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Loyalty
TECH TALK
NEWSLETTER

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NEW IN THE NEWSLETTER

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Why Most Business Tech Improvements Fail and What Actually Works!

Every business eventually hits that moment where someone says, "It's time to finally get our tech under control." And then real life shows up.

A client emergency pops up. Someone can't access the file they needed five minutes ago. Good intentions slide quietly behind whatever fire needs putting out.

Here's the uncomfortable truth: Most tech improvement efforts fail because they rely on willpower instead of systems.

Why People Quit (In Business and in Fitness)

The fitness world has studied this for decades. People don't give up on goals because they're lazy — they give up because the structure around the goal is weak. Failure points are almost always the same:

- Vague goals: "Get in shape" is as unhelpful as "fix our IT."
- No accountability: If no one tracks progress, skipping becomes normal.
- No expertise: When you don't know what works, you guess... and guess wrong.
- Going it alone: Motivation fades, crisis mode takes over.

Sound familiar?

The Tech Version of the Same Problem

Most companies carry unresolved tech issues for months or years:

- "We should improve our backups."
- "Our security probably needs attention."
- "Everything feels slow."
- "We'll get to it when things calm down."

(Spoiler: they rarely do.)

These problems linger because leaders lack time, structure, and expertise to make meaningful improvements.



This monthly publication is provided courtesy of Kari Renn, President of Loyalty.

Our Mission: To make IT work at work so our clients can focus on their company goals without interruption.



*Happy
Valentines Day!*

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What Actually Works: The Personal Trainer Model

People who succeed in fitness often work with a personal trainer because the system does the heavy lifting. A great IT partner works the same way, providing:

- Built-in expertise
- Accountability that isn't on your shoulders
- Consistency even when you're busy
- Proactive problem-solving that prevents emergencies

What This Looks Like in Real Life

Imagine a 25-person company where nothing is broken, but everything is mildly frustrating — slow laptops, random outages, constant “Does anyone know how this works?” moments. Once they brought in an IT service provider, everything changed:

- Backups tested and fixed.
 - Devices upgraded on a replacement cycle.
 - Security gaps closed.
 - Productivity soared because systems finally worked.
- None of it required the owner to become a tech expert.



The Business Owners Guide To IT

You will learn:

- ♥ The three most common ways IT companies charge for their services and the pros and cons of each approach
- ♥ A common billing model that puts ALL THE RISK on you, the customer, when buying IT services; you'll learn what it is and why you need to avoid agreeing to it
- ♥ Exclusions, hidden fees and other “gotcha” clauses IT companies put in their contracts that you DON'T want to agree to
- ♥ How to make sure you know exactly what you're getting to avoid disappointment, frustration and added costs later on that you didn't anticipate

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SCAN ME



6 Tech Habits Your Business Should Quit Cold Turkey!

Every business has a list of habits everyone knows aren't great.

The risky shortcuts, the “we'll fix it later” processes, the workarounds that are now just “how we do things.”

They feel harmless until the day they aren't.

If you want your systems to run smoother, safer and with fewer surprises, these are six tech habits worth quitting cold turkey and what to do instead.

Habit #1: Clicking “Remind Me Later” on Updates

That tiny button has caused more business damage than most cybercriminals. Updates patch known vulnerabilities that attackers actively exploit.

“Later” becomes weeks or months, leaving your systems exposed. Massive ransomware outbreaks in the past spread because businesses skipped available patches.

Quit it: Schedule updates after hours or let your IT partner push them automatically. No interruptions, no exposed systems.

Habit #2: Using the Same Password Everywhere

Your favorite “strong” password isn't strong if it's used across multiple accounts.

When even a small website gets breached, your credentials get sold and attackers try them across banking, email and business systems. This is called credential stuffing, and it works shockingly well.

Quit it: Use a password manager (1Password, Bitwarden, LastPass). One master password. Unique credentials for everything else. Done.

Habit #3: Sharing Passwords Over Email, Text or Slack

“Can you send me the login?”

Sure. Now that password gets permanently stored in inboxes, backups, search histories and servers.



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CARTOON OF THE MONTH





If anyone's account gets compromised, hackers can search for "password" and harvest everything.

Quit it: Use the secure sharing features built into password managers. No passwords in writing, no permanent trail.

Habit #4: Giving Everyone Admin Access Because It's Easier

One person needs to install something, so you just grant admin access and never take it back. Now, half the team can bypass security tools, delete folders or install risky software. If any of those accounts get compromised, attackers instantly gain full control.

Quit it: Use the principle of least privilege. People get the exact access they need, nothing more.

Habit #5: Workarounds That Became Permanent

A process broke, you found a workaround and now it's the "official" way. Workarounds cost time, create fragility and depend on employees remembering a trick instead of relying on a real system.

Quit it: List every workaround your team uses. Then let an IT professional replace them with proper solutions that save hours and eliminate frustration.

Habit #6: The One Spreadsheet Running Your Entire Business

One Excel file with 12 tabs and mystical formulas known only to a few people is not a business system: it's a single point of failure. If it corrupts or the creator leaves, your operations grind to a halt.

Quit it: Document what the spreadsheet actually does and then move those functions into real tools with backups, permissions, audit trails and scalability.

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Why These Habits Stick and How to Break Them

You don't keep these habits because you're careless. You keep them because you're busy. Bad tech habits feel fast in the moment, but the consequences stay invisible until they're catastrophic.

The businesses that finally fix these issues don't rely on willpower; they change their environment. With the right IT partner:

- Password managers get deployed company-wide
- Updates happen automatically
- Permissions get managed correctly
- Workarounds disappear
- Critical spreadsheets become real systems

The right way becomes the easy way.

Your Business Tech Is Overdue for an Annual Physical!

Most people avoid medical appointments until something hurts. Businesses do the same with their technology.

Systems are "fine," nothing seems broken and everyone is busy. But just like your health, the absence of pain doesn't mean everything is healthy. Problems that take businesses down are usually invisible until they explode.

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Recommend Loyalty and get a \$200 VISA for every qualified appointment booked.

Loyalty will meet with your referral and determine if we are a good fit for their IT needs.

Loyalty will propose a best-fit solution to solve their IT problems and concerns.

Your referral becomes a Loyalty client - you get a \$1,000 VISA!!



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REFERRAL PROGRAM





So, here's the uncomfortable question: When was the last time your business technology had a real checkup?

Not a printer fix. Not a new laptop. A holistic, preventative exam that looks for issues you don't even realize are there.

Because "working" and "healthy" are two very different things

The "I Feel Fine" Trap

Tech problems rarely announce themselves. Systems can run day after day while hiding critical risks, including:

- Backups that exist but don't restore
- Aging hardware long past safe use
- User access no one has audited in years
- Security gaps nobody realized were there
- Compliance requirements silently going unmet

Your technology can look functional right up until one bad day becomes the worst day your business has ever had.

What a Real Tech Physical Examines

A proper technology assessment works the way a medical physical does: systematic, thorough and designed to surface issues early.

Backup and Recovery

This is the heartbeat of your technology environment. If everything else fails, can you recover?

Are backups completing successfully, not just scheduled? When was the last time you tested them?

If your server died Monday morning, how long to be operational?

Most businesses only discover backups are broken during an emergency. That's the worst moment to find out.

The "I Feel Fine" Trap

Equipment ages quietly... until it doesn't. How old are your servers, firewalls, switches and workstations? Is anything past manufacturer support, meaning no patches or security updates? Are you replacing devices proactively or waiting until they fail?

Downtime from aging hardware is a top hidden cost. Things run slowly for months, then suddenly stop.

Access and Credentials

If you're unsure who has access to what, you're not alone—but you are at risk. Can you produce a current list of users? Are any former employees still active? Are shared accounts hiding who did what?

Access creep happens silently over time. It's one of the most common and preventable causes of breaches.

Disaster Readiness

Nobody wants to think about the worst-case scenario, but ignoring it makes it dangerous.

If ransomware hit, what's the real recovery plan? Is it written? Tested? Known by more than one person?

How long could operations function without systems? If your disaster plan amounts to "we'll figure it out," that's not a plan.

Compliance and Industry Requirements

Depending on your industry, "healthy" has a very specific definition.

Healthcare businesses must meet HIPAA requirements. Anyone handling credit cards must pass PCI compliance. Many client contracts now include explicit cybersecurity requirements. Compliance isn't about paperwork. It protects you from fines, lost contracts and legal exposure.

Warning Signs You're Overdue

If any of this sounds familiar, it's time for an exam:

- "I think our backups are working."
- "The server is old, but it still runs."
- "We probably have ex-employee accounts still active."
- "We have a disaster plan... somewhere."
- "If this person left, we'd be in trouble."
- "We'd probably fail an audit, but nobody has asked yet."

These aren't small issues. They're symptoms of risk.

Warning Signs You're Overdue

A preventative review costs hours. A failure costs days or weeks.

- Data loss: Losing client records, financials or projects can be fatal for a small business.
- Downtime: Every hour of downtime means lost productivity, missed deadlines and strained client trust.
- Compliance failures: Penalties are steep and increasingly enforced.
- Ransomware: The average small-business recovery cost is now deep into six figures.

Prevention is quiet and inexpensive. Recovery is loud and expensive.

Warning Signs You're Overdue

You wouldn't diagnose yourself with a stethoscope and a guess. You go to a professional who knows what healthy looks like. Technology is no different. You need someone who:

- Knows the standards for your size and industry
- Recognizes patterns and early warning signs
- Can see issues you've normalized simply by living with them daily

That's what transforms tech management from firefighting into prevention.

