

GIO Tech Times

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

Why Hackers Love When Business Leaders Take Time Off



When business leaders step back, even briefly, attention can drop and risk can rise. Not because the team isn't capable, but because cybercriminals are patient and look for moments when oversight is lower and response is slower, like when you're traveling or less plugged in.

RISK #1: SLOWER RESPONSE TIMES MEAN BIGGER DAMAGE

In cybersecurity, speed matters. A threat caught in minutes looks very different from one left unattended for hours.

When you're away, delays happen. Someone notices something unusual but hesitates to escalate. That hesitation can be exactly what an attacker needs.

A resilient business has continuous monitoring and clear ownership so action happens immediately.

RISK #2: LESS OVERSIGHT CREATES EASIER ACCESS

Cybercriminals often blend in rather than force their way in. They test boundaries, wait for gaps, and take advantage when oversight is reduced.

Unauthorized access can linger longer, and subtle warning signs may go unnoticed.

Security shouldn't rely on chance. Automated alerts and proactive monitoring help maintain visibility at all times.

RISK #3: STAFF UNCERTAINTY LEADS TO MORE MISTAKES

Many incidents happen because people make reasonable decisions under pressure.

When leadership is unavailable, employees may click a convincing phishing email or grant access without verification.

The goal isn't being reachable 24/7. It's making sure your team has clear processes so they never have to guess.

RISK #4: OUT OF SIGHT DOESN'T MEAN UNDER CONTROL

Not all cyber threats are obvious. Data can be accessed slowly, and vulnerabilities exploited without visible disruption.

Real confidence comes from visibility, proactive monitoring, and knowing your environment is protected.



POWERING IT with Dan

Travel Tips for Business Owners

As a business owner, I know traveling doesn't always mean completely disconnecting. Even when you're away, business still moves, decisions still need to be made, and that can create opportunities for things to slip through the cracks.

A few habits go a long way. Avoid logging into business systems over public Wi-Fi unless you're using secure access. Make sure your devices are password protected and multi-factor authentication is enabled. Be extra cautious with urgent emails or login approvals when you're distracted or on the go, since that's exactly when mistakes happen.

One of my favorite ways to stay securely connected while traveling is using my iPhone as a personal hotspot instead of relying on public Wi-Fi networks. It's simple, convenient, and can significantly reduce the risk of connecting through unsecured internet access.

Before you leave, make sure your team knows who to contact if something comes up. The goal should be peace of mind and we are always here to help.

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Before You Leave: 10 Tech Checks for Peace of Mind

Vacation should be a time to recharge, not a time to worry about whether your devices, accounts, or business information are exposed while you travel. Whether you are heading to the beach, catching a flight, or checking in from a hotel, a little preparation can go a long way in protecting your business and personal data.

Before you unplug, here are 10 smart tech checks to make for peace of mind while you are away.

#1 UPDATE YOUR DEVICES

Before leaving, make sure your laptop, phone, and tablet are fully updated with the latest operating system and software patches. Many updates include important security fixes that protect against newly discovered threats. The last thing you want is to travel with a known vulnerability.

#2 USE A VPN ON PUBLIC WI-FI

Airport, hotel, and café Wi-Fi may be convenient, but they are not always secure. A virtual private network (VPN) helps encrypt your internet connection, making it much harder for cybercriminals to intercept sensitive information while you browse or work.

#3 THINK TWICE BEFORE USING PUBLIC CHARGING STATIONS

That free charging kiosk at the airport may look harmless, but public USB charging ports can pose a security risk known as

“juice jacking,” where malware could potentially be transferred through the connection. Bring your own charging block and plug directly into a wall outlet instead.

#4 LOCK EVERY DEVICE

Enable passcodes, biometric locks, and automatic screen locks on all devices. If your phone or laptop is lost, stolen, or simply left behind for a moment, this first layer of protection matters.

#5 TURN ON FIND MY DEVICE FEATURES

Make sure location tracking and remote wipe capabilities are enabled on your devices before you leave. If something goes missing, you will have a much better chance of locating it or protecting your data.

#6 AVOID HANDLING SENSITIVE WORK IN PUBLIC SPACES

Checking email at the gate may seem harmless, but public spaces are full of wandering eyes. Avoid reviewing confidential business information, logging into financial accounts, or discussing sensitive topics where others can easily see or hear.

#7 REVIEW MULTI-FACTOR AUTHENTICATION

If you have multi-factor authentication enabled, make sure your authentication apps, backup codes, or recovery methods are accessible while traveling. Getting locked out of a critical account while away can be frustrating.

#8 BE CAUTIOUS WITH “URGENT” EMAILS

Travel often means distractions, and cybercriminals know it. Be extra cautious with emails requesting payments, login resets, urgent approvals, or unexpected attachments. Vacation mode can make rushed decisions easier.

#9 SET CLEAR ACCESS AND SUPPORT PLANS

If you are a business owner, make sure your team knows who to contact if something goes wrong. Whether it is IT support, a vendor contact, or an internal point person, clear communication helps prevent unnecessary interruptions.

#10 BACK UP BEFORE YOU GO

Before you leave, make sure important files are backed up and that those backups are working properly. If a device is lost or compromised, having current backups can save a lot of stress.

The goal is not to work from vacation. The goal is to make sure that if you do need to connect, you can do it safely and confidently.

A few simple precautions before you leave can make the difference between a relaxing trip and an avoidable tech headache.

Key Takeaway:

A little tech prep before you travel can go a long way in protecting your business, your data, and your peace of mind while you unplug.



5 Things Every Business Owner Should Be Able to Ignore on Vacation



A friend just got back from a week in Portugal. “Beautiful trip,” she said, then paused. “Honestly, more time on my laptop than at the beach.” You’re both business owners, so you nodded. But it doesn’t have to be that way.

Most business leaders don’t take vacations. They relocate their stress. A vacation-ready business isn’t one where everything stops. It’s one where everything keeps working without you. *Here are five things you should be able to completely ignore while you’re away:*

1. YOUR INBOX

What it looks like now: You check your email just in case. A quick scan turns into replies, and by the time you look up, the evening has moved on without you.

What it should look like: You trust that the right things are handled. If something urgent comes up, it reaches you. Everything else waits.

What makes this possible:

- Clear ownership, so nothing funnels back to you.
- Reliable systems that prevent issues before they need attention.

What this really means: If everything runs through you, nothing runs without you.

2. SMALL TECH ISSUES

What it looks like now: A shared drive goes down, and your team calls hoping you can help from wherever you are. A five-minute question turns into an hour of troubleshooting, and your vacation becomes a work trip.

What it should look like: Things get fixed without you hearing about them. Your team knows where to go, and it’s not toward you.

What makes this possible:

- A clear support system instead of defaulting to you.
- Proactive around-the-clock monitoring that catches and resolves issues early.

What this really means: You shouldn’t be the IT help desk, especially from a beach chair.

3. DAY-TO-DAY TEAM QUESTIONS

What it looks like now: You step away and the messages start. Quick questions, small decisions, things your team could figure out. Before long, you’re back to answering and approving.

What it should look like: Work keeps moving without you. Your team knows what to do and when to act. You’re not the default answer to everything.

TEAM GIO



TECH TIP OF THE MONTH

Powered by Ian

While You’re Away, We’re On Guard

Vacation should be a chance to truly unplug, not worry about what might be happening back at the office.

From a technician’s perspective, the best protection is making sure your business is secure and supported before an issue ever happens. That’s why proactive IT matters.

Continuous monitoring helps us watch for unusual activity around the clock, automated backups protect critical data, and security tools work in the background to reduce risk.

If something does happen, there’s a team ready to respond quickly so small issues don’t turn into major disruptions. Cyber threats don’t care if you’re out of town, and technology problems rarely happen at a convenient time.

Our job is to make sure your business stays protected, your team knows where to turn for support, and you can step away with confidence knowing someone is keeping an eye on things. Peace of mind is one of the most valuable parts of having the right IT partner.

GIO’s goal is to make technology one less thing you have to think about while you’re away. The right preparation and proactive support can make all the difference between a minor issue and a major disruption.

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What makes this possible: Clear expectations and decision boundaries so your team doesn't rely on you for every step.

What this really means: If everything needs your approval, you haven't built a team. You've built a dependency.

4. CUSTOMER REQUESTS AND ROUTINE ISSUES

What it looks like now: Customers ask for you by name. Issues get escalated because you're the one who fixes them. Things still find their way back to you.

What it should look like: Customers are taken care of whether you're available or not. Requests are handled confidently and resolved without your involvement.

What makes this possible:

- Clear processes and shared access so another responsible person can step in.
- Nothing depends on one person.

What this really means: If customers need you to get what they need, your business can't scale without you.

5. 'WHAT IF SOMETHING GOES WRONG?'

What it looks like now: Even when nothing's happening, this question sits with you. You check in just in case. You never fully switch off.

What it should look like: You're not thinking about work. Not because nothing can go wrong, but because you know it'll be handled.

What makes this possible:

- Clear backup and recovery plans so issues don't turn into crises.
- Ongoing monitoring so the right people handle problems quickly.

What this really means: Peace of mind comes from knowing you're covered, not from hoping nothing breaks.

THE REAL ESCAPE

A week away is wonderful. But what really matters is not thinking about work. Not checking in, not hovering.

Real escape is when your phone buzzes and you don't panic.

That only happens when your business doesn't rely on you to keep things moving. Figure out how your business holds up without you before you find out the hard way.

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Key Takeaway:

A vacation-ready business isn't built in a day.

Start by identifying what still depends on you, then work to change it.

GIO MONTHLY MOMENTS

NEW OFFICE UPDATE

We won't be moving just yet, but progress is happening at the new office. First upgrade checked off the list: our new sign, with help from Harco Sign Co. Thank you to Lacey and her team, we love how it turned out. We also have another GIO sign coming for the front of the building, and can't wait to see it come to life!



FREE GIO SHIRTS

Anyone want a FREE Summer GIO shirt? After all, you can't be crabby with GIO...it's a Maryland staple. 🦀 We have a limited number of free unisex shirts available, so first come, first served! If you'd like to rock one this summer, email Lara at lara@giotechnologies.com and we will get one to you.



CULTURE CORNER

Duck hunt winner this round is Kaitlyn, who clearly has a talent for spotting those tiny little ducks. Lately, we've been busy brainstorming ideas for the new office buildout, while also keeping things interesting with a little office mischief like hiding rubber snakes.

CLIENT FEEDBACK

Here's a recent review we loved:

"Your extremely prompt follow up and quick resolve is very much appreciated. Thank you!"

No, thank you! This is exactly what we're here for...though hearing it never gets old! 😊