2017 Leadership Awards Nominees

How Tech is Changing the Office
Spring 2017

By: Marcia Albers, Executive Director

“Every Season… I will offer thanks for what has been and is to come”
~ Nichole Nordeman

As Spring is upon us, we look forward to longer days and are grateful for the sun in each day! During this time it seems appropriate to reflect back on the flurry of activity that has taken place throughout my brief tenure with Technology First and as we continue to steer the ship in the direction and on the course Ann Gallaher and her countless colleagues set forth.

We are proud to announce record attendance and sponsor participation at our Taste of IT conference in November and the Ohio Information Security conference in March (250+ participants at each). This is no doubt a sign of the times and what we can expect going forward in Dayton and the southwest Ohio region.

We are also pleased to announce we will be hosting strategists from AT&T and Microsoft in Dayton on Thursday, April 20th to gain an understanding as to how the strategic roadmap of leading technology providers might impact the strategic decisions of our member companies.

To wrap up our fiscal year, we will be hosting our Annual Technology First Leadership Awards on May 4th, 4:00-6:00pm in the Flight Deck at the UD Arena. This is an excellent opportunity to spend time “off-site” with your staff to recognize key contributors in the technology industry and promote future efforts we should all strive towards.

We welcome everyone and hope you are able to join us as we build upon the legacy set forth by those before us…

OISC 2017 was a HUGE Success!!

We are proud to announce Ohio’s Information Security Conference had over 250 participants and 25+ Sponsors and Exhibitors. The agenda boasted 2 informative Keynote presentations, 16 Break-Out sessions, valuable time with sponsors and wrapped up with many awesome door prizes to help build our “Cyber-Mindfulness” technology community. Thanks to all of our participants!
The idea of hosting applications and data in "The Cloud" predates Microsoft’s release of Office 365 back in 2011. However, one could argue that Office 365 helped usher in Cloud services to mainstream business. Now, more than ever, many companies are hosting their data, applications, and services in Cloud services such as Office 365.

Should all businesses move their data to Office 365? Microsoft offers a great many applications and services that many organizations have been quick to adopt. So, for some businesses and organizations, the answer to that question may not be a simple yes. There are a few reasons to approach adoption of Office 365 with care, but that does not mean you should stay away!

For some businesses, data may simply be too confidential or sensitive to place in the cloud. Others may have too great an investment in on-premises infrastructure to move wholesale to Office 365. Or perhaps an all-in approach to Office 365 deployment appears to be too much to achieve in a single phase. If any of these, or other reasons, are keeping you from adopting Office 365, read on for how you can still leverage Office 365.
5 WAYS THE USE OF A HYBRID DEPLOYMENT CAN EASE THE DEPLOYMENT OF OFFICE 365

1) FLEXIBLE IDENTITY MANAGEMENT
User provisioning and authentication with Office 365 is very flexible. User accounts can be created and managed completely in the Office 365 portal. Cloud identity management is not the only option, and for those that need more control there are several other options. For those with on premises Active Directory, your user accounts can be synchronized to Office 365, making user provisioning very simple and completely under your control. Add in password synchronization and your users no longer need to remember multiple passwords. For peak flexibility, you can federate on premises Active Directory with Office 365 services. This allows you to control user provisioning and authentication, while still maintaining complete control of the process from end to end.

2) EXCHANGE SUPPORTS HYBRID DEPLOYMENT
Interested in using Exchange Online but concerned about hosting mailboxes in the Cloud? Since Office 365 Exchange supports hybrid deployment, you have the flexibility of hosting sensitive or confidential mailboxes on premises while putting other mailboxes in Microsoft’s Office 365-based Exchange servers.

Even if you do not use Cloud-hosted Exchange mailboxes, you can still leverage the power of Forefront Online Protection for Exchange. FOPE is a powerful tool that can protect mail flow from viruses and unsolicited email then route mail to your Exchange servers.

3) SHAREPOINT SUPPORTS HYBRID DEPLOYMENT
Do you have sensitive or confidential data that cannot be placed in Cloud services? Because Office 365 SharePoint supports hybrid deployment with on premises SharePoint sites, you can leverage your local SharePoint assets for sensitive data and harness the power of SharePoint in Office 365 for other sites.

4) OFFICE 365 SIMPLIFIES THE PROCESS OF PROCURING, PROVISIONING, AND MANAGEMENT OF YOUR OFFICE APPLICATION LICENSES.
With Office 365 you always have the power of the most recent Microsoft application that your business relies on. Combine identity management from Office 365 with these applications and it is easier than ever to procure new licenses, deploy them to end users, and to know what systems these applications have been installed on.

5) COLLABORATIVE APPLICATIONS SUCH AS SKYPE FOR BUSINESS, PROJECT, YAMMER, ONEDRIVE, ONENOTE, AND MORE AT YOUR FINGERTIPS.
There are a ton of applications available from Office 365 that make collaboration among team members more seamless than ever! Applications such as OneNote, OneDrive, Skype for Business, Project (and Project Online), Yammer, and many others make it easier than ever for your team to keep connected and share ideas.

INTERESTED IN MORE INFORMATION?
If you are interested in exploring cloud deployments with Microsoft Office 365, either full integration or hybrid models, the time might be right to dive in! If you are interested in how to Afidence can help you with your Office 365 migration, reach out to us today by emailing Zach.Wiant@afidence.com, calling us at 513-234-5822, or visiting us at http://www.afidence.com.
THE TIMES ARE CHANGING

The workforce is in transition: baby boomers are retiring and successive generations contain fewer employable persons. According to a Pew Research study conducted in the United States in 2015, baby boomers accounted for 29% of the workforce, while Gen X accounted for 34%, and millennials were another 34%. The baby boomers (aged to 52 to 70) are retiring and, even though immigration is adding to the millennial population (aged 18 to 35), it is not enough to make up the difference. In the next 5 years millennials will make up almost 50% of the workforce as 4 million baby boomers retire each year.

This change in workforce demographics is leading to changes in the ways companies attract and retain talent. Millennials are inherently tech-savvy, having been surrounded by computers, smartphones, and gaming consoles their entire lives. They are more comfortable working and collaborating in lounges and cafes (think Starbucks) than in an office. Gen X staff members, on the other hand, take after their baby boomer bosses and are independent thinkers, organized, and have seen technology take over the traditional ways that business works by bringing about change and leveraging resources. Technology did not become a major factor until Gen Xers were already in the workforce; thus, many of them are still used to the office environment that their predecessors, the baby boomers, operated within—individual offices, cubicles, rigid floor plans, desktop computers and large monitors.

Offices are also changing dramatically as the patterns of the workforce evolve and technology continues to expand within firms. Office space previously used for filing cabinets is being reduced or eliminated altogether due to the increased usage of document scanning and storage. The average office space allocated to personnel has gone from 300 square feet per person in 2001, to 225 sf/person in 2010, and now approximately 150 sf/person. With more employees working from their smartphones, tablets and laptops, office space is being reduced to accommodate the amplified mobility. Offices are also becoming less restrictive in how they are arranged, both to attract younger workers and to respond to the collaborative way that teams gather to develop plans, resolve issues, or interact.

(continued on page 6)
THE TECHNOLOGY BEHIND THE CHANGE

The technology enabling this transition centers on the advances in wireless protocols. New wireless standards such as the current 802.11ac allow for data to be sent at 166 Mb/second. This new standard provides for things like access to email, word processing, and video streaming. The use of wireless also minimizes the previous constraints of old office layouts.

Hardline connections for 10/100/100BaseT, which dictated core drills or cabling poles for cubicles and fixed locations for office furniture, are no longer necessary for the majority of office staff. In a modern office, a prime example is wireless access points (WAPs), which can be hung from the ceiling grid in locations convenient for staff to work.

Floor plans are evolving from office layouts with cubicles, filing, copy rooms, and other support areas in the center with a clearly defined perimeter, to hard offices and meeting spaces at the center surrounded by more free-flowing lounge and kiosk areas that are open to the building exterior, allowing more natural light into the office. More emphasis is being placed on color and organic materials (bamboo, exposed brick and stone) inter-spaced with traditional building materials. The traditional beige office is giving way to accent walls with striking colors, carpet that is patterned, or even carpet tiles, to allow for a quick transition as areas are re-purposed. There is still a need for dedicated spaces that can be closed off for private conversations or concentration away from open areas, but these are serving a “hotel function” wherein the stays are short-term rather than permanent. Desks and seating are also changing to allow flexible heights and storage. Walking desks (such as the Steelcase Walkstation) are being seen in more offices, giving staff the ability to move more while they work. Comfortable couches, benches and seating areas in open lounges provide relaxation for employees wherever they find themselves in the office.

WHAT DOES ALL THIS MEAN FOR YOU?

Many of these changes are meant to make your firm and office appealing to the wave of younger employees that will make up the bulk of the workforce in the next 5 years, and all of these changes come with a price tag to the capital expenditures budgets. Modifying your office is similar to any business plan you make – analyze the current structure, determine options for growth, and budget for implementation. Most firms have a quicker ROI on technology rather than furnishings, so look to replace or upgrade your network infrastructure with an emphasis on expanding wireless capabilities and removing outdated wiring and racks. Higher density virtualization hosts can replace individual servers.

This equipment change will require less space and can reduce cooling and electric load. After looking into technological changes, review your floor plan to see how you might change interior spaces to open up more of the office. If the office can’t be easily modified, you might consider making interior changes part of your lease negotiation. You might also consider a phased approach that allows you to make quick adjustments to the environment in one area of the building that staff can inhabit while more extensive renovations are in progress elsewhere. By adapting your office to the changing workforce and evolving technology, you can improve workplace flexibility and appeal to the younger generations.

REFERENCES

Technology First invites IT executives and their staff to join us during this unique exchange.

How will the strategic roadmap of leading technology providers impact your strategic decisions? AT&T and Microsoft will share their insights on the strategic direction for their industry and how this has shaped the strategy for their product and service offerings.

Question and Answer time will be provided at the end of each presentation.

Thursday, April 20, 2017
11:30 am - 1:00 pm
Presidential Banquet Center | Kettering, Ohio

Hugh Arif, Director, Strategy & Innovation, AT&T Global Business – Enterprise Solutions
Hugh Arif is a Director & Senior Principal Architect in AT&T Enterprise Solutions. His primary focus is to be a “trusted advisor” to enterprise customers on their strategies: by understanding their challenges and assisting them with innovative solutions for meeting business priorities.

Geoff Pearson, Solutions Specialist, Dynamics 365 at Microsoft
With 22 years of exposure to business technology and 15 years of experiences running my company, I have a comprehensive understanding of the challenges businesses face. It is with this understanding that I now advise customers on the best CRM solutions for complex business challenges.
EVENTS

Upcoming Events
Register today at: www.technologyfirst.org

Data Analytics Special Interest Group
Open to professionals working in predictive/prescriptive analytics, business intelligence and database management for their company. The sessions offer a facilitated, collaborative discussion on a topic of interest to the group.

Machine Learning 101 & Analytical Algorithms
Facilitated by: Paul Bryan and Matt Masters, USAF - NAIC
Friday, April 7th
8:30-10:00am
The Business Solutions Center

Infrastructure Special Interest Group
Vendor-free forum and facilitated discussion where fellow IT managers and staff can share their experiences, questions, concerns, and resolutions to common business and technical situations within information technology.

Next Gen Firewalls – Facilitated by: Tony Spivy, LJB, Inc.
Friday, April 7th
11:30-1:00pm
LJB, Inc.

Tech Forum: Digital Transformation Strategies from AT&T and Microsoft
Open to All business professionals.
(detail provided on page 7)
Thursday, April 20th
11:30-1:00pm
Presidential Banquet Center

2017 Technology First Leadership Awards
Recognize the contributions of IT students and professionals ensuring a vibrant SW OH IT Community Open to All business professionals.

Thursday, May 4th
4:00-6:00pm
UD Flight Deck

CIO Council Luncheon – Invitation only
Comprised of the company’s highest level IT executives to collaborate and share challenges and experiences within their organizations to ensure Dayton and SW Ohio are on the cutting edge of technology. If interested in attending, contact Marcia Albers at malbers@technologyfirst.org

Waterfall vs. Agile method as it relates to Project Management & DevOps
Facilitated by: Pat Garland & CareSource Team
Thursday, May 18
11:30-1:00pm
Presidential Banquet Center
The Technology First Leadership Awards recognize the contributions of information technology students and professionals ensuring a vibrant Southwest Ohio IT community. Recognizing Individuals and Teams exemplifying Technology First Values: Creating a community to share knowledge, grow business, and build for the future.

Support Excellence in Innovation by emailing sponsorships@technologyfirst.org for Sponsorship Opportunities.

### IT Executive of the Year
A senior level professional responsible for influencing progress and developing teams through leadership excellence.

**And the Nominees are:**
- Jill Campbell, Heidelberg Distributing
- Stacy Deere, Focal Point Solutions
- Andy Lehman, Kettering Health
- Hank Trimble, Greater Dayton Regional Transit Authority
- Tim Wells, Speedway
- Monique McGlinch, Midmark

**Past Winners:**
- John Huelsman, Director of IT, Hobart Service - 2016
- Mark Human, Booze Allen - 2015
- Steve Hangen, Mikesell's - 2014
- Tim Hull - 2014 Community Advocate

### Outstanding/Innovative Technology Team
An IT department that has impacted the efficiency, productivity, and performance of their company.

**And the Nominees are:**
- Hobart Service - Business Intelligence Team
- University of Dayton eLearning Team
- SLEEPEX IT Team
- Premier Health - Alaris IV Pump Implementation with Epic EMR
- University of Dayton - Enterprise IT - UDit

**Past Winners:**
- Speedway - Speedy Rewards Agile Project - 2016
- Hobart Service - 2015
- Lion Protects - 2014

**Innovative Tech Team - Past Winners:**
- Midmark Customer Tracking System Project - 2016
- University of Dayton
- Information Technologies - 2015 Academic
- Midmark - 2015 Enterprise
Best IT Services Company
An IT company that has increased its investment in the Dayton region through revenue, jobs, or capacity.

And the Nominees are:
Smart Data Systems
Lighthouse Technologies
Sogeti
Netdemics

Past Winners:
Afidence - 2016
Mafazo: Digital Solutions - 2015
Lighthouse Technologies - 2014

Award of Excellence - Student Project
An IT college student or team that exhibited excellence while delivering a capstone project.

And the Nominees are:
Cedarville University/SIL International
- Bible Story Producer App
Alex Husted, Lead on Capstone Project, UD
University of Dayton/Seepex Inc
- Online Product Manual Website
University of Dayton/Family and Youth Initiative
- Data Migration to Cloud
Clark State Community College/US Army War College
- Hostility Ideology Indicators Team

Past Winners:
UD MIS/Mikesell’s Intranet Project - 2016
Clark State Community College - 2015
Hanen Alkhafaji, PQ Systems - 2014

Emerging Technology Leader (New this year)
A young professional that has exhibited excellence in the workforce in the first few years of their career.

And the Nominees are:
Sam Bergman, Heidelberg Distributing
James Keating, DataYard
Nicole Podach, Taylor Communications

YOUR MISSION IS CRITICAL.
THAT’S ALL WE THINK ABOUT.

Your mission depends on data and computing power being available without fail. Vertiv, formerly Emerson Network Power, has a laser focus on delivering vital, innovative and intelligent applications for high-tech environments. We create value for our customers by making your critical mission our own.

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Statistics has gotten a bad rap. People love to quote Mark Twain ("There are lies, damn lies, and statistics," alternatively attributed to Benjamin Disraeli), Vin Scully ("Statistics are used much like a drunk uses a lamppost: for support, not illumination"), or Stephen Leacock ("In ancient times they had no statistics so they had to fall back on lies").

For statisticians, these jokes have become quite tedious. Avoiding small talk at cocktail parties where quips are likely to come up or lying about one's profession ("I'm a kind of mathematician" sometimes works) are not really satisfying alternatives to the lines that people have saved to shower on the innocent professional. What's a statistician to do?

Unfortunately, since the application of statistics is indeed frequently misunderstood or misused, many people's perceptions of statisticians are colored by their certainty that statistics represents a specious approach at best, and that statisticians are mere liars.

As a recently-released book by Tyler Vigen points out, statistics are indeed habitually misused, especially when it comes to understanding correlation. The statistician's mantra, "Correlation does not equal causation," falls on the deaf ears of those who insist that correlation does indeed equal causation. Charts show this, don't they? Vigen shows the dramatic correlation between rates of margarine use, for example, and divorces per 1,000 people. These rates have nearly identical paths, with a correlation of 98.9 percent.

Clearly, the ups and downs of margarine use have nothing to do with divorce rates—that’s common sense, except maybe in some fantasy best seller. Both statistics may be accurate, but drawing a conclusion that they correlate is an irresponsible use of statistics.

To discover correlation of factors, scatter diagrams are a useful way to begin to analyze data, but cannot suggest specific causal relationships that demand further analysis. In a real estate example, two scatter diagrams indicate correlations between a) square feet and selling price of a home, and b) number of bedrooms and selling price.

One might see that the influence of square footage on selling price seems to be clear, since the slope of the line slopes up and to the right. The influence of the number of bedrooms is not quite as clear: there is a correlation, though, demonstrated by an upward slope of a trend line. One point that must be made is that these two factors—number of bedrooms and amount of square footage—are at least in the same context, and the attributes being studied are from the same house, so it is clear that they are related. The problem comes when causation is attributed to unrelated factors. Data for the number of films Nicholas Cage has made and the number of swimming pool deaths may reflect similar or even exact patterns, but there can be no assumption of correlation or causality, unless one is into wild conspiracy theories.

Statistical analysis yields critical information that supports data-driven decision making. But this analysis, like a surgeon’s knife, must be applied carefully and with the skill to understand its proper application to available data. It’s as simple as that. Statistics has gotten a bad rap because of malpractice—and not by statisticians.
4 Powerful Steps to Take When You Don’t Know What’s Next

Gary Grefer, President and CEO of Atlantic Foods Corp., had just successfully reinvented his company. After losing a large account that represented the majority of the company’s business, Gary had led the company during its quick and successful turnaround.

“With the help of Aileron, we redefined the company, we recreated the culture, and we restructured the organization. We went through a lot of hard work with a strong team,” recalls Gary.

The company exceeded much of Gary’s near-term expectations during the transformation. In fact, the company hit its five-year goals within 18 months. In less than two years, the business grew about 60 percent.

After the rebound came a large amount of introspection for Gary. “The success was such that I had difficulty with setting a new vision going forward. I was struggling with it over a few months,” says Gary. “We overachieved in a short period of time and I didn’t anticipate that.”

No matter how successful, all small business owners have experienced uncertainties, fears or even self-doubt at one time or another.

But what if, like Gary, you find so much unprecedented success that you question whether you are the right person to continue leading your company? Here are 4 steps to take to help channel this kind of introspection into something positive.

1. Keep asking “why.”

Gary says his introspection focused on one question: Where do I want to go next?

“I was not coming up with any good answers and, as a result, over a period of time it prompted me to wonder if the organization would be better served by someone else carrying the flag,” he says.

In an effort to stay as objective as possible, Gary focused on repeatedly asking himself the question, “Why?”

“Why are we here? Why do we do what we do? Why do we want to grow?” These are the powerful questions Gary asked himself. “[The process involved] just really peeling that back, and getting to what matters. For me, that process was not comfortable because I wasn’t coming up with answers—but that’s okay.”

Starting with asking “why” may not provide immediate solutions, but it can provide clarity around what’s behind your fears, motivations, or self-doubt.

2. Get perspective.

One of Gary’s first steps when determining if he was the right person to continue to lead the company, was reaching out for support. He then took the time to make investments in the team around him—including making a time and educational investment in himself.

Gary worked on strategy with his Business Advisor, Tony Collins, and he attended the Course for Presidents at Aileron. He attended other sessions including the Know Your Customer workshop and took advantage of his Aileron peer group. Reaching out to other business owners and having an advisor was beneficial during a time in which Gary says he was struggling to come up with a new vision for the company.

“That’s when the questions were beginning to hit me…I was really struggling with coming up with a vision. I couldn’t answer, ‘What’s next?’ His peers’ perspectives and support from his business advisor helped him continue to work through his unanswered questions.

3. Free yourself from ego.

Gary says his situation and decision-making process also required letting go of his ego. “Business owners and founders often have egos and sometimes those egos serve us pretty well, but there are times when, we need to separate from our ego and to be able to set it aside—at least for me.”

“When you pull ego out of it, and see what’s there, then it becomes a little clearer. That’s not necessarily easy. I’m not sure everybody’s up for that challenge,” he adds. “Placing employee’s and customer’s needs before my own was helpful in managing my ego,” he adds.

4. Clarify your personal vision.

Forced to explore and think deeply across all areas of his life, Gary is still defining his personal vision, and the company vision—and how the two come together.

As a small business owner, sometimes your personal vision can get put aside. You can easily get caught up in survival mode, says Gary, where motivation is enough to get you to your destination, just so that the company will survive. “But once survival is no longer at stake, then you really have to come up with something else,” he says.

“For me, I have not been able to clarify a nice, clean vision [yet]. There has been great value in the process of searching for that vision. It is that ‘why’ that I keep asking that has really stimulated this process. And that ‘why’ really does come out of searching for your [personal and company] vision.”

For now, Gary has brought in a COO, which will help the company evolve and continue to grow. “While I’m still the CEO, I can picture that there’ll be a period of time, a transition, where he will carry the flag more.” And, in the meantime, Gary says he will keep asking “Why?”

**Aileron is a non-profit organization with the goal of helping private-business owners find greater success. Learn more about unleashing the potential of your business at www.aileron.org**
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Below are some of the cutting-edge companies hiring!
Select "Find A Job" on Employment Tab at www.technologyfirst.org

- Teradata
- Montgomery County
- Back To Business I.T.
- Tyler Technologies
- Cedarville University
- Midmark
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IMPORTANT INFORMATION

DID YOU KNOW THAT TECHNOLOGY FIRST’S WEBSITE HAS OVER 20 POSITIONS LISTED?

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TOP 5 WAYS to Improve Website Effectiveness!

1. **Content Relevance**
   Directly address the pain points of your target prospects by communicating the value you can bring to provide relief.

2. **User Experience**
   Complete usability testing to reveal less than user friendly functionality – when visitors cannot find the information they seek, they look elsewhere.

3. **Mobile Friendly**
   Maintain accessibility regardless of the device used or the location of the visitor.

4. **Ease of Conversion**
   Provide a clear path to the next steps in reaching your business to deliver promised information and encourage personal contact.

5. **Get Results**
   Bitstorm Connect links marketing and web-based technology to help you improve website effectiveness.

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