

# TECHNOLOGY TIMES

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

## 3 Big Lies VoIP Salespeople Will Tell You To Get Your Money

Considering a VoIP system for your business?

Beware: The truth you need to make a good decision can be hard to come by. Here are a few "gotchas" to watch for when talking to VoIP system sales reps:

Big Lie #1 - "You'll need to replace your firewall (or router)."

Chances are, the rep telling you this needs to get around some limitation of his or her system. VoIP phone lines were never designed to go through your firewall. Being forced through a firewall can have a severe impact on the sound quality of your phone system.

Not only that, but going inside your network means competing with the data traffic of your existing PCs, laptops and other devices. Plus, it would cause you to open up a hole in your firewall... Don't go for it!

Big Lie #2 - "Our network uptime is the best in the industry!"  
Ask for exact stats - and proof. If it's anything less than 99.999% guaranteed, don't buy it!

And don't let anyone tell you XX% uptime can't be done. As of this report our carrier was up XX% of the last XX months.

Big Lie #3 - "Your new system will have all the same features as your current one."

Do NOT assume this to be true. You'd be amazed by how many VoIP systems fail to provide even the most basic features. Be sure to get a hands-on demonstration to see for yourself how it will work. This will help you avoid any unpleasant surprises once your new system is installed.

Remember, it's "buyer beware" when shopping for a new VoIP system. This one decision could have a drastic impact on your company's ability to communicate with customers, suppliers and employees. Your bottom line is at stake, so take the time to shop carefully.

**For our complete guide to how to get a VoIP system that will keep you and your staff "smilin' and dialin'" - without getting fleeced, call us 703.991.0101 or email [sales@grstechnologiesolutions.com](mailto:sales@grstechnologiesolutions.com).**



*"Drive thy business  
Or it will drive thee."  
-Benjamin Franklin*

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# Are You Using Social Media To Market Your Business?

## Here's Why You're Likely To Be Wasting Time And Money On False Marketing Metrics

John Wanamaker is famous for saying, "Half of the money I spend on advertising is wasted; the trouble is, I don't know which half!" With an ever-growing number of sophisticated online tracking tools, you'd think that wasting advertising dollars would be a thing of the past. But, in fact, companies are wasting just as much (if not more!) on online media and advertising due to a number of factors, but mostly because they're confusing activity with results.

In business, the only thing we can take to the bank is money – checks, credit card payments, cash and any other forms of monetary deposits. Leading indicators to revenue, as we all know, are paying clients (orders, contracts, sales) and actual leads from qualified, genuinely interested prospects. However, much of the social media marketing I see is a heck of a lot of activity metrics (clicks, followers, open rates of e-mail, visitors to a site, etc.) that cannot be directly tied to generating a qualified lead, much less cash in the bank; so, unless someone can directly show me how an increase in Twitter followers turns into more profit for a company, I'm not impressed. In fact, I believe management of all the social media sites ends up taking an enormous amount of time away from more productive lead generation and marketing activities and opens the door for customer service and PR failures.

For example, if you have a Facebook fan page, you now need to monitor it daily – even hourly – for negative client comments, which are now public for the world to see, unfiltered and out of context, instead of a client simply e-mailing you their complaint, where it can be addressed privately. Further, clients will assume they can message and/or post their requests to your Facebook page instead of going through the proper channels; if you fail to address their request in a timely manner because it didn't go through your normal process of handling such requests, you've just created a customer service failure that is open for the public to see.

To be clear, I'm not suggesting that you should shut down all social media sites and marketing; there are situations where it's a very smart and strategic part of a business strategy. But, as my mother would say, "Don't jump off a cliff just because everyone else is." Be sure that whatever you're doing online in social media can be measured and quantified to tie in to key sales, service and growth goals you have for your organization, and do not accept "getting our name out there" as a sufficient result for your marketing efforts.

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### FREE REPORT:

#### **"The Ultimate Guide To Choosing The RIGHT VoIP Phone System For Your Small Business, Call Center Or Multi-Location Office"**

**The Ultimate Guide To  
Choosing The RIGHT  
VoIP Phone System For  
Your Small Business,  
Call Center Or  
Multi-Location Office**



Read This Report To Discover:

- What VoIP is, how it works and why the phone company may force you to switch to a VoIP phone within the next 3-4 years.
- 4 different ways to implement VoIP and why you should never use 3 of them for a business phone system.
- Hidden costs with certain VoIP system that can negate any cost-savings you might gain on your phone bill.
- 7 revealing questions to ask any VoIP salesperson to cut through the hype, half-truths and "little white lies" they'll tell you to make the sale.

**Claim Your FREE Copy Today at  
[www.grstechnologysolutions.com/VoIP](http://www.grstechnologysolutions.com/VoIP)**

## Shiny New Gadget Of The Month:



## THE AMAZON ECHO: LIKE SIRI FOR YOUR HOME

It's not Rosie the Robot, but your first voice request to Amazon's new Echo moves you one step closer to living like the Jetsons... Think of it as a plugged-in version of Apple's Siri or Microsoft's Cortana.

This "smart" speaker in a 9¼ x 3¼-inch cylinder can order products, turn off lights, set a timer, look up and give you sports scores, read you a book from Audible and more.

You might even get it to tell you terrible jokes...

It won't replace a high-end stereo, but its sound quality compares with any Bluetooth speaker, and it can fill a good-sized room in your home.

Bottom line: Echo offers hands-free, at-home audio access to just about anything on the web, with better sound than a smartphone or tablet.

All in all, it can make your life easier. And maybe just a little more fun.

## Passion Is Powerful

A few months ago I had the pleasure of working with Germania Insurance at their annual sales conference. The night before, at dinner, I was fortunate to sit at the table with Matt Sodolak. I use the word "fortunate" because I was about to witness what I would best describe as TRUE PASSION for your profession.

I asked a question of Matt that I have asked countless times, "How do you like being in the insurance business?" His response surprised me. Without any hesitation he said, "I love it. It's my job for life."

In all my years of interviewing people, I have never had anyone say, "This is my job for life." The passion, sincerity and conviction in his voice just knocked me over. He sat forward in his chair and followed his statement with, "I love helping people, and I get to do it every day."

There was NO DOUBT in my mind the passion Matt felt for his job, career and the company he worked for. I felt that anyone who had Matt as their agent was so fortunate. He never mentioned commissions ... he talked the whole time about protecting his clients and how people counted on him to make sure they had the proper coverage in case something disastrous happened.

Unfortunately, something disastrous did happen; Texas has been slammed this year with enormous floods destroying millions of dollars in property and causing havoc to people's lives. I heard from Matt last week and he shared a quick story about one of the people who works in their claims department. She said,

"Being in the insurance business, all of our customers' problems become our problems and we have to be here to help them through it... that's why they do business with us and that's what keeps our lights on; you gotta love it or you are at the wrong place!"

It doesn't surprise me that anyone who works with Matt would also have a passion for their job; he would attract other people who would want to do, help and care for others. Let me share a few anonymous quotes with you about the Power of Passion:

Maybe the one thing that is keeping your career from taking off ... is that you aren't looking at it as a career; it is simply a job to you; and your customers, associates, managers and boss can sense that.

There is always going to be frustration, toil, hassles, problems, glitches, hitches and difficulties in any job (that is why they call it work). But, if you look at it from a different perspective ... that what you are doing is helping people in some way ... then it all becomes worthwhile.

Galileo, the great Italian astronomer, physicist, engineer, philosopher and mathematician, once said: "Passion is the genesis of genius." So, let your passion become the start of something great for your career.



Robert Stevenson is a highly sought after, internationally known speaker. He is the author of the best-selling books *How to Soar Like An Eagle in a World Full of Turkeys* and *52 Essential Habits For Success*. Robert is a graduate of the Georgia Institute of Technology (Georgia Tech) and is a former All-American Athlete. He started his first business at 24 and has owned several companies. Robert has international sales experience dealing in over 20 countries, and his client list reads like a Who's Who in Business. He has shared the podium with such renowned names as Generals Colin Powell and Norman Schwarzkopf, Former President George H.W. Bush, Anthony Robbins and Steven Covey. [www.robertstevenson.org/](http://www.robertstevenson.org/)

### Services We Offer

GRS has the IT support that can take your business to the next level, with solutions provided at a rate you can afford. We provide everything you need to make you look like an Enterprise and keep your technology running at its optimal level, for a fixed monthly fee. Give us a call today at 703.991.0101 x 1 to discuss your needs.



# Google Plus: For Geeks Only?

## What You Need To Know Now

Is Google Plus a bust? Or is it still a channel to be reckoned with if you don't want to lose touch with your customers?

Google Plus - aka "Google+" - is a social network built by Google. It's been connected to other Google products. It was the birthplace of Hangouts, for instance, now a standalone product.

But things are changing. Google is dismantling Google+ for parts. What will remain may be just a stream, yet it will likely endure due to its die-hard fan base.

So how relevant is Google+ to your business?

The answer is, it depends on your customer base. Are your ideal customers using it? If not, perhaps you can safely ignore it.

However, if you already have a following on Google+, or if you are targeting new customers who use it, here are three ways you can leverage it for your business:

### Get Found Fast

It's no surprise that Google Search favors Google+ posts. With a little reader engagement, your post can show up on page one in just a few days.

### Give to Gain

Content that helps you target prospects with a simple "thank you" to folks who engage can work wonders.

### Build Micro-Lists with Circles

Here's a little-known secret: For circles up to 100, Google+ allows you to "Also send e-mail." This can be a great way to build tightly segmented lists.

Depending on your audience, Google+ may still be the best way to connect with your customers.



"Here's what you're going to do. You're going to give those 3 million people their credit card numbers back and you're going to say you're sorry."

## On A Side Note... Could Your Laptop Battery Revolutionize The Way We Drive?



If you like hot cars and green tech, you may have started hankering for a Tesla as far back as 2008...

Yet, aside from cool looks and speed, did you know the simple design edge that's putting Tesla in the spotlight?

Other car builders, like Nissan, GM and even Mercedes, have electric cars on the road. But they all use costly, high-tech lithium ion batteries.

Tesla, on the other hand, simply uses the type of batteries you have in your laptop - thousands of them...

With over a billion of these cells made every year, their design and pricing is driven by the same fierce competition that drives the consumer market.

And if Tesla Motors can put a car on the road with enough battery life, they may just revolutionize the way we drive - like Henry Ford's Model T did over a century ago.