

## Issue at a Glance

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## CN Updates

YELP! [Click here if you'd like to write us a quick review on Yelp.](#) Thanks!

Convergence is hiring! If you know someone looking for work (and who doesn't?) see page 3 for the details.

## Tech News

[Perfect insulator could eliminate heating bills](#)

[Fighting social media spam](#)

[Yahoo joins Twitter](#)

## Quote of the Month

"With Convergence on board our issues are taken care of immediately."  
-Dave Parsons  
Associated General Contractors  
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## A Little Simplification

**"A little simplification would be the first step toward rational living, I think."  
Eleanor Roosevelt**

March marks the beginning of spring, which means it's time for some spring cleaning. What better time to work on simplifying our lives?

To that end, in this newsletter you'll find tips and inspiration about doing just that.

The iTip column is a two-for-one. It offers both tech related and money saving tips. Learn how to save money with Twitter. Who would have thought?

The Links we Love section includes a few examples of simple solutions you can use to enrich your life.

You'll also find a client testimonial on page 2, where Dave Parsons of Associated General Contractors describes how Convergence has simplified his work life.

Good luck with your spring cleaning. P.S. Happy birthday, Dr. Seuss!



**Feb. 18, 2010: Convergence CEO Dave Murray (right) enjoying last month's Power Breakfast featuring Oracle Chairman Jeff Henley (left). Contact Convergence if you'd like to join us at an upcoming breakfast, hosted monthly by Portland Business Journal.**

## Employee Spotlight



**Name:** Ryan Hardwick  
**Job Title:** NOC Technician  
**Education:** University of Hawaii at Hilo, 2 years

**Favorite thing about my job:** The guys I work with.

**Favorite place in the world:** Hawaii.

**Favorite toy:** Anything soccer related.

**Biggest pet peeve:** Laziness.

**If I won a million dollars, I would:** Start my own Soccer Training Academy.

**Song that best represents my life:** "Bruises" by Un LoCo.

**Favorite memory:** Coaching the Hawaii 94 Boys in the Olympic Development Program Region IV Championships in 2007.

**Favorite food:** Buffalo wings.

**Celeb who'd portray me in a movie:** Ryan Reynolds.

## iTip: Save Money...with Twitter?

Yes, it's possible! Here are some Twitter accounts worth following for anyone who wants regular notification of great deals.



1. [@CheapStingy](#): You already have the latest and greatest tech supplies (and support) at work, but then you go home to your rusty old desktop with a 15-inch screen. Well, not if you follow Cheap Stingy, which gives you inside info about tech discounts, deals and giveaways.
2. [@WiseBread](#): This Twitter account is the place to go for everything from food, entertainment and clothing deals to money saving tips.
3. [@BabyCheapskate](#): Follow Baby Cheapskate to learn about the best deals on everything for baby, like diapers, strollers, food and more.

## Testimonial: Dave Parsons of Associated General Contractors (AGC)

**About AGC:** Since 1920 AGC Oregon-Columbia Chapter has served as the voice of the commercial construction industry. The association provides its members with a forum for exchange of ideas and services designed to enhance the professionalism of the construction industry including workers' compensation and health insurance; legislative and governmental representation; safety and loss control consulting; training and apprenticeship programs; and education and pension programs. The chapter also sponsors AGC University, which provides professional development training to the commercial construction industry.

**Before Convergence:** My most frustrating computer issue before Convergence was getting computer issues taken care of. We used to have an internal IT person, but the Safety and Loss Control Team works from their home office, so the only time we could have our issues addressed was once a month when we came to meetings or if we made a special trip to the main office. With Convergence on board our issues are taken care of immediately. We can call them, they log on to our computers, assess the issues and take care of them then, and we don't have to make a special trip to have them looked at.

**Why I love Convergence:** The Convergence Team has always been friendly when we call with computer issues. Besides that, they have worked with us, diagnosing our issues and taking care of them immediately. They are a great team and we are excited to be a part of their team.

*If you'd like to share your testimonial in an upcoming newsletter, email Tara at [tparks@cnwi.net](mailto:tparks@cnwi.net). Also ask Tara if you'd like one of our "I heart my IT guy" window decals:*



**Calendar of Events**  
3/4: Oregon's 100 Best Companies dinner, Oregon Convention Center

3/9: SearchFest 2010, Governor Hotel

3/14: Shamrock Run

3/23-3/28: Cats at Keller Auditorium

To see more events, click [here](#).

### Links we Love

[FriedBeef.com](#)

Lucky for us, high tech is now cool...and this Web site proves it. Fried Beef's motto is "Solving everyday problems with simple technology." Here's a taste of the simple tips they offer:

- [40 Ways to Download FREE Music Legally](#)
- [Tech Tools to Help you Sleep Better](#)
- [Easy Ways to Create Stunning Photo Collages Online](#)

### Cheap Eats

[Palm Court Restaurant, 309 SW Broadway](#):

Nestled in the lobby of the Benson Hotel, Palm Court offers happy hours twice nightly, from 4pm to 6pm and 9pm to close. Enjoy favorites like crab wontons, calamari and more for just \$3 to \$8.

# Protect your Business from Bank Fraud

A recent surge in bank fraud shows that cybercriminals are targeting small businesses, and there is little banks can do about it. There are some things you can do about it, though, to protect your business.

## Overview of cyber bank fraud

In a Wall Street Journal article, reporter Riva Richmond gives an example of how cyber bank fraud is typically committed: “One common mode of attack is to send a ‘spear phishing’ email containing an infected file or a link to a malicious Web site to employees with access to the firm’s financial accounts. Once the employee opens the attachment or goes to the Web site, malware is installed on the computer that allows criminals to access banking logins and passwords.”



Cybercriminals target small businesses because they are usually easier to infiltrate than larger businesses, and they do not have the same level of safeguards against fraud that consumers have. So far banks are not being held responsible—technically the breach in security occurs within the businesses, not the banks. Some argue that banks should alert people of suspicious activity sooner, but for now only businesses can safeguard themselves by being proactive.

## Proactive solutions to help protect your business

- Subscribe to a spam filtering service to prevent attacks like spear phishing from reaching your network.
- Use antivirus software that includes link scanners to alert you about unsafe Web links.
- Ensure that the computer account you use for banking does not have local admin rights. If software installation is prohibited on your computer account, then most malware cannot be installed, either.
- Set up dual controls on the company bank account, have a daily withdrawal limit and impose restrictions for adding new payees.

Questions or concerns? Your TSD will be happy to help as you consider the right bank fraud protection plan for your business. To see the full Wall Street Journal article, click [here](#).



## Now Hiring!

Convergence is looking for a team player who knows IT and has a great personality to boot...we know you don't want to deal with any rotten tomatoes, and neither do we!

If you know someone who fits the bill, feel free to forward this job opportunity: [Service Desk Technician](#).