

KOSI BITS & BYTES

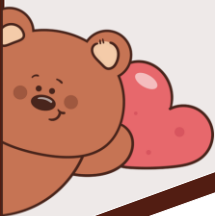
Insider Tips To Make Your Business Run Faster, Easier And More Profitably

Show Your Systems Some Love

Your systems are the unsung heroes of your business—quietly supporting every task, every customer interaction, every win. When they're weighed down by outdated tools or years of technical debt, they can't give you their best. A little love goes a long way.

Think of maintenance as caring for a relationship: check in regularly, notice when things feel sluggish, and give attention where it's needed. Whether it's automating repetitive work, refreshing aging platforms, or clearing out old bottlenecks, these small acts of care help your systems stay strong and supportive.

Investing in the health of your tech isn't just practical—it's a way of honoring the foundation your business relies on every day.



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This monthly publication is provided courtesy of Jen Evans
CEO & Owner of
King Office Service, Inc.



OUR MISSION:

We leverage technology to provide simple and secure solutions to enhance profitability and productivity in our clients' organizations.

KOSI - Your Trusted Local Partner for Over 45 Years!

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 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.

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 One Decision That Changes Everything

If you choose one tech goal this year, make it this: Stop operating in firefighting mode.

When tech becomes predictable instead of chaotic:

- Your team works faster
- Customers get better service
- You stop losing hours to preventable issues
- Growth becomes easier

This isn't about doing more. It's about making tech reliable and not doing it alone.

SHORT MONTH, BIG IMPACT

10 Ways to Streamline Your Office

Keeping your office running smoothly takes more than hard work—it means removing obstacles that slow productivity. Here are 10 common pitfalls and how to avoid them:

1. ****Complex Processes**** Simplify workflows and automate repetitive tasks.
2. ****Unclear Priorities**** Define what matters most and tackle those first.
3. ****Too Many Meetings**** Replace with emails or quick check-ins; stick to agendas.
4. ****Poor Communication**** Use clear instructions, project tools, and regular updates.
5. ****Cluttered Spaces**** Declutter desks and digital files for better focus.
6. ****Outdated Tech**** Schedule regular maintenance and upgrades.
7. ****Micromanaging**** Trust your team; step in only when needed.
8. ****Skipping Breaks**** Encourage short breaks to prevent burnout.
9. ****Not Delegating**** Share tasks to avoid bottlenecks.
10. ****Ignoring Feedback**** Ask for input and act on it.

Avoid these pitfalls to boost efficiency and create an empowered workplace. Small changes make a big impact!

6 TECH HABITS YOUR BUSINESS SHOULD QUIT COLD TURKEY



Every business has habits everyone knows aren't great—the risky shortcuts, the “we'll fix it later” processes, the workarounds that became normal. They feel harmless... until they aren't.

If you want smoother, safer systems with fewer surprises, quit these six tech habits and do this instead:

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

Delaying patches leaves systems exposed to attacks.

Quit it: Schedule updates after hours or let IT push them automatically.

Habit #2: Using the Same Password Everywhere

One breach can compromise everything.

Quit it: Use a password manager for unique credentials.

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

Hackers search inboxes for “password.”

Quit it: Share securely through password manager tools.

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

Too much access = big risk.

Quit it: Apply least privilege—only what's needed.

Habit #5: Workarounds That Became Permanent

Quick fixes create fragile systems.

Quit it: Replace workarounds with real solutions.

Habit #6: The One Spreadsheet Running Your Business

Single point of failure.

Quit it: Move to proper tools with backups and permissions.

Why These Habits Stick and How to Break Them

Bad habits feel fast—but the fallout is costly. The easiest way to break them? Change the environment: automate updates, deploy password managers, manage permissions, and upgrade systems. With the right IT partner, the secure way becomes the easy way.

Reveal Where Your Computer Network Is Exposed And How To Protect Your Company Now



At no cost or obligation, our highly skilled team of IT pros will conduct a comprehensive cyber security audit to uncover loopholes in your company's IT security.

After the audit is done, we'll prepare a customized “Report Of Findings” that will reveal specific vulnerabilities and provide a Prioritized Action Plan for getting these security problems addressed fast. This report and action plan should be a real eye-opener for you, since almost all of the businesses we've done this for discover they are completely exposed to various threats in a number of areas.

To Get Started
Claim Your FREE Assessment Now,
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Visit www.kingoffice.com/cyber-audit



CARTOON OF THE MONTH



“This felt like a good idea... earlier.”



Most Businesses Skip Tech Checkups—Until It Hurts. Just like people avoid the doctor until something hurts, businesses do the same with technology. Systems seem “fine,” nothing looks broken, and everyone is busy. But the absence of pain doesn’t mean everything is healthy. The problems that shut businesses down are usually invisible—until they explode.

Here’s the question:

When was the last time your business technology had a real checkup?(Not a printer fix. Not a new laptop. A full, preventative exam that finds issues you don’t even know exist. Because “working” and “healthy” are two very different things.)

The “I Feel Fine” Trap

Technology issues rarely announce themselves. Systems can run for years while hiding critical risks like:

- ❖ Backups that exist but don’t restore
- ❖ Aging hardware past safe use.
- ❖ Unchecked user access
- ❖ Security gaps nobody noticed
- ❖ Compliance requirements silently unmet

Everything looks fine—until one bad day becomes the worst day your business ever has.

What a Real Tech Physical Includes

A proper technology assessment works like a medical physical: systematic, thorough, and designed to catch problems early.

Backup & Recovery

- ❖ Are backups completing and tested?
- ❖ If your server died Monday, how fast could you recover?

Most businesses only discover broken backups during an emergency—the worst time to find out.

Hardware & Infrastructure

- ❖ How old are your servers, firewalls, and workstations?
- ❖ Anything past manufacturer support?

Downtime from aging hardware is a hidden cost—slow for months, then sudden failure.

Access & Credentials

- ❖ Can you list all active users?
- ❖ Any ex-employees still have access?

Access creep is silent but dangerous—and a leading cause of breaches.

Disaster Readiness

- ❖ If ransomware hit, what’s the plan?
- ❖ Is it written, tested, and known by more than one person?
- ❖ “We’ll figure it out” is not a plan.

Compliance

- ❖ HIPAA, PCI, client cybersecurity requirements—are you meeting them?

Compliance protects you from fines, lost contracts, and legal exposure.

Warning Signs You’re Overdue

- ❖ “I think our backups work.”
- ❖ “The server is old, but it still runs.”
- ❖ “We probably have ex-employee accounts.”
- ❖ “We have a disaster plan... somewhere.”
- ❖ “If this person left, we’d be in trouble.”
- ❖ “We’d fail an audit, but nobody’s asked yet.”

These aren’t small issues—they’re symptoms of risk.

The Cost of Skipping the Checkup

- ❖ A preventative review costs hours.
- ❖ A failure costs days—or weeks.
- ❖ Data Loss: Losing client records or financials can be fatal.
- ❖ Downtime: Every hour means lost productivity and trust.
- ❖ Compliance Failures: Penalties are steep and enforced.
- ❖ Ransomware: Recovery costs now average six figures.

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

Why You Can’t DIY Your Tech Physical

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

- ❖ Knows industry standards
- ❖ Recognizes warning signs
- ❖ Spots issues you’ve normalized by living with them daily.

That’s how you move from firefighting to prevention.



Ember Temperature Control Smart Mug 2

The Ember Mug 2 isn’t just a mug; It’s your best friend during long, busy meetings. Set your perfect temperature in the app and keep it steady for 90 minutes, so every sip stays warm.

Hand-wash Safe and fully submersible, it’s the ultimate upgrade for busy coffee lovers who Love tech.



QUICK TECH TIP

♥ Love Your Data! ♥

Show your data a little affection this February with a few small habits that make a big difference:

♥ Back Up What You Care About ♥

Whether it’s business documents or personal photos, make sure your files are backed up to a secure cloud location or an approved company drive. Nothing says “I care” like having a safe copy.

♥ Protect It With Strong Security ♥

Give your accounts a security glow-up: refresh old passwords, check your MFA settings, and remove sign-ins you don’t recognize. It’s like sending your data a Valentine made of encryption.

♥ Declutter for a Happier Digital Life ♥

Delete old downloads, archive inactive projects, and clear out duplicate files. A tidy workspace makes your data feel appreciated—and keeps you more productive.

♥ Keep Software Updated ♥

Updates patch vulnerabilities, so installing them promptly is one of the simplest ways to keep your data safe and feeling loved.

A little extra TLC now can keep your data secure, happy, and stress-free all year long. ♥



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Keeping Technology Secure & Simple

PRST STD
US POSTAGE
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YOUR BUSINESS TECH
Is Overdue For Is Overdue For An
Annual Physical

Who Wants To Win A \$25 Gift Card?

TRIVIA

Which historic technology milestone
first occurred on February 14, 1946?

- A. The first domain name was registered
- B. The first email was sent
- C. ENIAC, one of the earliest electronic general-purpose computers, was unveiled
- D. TCP/IP was adopted as the standard for the internet

Last month's Trivia: **Q** : What year was the first
commercial floppy disk introduced in January? **A** : 1971

You can be a Grand Prize Winner of this month's Trivia Challenge Quiz!
Just be the first person to correctly answer this month's trivia question
(no cheating!) and receive a \$25 gift card.

Ready? Call us right now at **419-522-4001** or send an email to
katies@kingoffice.com with your answer!

If you would like to share our Newsletters and want extra copies in your office,
we would be happy to provide them.

Email **katies@kingoffice.com** and we will take care of your request.



Prep: 15 min
Cook: 4 hours
Yield: 32 servings (2 quarts)
<https://www.tasteofhome.com>

INGREDIENTS

- ❖ 1 pound ground beef
- ❖ 1/2 pound bulk spicy pork sausage
- ❖ 2 pounds cubed Velveeta
- ❖ 2 cans (10 ounces each) diced tomatoes and green chiles
- ❖ Tortilla chip scoops, red pepper and cucumber sticks

INSTRUCTIONS

Step 1.

In a large skillet, cook beef and sausage over medium heat until no longer pink; drain. Transfer to a 3- or 4-qt. slow cooker. Stir in cheese and tomatoes.

Step 2

Cover and cook on low for 4-5 hours or until cheese is melted, stirring occasionally. Serve with tortilla chips, and red pepper and cucumber sticks.

Nutrition Facts: 1/4 cup: 139 calories, 10g fat (5g saturated fat), 40mg cholesterol, 486mg sodium, 3g carbohydrate (2g sugars, 0 fiber), 8g protein.