looks completely legitimate.

Clicking may take you to a fake login page that steals credentials.

*Guardrail that helps:* if you weren't expecting the file, don't click. Log in directly to the platform.

#### Scam #3

The polished email

Phishing emails are now well-written and realistic, often asking for payments or login details in a professional tone. They work because they feel normal.

*Guardrail that helps:* verify requests through a second channel and treat urgency as a red flag.

#### What This Comes Down To

The risk isn't careless employees. It's expecting people to slow down and catch everything in the moment. If one rushed click can cause a problem, the solution isn't better instincts. It's building a framework that helps your team make the right decision every time. The stronger the guardrails, the less your team has to rely on perfect timing or second-guessing.



## POWERING IT

*with Dan*

Building a Culture of Cyber Awareness

AI is changing the way scams look and feel. They're more convincing, more personal, and easier to miss. That's why cyber awareness can't just be a one-time training. It has to be part of your culture.

It starts at the top. If leadership isn't talking about it, the rest of the team won't take it seriously. Every business is a target, no matter the size, and thinking you're not is where problems begin.

We never like hearing "we don't need the training." In today's environment, staying sharp is part of the job. Simple reminders in monthly meetings, quick check-ins, and encouraging people to question what doesn't feel right all make a difference.

The goal isn't to create fear, it's to build awareness into everyday decisions. When your team knows what to look for and feels comfortable speaking up, you take away the advantage scammers rely on.

At GIO Technologies, we work with businesses to build that mindset so awareness becomes second nature, not an afterthought. The more aware your team is, the safer your business stays.

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# UNLOCK YOUR INNER STRENGTH

with **Jesse Israel**

Renowned Keynote Speaker and Leadership Coach to Elite Performers



Photo courtesy of [www.jesseisrael.com](http://www.jesseisrael.com)

Sometimes, it takes a series of quiet moments to relearn how to be bold and brash and take up space.

That's how it happened for Jesse Israel, founder of *The Big Quiet* movement and keynote speaker at Gartner's IAM summit last December.

He shared how, at 14, he was the unapologetic ringleader of his class, but threats of expulsion and external pressure forced him to make himself smaller. By college, Israel was terrified of public speaking and commanding a room as he once did.

Israel knew he wasn't living as his full self, noting, "Maybe some of you can relate to this feeling of knowing that you've got more power inside of you, more potential to live up to."

"Every person has an enormous well of power and potential," Israel said.

"We all have unique gifts, abilities and strengths we are meant to be putting into our work, our families and our communities. But what I've seen from working with thousands of leaders is that most of us [have access to] a tiny fraction of what's available inside, which limits our impact on the world outside."

"The leaders, teams and organizations that were thriving were not making more noise," Israel noted. "They had learned to effectively be quiet."

## The Power of Quiet

"What blocks us from being able to access what's within and live up to our potential is noise," Israel said. He identified three types of noise: in the world, in our heads and in our bodies.

Israel developed a three-step process to quiet the noise.

### Step 1: Make Space

Creating moments of quiet amid the chaos gives you an advantage. "Getting quiet when everybody else was loud gave me an edge," Israel said. "When you practice making space, you gain the advantage that few people have," Israel added.

### Step 2: Choose Connection

Israel said reconnecting with others helped him rediscover himself. "As human beings, when the noise in our heads gets louder and we start overthinking, our tendency is to push away [from others] and isolate ourselves, keeping us from the thing we actually need and want most - people.

When you notice yourself isolated, the act of courage is to take a step towards connection."

"If you really want to cut through the noise in your life and expand what's possible, you must assign meaning to what you do. It's got to be about something greater than yourself," Israel said.

### Step 3: Share Your Genius

For Israel, reclaiming his strengths meant embracing the qualities that once got him into trouble.

"What I've seen consistently is that when leaders, organizations and teams take the time to get clear about what their own genius is, on an individual basis, and then map out responsibilities based on the genius of those individuals, they become unstoppable," Israel said.

"Oftentimes, stepping into the 'Zone of Genius' gets uncomfortable. As a result, we oftentimes shy away. But on the other side of fear and discomfort is our full potential. These small acts of courage are required for us to become the person we're meant to be," Israel said.

"You don't have to change who you are to become more powerful. You simply have to claim who you've always been."

## Your Kid's Gaming Rig Could Survive a Cyberattack.

# CAN YOUR OFFICE?



Remember blowing into Nintendo cartridges to make them work? Once upon a time, that was our version of IT support.

Cartridge wouldn't load? Blow on it. Still wouldn't load? Blow harder.

If that failed, you smacked the console and hoped for the best.

We thought we were pretty good at technology.

But your kid has never had to fix anything by hitting it. Their setup is a finely tuned machine: solid-state drive, 32 gigs of RAM, a processor powerful enough to render a short film, mesh Wi-Fi with no dead zones, real-time performance monitoring and multi-factor authentication on every account.

It's optimized, tuned and maintained.

Now think about your office. There's a workstation from 2019 that takes four minutes to boot, a printer that jams every Tuesday, shared folders named "New New Final FINAL" and software that doesn't talk to each other. Then there's the Wi-Fi that mysteriously dies in the conference room and the laptop with a "Restart to update" notification that's been dismissed every morning for three weeks.

Gamers optimize. Businesses tolerate. That gap is more expensive than most people realize.

## Why Gamers Win This Comparison

It's not about budget. A solid gaming PC costs about the same as a business workstation. Business internet is often faster than residential. The tools to monitor and secure a network aren't out of reach.

The difference is attention.

Gamers update everything immediately: operating systems, drivers, firmware, patches. Outdated software means lag, and lag means losing. Meanwhile, every postponed update on your office laptops represents a known vulnerability with a fix that hasn't been installed.

Gamers back up their progress religiously. Lose a 200-hour save once and you never forget. Many businesses, however, don't regularly verify that backups are running properly. When a gamer loses data, it's frustration. When a business loses data, it's client records, financial history and possibly the ability to operate.

Gamers also monitor performance in real time. CPU temperature. Network speed. System load. They notice a small dip and investigate before it turns into a crash. Most businesses discover issues when someone says, "The internet's slow today." That's not monitoring. That's reacting.

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# TEAM GIO



## TECH TIP OF THE MONTH

Powered by Neil

## Tips to be Cyber Aware

From a tech's perspective, most issues still start with small, everyday actions. With AI, scams are more advanced and harder to spot. Messages look real, sound right, and fit into your normal workflow, which is why a few simple habits matter more than ever. That's why a few simple habits matter more than ever and why having the right team behind you makes a difference.

### Don't trust links at first glance

Hover to see where links really go. If something asks you to log in, reset a password, or make a payment, go directly to the site instead.

### Pause on anything urgent

Scams rely on speed. If something feels rushed, take a second look before acting.

### Use different passwords

Reusing passwords can turn one issue into many. A password manager helps keep things secure and simple and reduces the chances of errors.

### Double check requests

For payment changes or sensitive information, confirm another way like a phone call using a trusted number. Never use information off an email.

### Keep systems updated

Updates close security gaps. Restarting regularly helps more than most people think. When in doubt, ask GIO - we never mind taking a second look.

### Don't hide mistakes

Accidents happen, if you clicked a link or entered credentials, report it to your IT team immediately. The faster the response, the better.

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Your kid would never run their setup that way. And their setup isn't responsible for payroll.

### How this happens

No one designs a messy office network on purpose.

Business technology grows gradually. A tool gets added to solve a problem. Another platform comes in for accounting. Then CRM. Then file sharing. Then payroll. Then security layered on top.

Each decision makes sense in the moment. Over time, though, technology stops being designed and starts being accumulated. Accumulation creates friction.

Gaming rigs are built intentionally for performance. Business systems often evolve for convenience. One is strategic. The other is incremental. And incremental systems eventually become expensive systems.

Back when we were blowing on cartridges, we didn't know better. Today, the tools and knowledge exist. The question isn't whether improvement is possible. It's whether anyone is actively paying attention.

### The cost nobody calculates

The biggest cost rarely shows up as a dramatic outage. It appears in small, daily inefficiencies everyone has learned to accept.

It's the five minutes waiting for a slow login. Searching for a misplaced file. Re-entering data into systems that don't sync. Restarting the same machine twice a week. Creating workarounds because "that's just how it works here."

Individually, those interruptions feel minor, but that five-minute glitch often costs far more than five minutes. It can take over 20 minutes to fully regain focus after being disrupted. Multiply that across your team, week after week. What feels normal becomes expensive.

In gaming, lag is unacceptable. In business, lag becomes routine. And routine inefficiency quietly drains productivity.

### The better question

When asked about their technology, most business owners say, "It works fine." But working and working efficiently aren't the same thing.

Ask yourself the following: Are your tools integrated or simply coexisting? Are your systems streamlined or stacked on top of one another? Are your processes supported by technology or constantly working around it? Is anyone watching your network proactively, before something fails?

Hardware will always evolve. What drives real productivity today is integration, automation, security and thoughtful system design.

None of that improves by accident. It takes the right systems, habits, and the right team behind you.

## GIO MONTHLY MOMENTS

**15 YEAR  
WORK  
ANNIVERSARY!**

Greg



### CLIENT FEEDBACK

This is one of the recent reviews that meant a lot to our team:

**"Very Fast and thorough.  
Always great to work with."**

Feedback like this means a lot to our team, and we hope every client shares that same experience. We always appreciate hearing from you.



### TEAM GIO MILESTONES

Greg is celebrating 15 years with GIO on May 2nd. Starting as a help desk tech, he has grown into our Director of Operations and is a constant support for both our clients and team.

Greg, thank you for everything you've brought to GIO. We're lucky to have you.



### CULTURE CORNER

We celebrated Neil's 40th birthday, a great excuse to step away for a bit, enjoy some time together as a team, and welcome him to the 40 club. Alex is also our latest duck hunt winner and the newest holder of the rubber duck trophy.