'NETWORKINGS

A Message from Kris Kilgard, Locknet Division President

So much has happened in our world since the release of our last newsletter. On a positive note, the pandemic has finally slowed, offering us a sense of relief. However, the increase of unwelcomed cyber activity that occurred as a result is now on an uptick and fueled by other unfortunate events. These extraordinary events have undoubtedly created several unforeseen and inevitable challenges for many businesses. While they continue to unfold and threat actors persevere, you can rest assured, the Locknet team is well prepared and positioned to take on today's evolving security challenges.

We continue to invest in our business each year to ensure we have the right mix of products, services, and up-to-date expertise to keep pace with any modern-day threats. These investments have certainly paid off and are undoubtedly noticed and appreciated by many of our clients. We received a great deal of positive feedback from several of our managed service clients who recently participated in our annual survey. In fact, we were delighted to learn that we achieved an 86.9% net promoter score for 2021! This score and the feedback we received is a reflection of the mutual trust we have built with our clients over the years. We are pleased to share our final survey results as well as our 2022 strategic initiatives on page 2 of this newsletter. I wish to sincerely thank those clients who participated in this very important survey.

We are also proud to share that Locknet has successfully completed the MSPAlliance's MSP Verify Program (MSPCV) certification and SOC 2 Type 2. Less than 1% of the global MSP community has achieved this AAA Cyber Verify rating. It's an honor to once again be among a very elite group of managed service and cloud providers worldwide.

While the Locknet team keeps a close watch on cybersecurity developments, we'd like to communicate a few simple steps every individual should do to help improve their security hygiene. Please turn to page 3 to learn what you can do for yourself and your business. If your business lacks any of the measures outlined in these steps, we are here to help!

On behalf of the entire Locknet team, I'd like to thank you for your continuing trust in us. We know what we do is a critical part of your business, and we truly value your partnership.
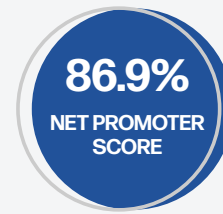
Moving to the Cloud: The Next Steps for Your Business
Learn more about the benefits of moving to the cloud and the recommended steps to cloud migration. See page 4.

WHAT'S INSIDE

LOCKNET
AN EOJOHNSON COMPANY

Locknet's 2021 Client Survey Results and 2022 Strategic Initiatives

86.9%
NET PROMOTER SCORE

The Locknet team takes pride in solving clients' problems and fulfilling their needs while delivering an outstanding partner experience. The integrity of our organization is a direct reflection of the many core values our business is built upon, namely our Customer Vision core value. (We see our business through the eyes of our customers. We respond to their needs as a team and aim to exceed their expectations.) To stay true to this mission, we continually seek ongoing, candid feedback from our clients to learn and identify areas within our business that we need to focus on and develop. We also rely on this feedback and use it as an opportunity to elevate our performance, products, and services to ensure we are always providing the best outcomes for our clients. Likewise, we are just as eager to learn what it is that our clients appreciate most about Locknet!

Each year we send a survey to all Managed Service clients. This is a very targeted survey that helps us to hone in on specific areas. The feedback we receive throughout the year and the honest opinions received through this survey is what drives our strategic initiatives, our product development, and managed service roadmaps for the upcoming year. Each year we are amazed by the response rate we receive and 2021 was no exception. We achieved a 48% response rate on our 2021 survey!

Here is a recap of the strategic initiatives we accomplished last year followed by our new roadmap for 2022 based on recent survey results.

What did we learn in 2020 and what did we do in 2021?
As we reviewed the 2020 survey results, we learned a lot and what we heard prompted several initiatives that we focused on in 2021. The initiatives were primarily built around: 1) Investments to our Microsoft Cloud Ecosystem, 2) Increase our role as Strategic Technology advisers, and 3) Support Center 3.0. Here were the outcomes:

1. **Microsoft 365 and Azure Cloud Services**
   The pandemic massively accelerated the adoption of Microsoft Teams. This required Locknet employees to learn more in-depth details of the Microsoft 365 ecosystem, including Azure to help our clients use these services to improve their business. Locknet invested in several engineers with training to become certified in multiple areas of the M365 ecosystem, including Azure (Microsoft's cloud offering). EO Johnson corporate including Locknet, made a complete migration to Microsoft Teams. This included the conversion of all employee equipment, conference rooms, and mobile devices to MS Teams. In short, we have gone all in on M365, including Teams!

2. **Strategic Advisement**
   Our 2021 plan included to increase our role within our clients' as strategic technology advisors. This includes further enhancements to our Strategic Business Review process and IT roadmaps to help clients with multi-year technology budgeting. As a result, we completely revamped our Strategic Business Review (SBR) process to include new, more defined IT Roadmaps, financial planning, and business future planning.

3. **Support Center 3.0**
   Building on the success of the Locknet Support Center Teams model (a 2018 strategic initiative), we implemented additional enhancements to improve response and resolution times even more, revamped our current, new and existing employee training initiatives, and allowed our team leads to enhance their client-facing role. As part of this work, we created a new position in support that is dedicated to client onboardings, employee recruiting, and continuous employee training, all to deliver an even higher level of customer satisfaction.

Locknet's 2021 survey results and 2022 strategic initiatives
In Q4 of 2021, we surveyed our Managed Service clients across six categories which included, strategic advisor relationship, support center experience, onsite project work, ease of doing business, and Locknet and EO Johnson product education. We were thrilled to achieve an 86.9% Net Promoter Score and equally delighted to learn that our previous year's initiatives made a positive and significant impact. However, we also identified a few key areas to make further improvements. In view of this, here are our strategic initiatives for 2022:

THANKS
FOR YOUR FEEDBACK

Protect Yourself in Today's Technology World

Among the fallout from the COVID-19 pandemic came a surge in cybercrime, fraud and other threats. As if that were not enough, the recent events in Ukraine have generated a greater uptick of additional and more sophisticated activity. It's become more critical now than ever before that we all heighten our vigilance and take the necessary precautions to protect our data and personal information against technology assaults. The U.S. Cybersecurity & Infrastructure Security Agency (CISA) is urging everyone to be prepared for any disruptive cyber activity. Below are four basic practices they insist you do to help build up your defense.

1. **Keep your software up to date.** Promptly install software updates also known as patches because they often contain the latest fixes to vulnerabilities. Be sure to include operating systems found on computers, laptops, tablets, and mobile phones as well as your applications too, most especially update the web browsers on all of your devices! Locknet recommends using an automated patch management solution as a key component of your defense strategy.

2. **Use strong passwords.** The experts at Locknet advise using a 15-64 character password or passphrase, combine upper and lower case letters, numbers and symbols. Be sure to change your passwords every 90 days or immediately if you suspect a compromise. Avoid using names, common phrases, phone numbers, birthdays, consecutive numbers and never reuse the same password on multiple sites or applications. To keep it less complicated, Locknet recommends using a password manager instead that will generate and store all your unique passwords.

3. **Use Multi-Factor Authentication (MFA).** MFA is a second form of information needed to log onto a website or application. Locknet recommends using an authentication application that is secure and simple to use. With an MFA app, you can simply log into a website or application with your primary credentials, and the app will prompt you with a push notification to complete the secondary authentication by approving the request. This method is more difficult for an attacker to intercept and offers a convenient way for you to log in by using a smart phone or other device.

4. **Think before you click.** Links and webpages that often look legitimate are sometimes not. It's likely a phishing scheme designed by bad actors to get you to reveal your passwords, social security number, credit card numbers or other sensitive information. If something looks a little off, or you are asked to change or enter a password or verify personal information, it could be a trick. Trust your instincts and refrain from making that one wrong click! Locknet strongly suggests implementing an ongoing security education program that teaches you and your employees how to stay vigilant and to avoid the latest schemes.

Whether you need help with your patching needs or need tools and resources such as a password manager, MFA or Security Education and Awareness Training, we are here to help guide you and provide what you need.

Contact your local Locknet Account Executive today at 844-365-4968 or go to locknetmanagedit.com and request more information.

Locknet is an FFIEC Examined Technology Service Provider
USC/SSAE 16 Accredited by The MSPAlliance, Internation Association
of Cloud and Managed Service Providers

Moving to the Cloud: The Next Step for Your Business

For some companies, managing on-premise infrastructure is one of those things they continue to do because they've always done it that way. But more and more organizations are becoming knowledgeable about the difference the cloud can make for them. In fact, Cisco Global Cloud Index says more than 90% of all companies have infrastructure in the cloud already, and we are on track to have more this year.

What are the benefits of moving to the cloud?
There are numerous advantages businesses realize when they migrate to the cloud, among them: cost savings, ease of remote work, seamless collaboration and so much more. Let's explore the benefits of moving to the cloud.

1. **The cloud empowers remote work.** Let's be honest; we live in a remote-work world. At the advent of the pandemic, much of the globe moved toward working from home. As the pandemic continues, many businesses have stayed remote or have moved toward a hybrid model. Whatever the state of your business right now, chances are that remote work will continue to remain an important part of how businesses operate for the long haul. Flexible work environments can offer potential employees a desirable benefit that con make recruitment and retention easier. And whether your staff is working from home or on the road, cloud computing for businesses makes it safe, secure, and successful.

2. **Seamless collaboration in the cloud.** Ten years ago, if someone suggested collaborating virtually could be efficient, we might have thought their head was in the clouds. But these days, the cloud is the solution to seamless collaboration between teams and colleagues. Think updates that happen in real-time, and team members having the ability to see what one another is doing and communicate every step of the way if needed. The result: streamlined workflows, faster project completion, and greater efficiencies.

3. **Significant cost savings.** Businesses operating in the pre-cloud space buy equipment and run their own data centers, which comes at a huge cost that includes overhead for facilities, utilities, hardware, servers, staffing, and more. Scaling back on your investment is easy with the cloud. Cloud computing can even eliminate your business's need to these assets, or at the very least reduce them significantly.

4. **The cloud could save your business.** Some organizations have a disaster recovery plan in place, which is an essential aspect of your business continuity plan. The cloud can give you vital safeguards to your operations, should you be affected by either a natural disaster or man-made emergency. With the cloud, disaster recovery can be far easier. It's important to have the appropriate security and backup systems in place to protect your company's network at all times. The cloud provides an additional safeguard for your organization's data.

5. **The cloud offers flexibility to match your needs.** In the cloud computing world, applications such as productivity suites often operate under a subscription-based model. That means as your business needs change or grow, you can adjust your services to meet those needs. It's a convenient way to manage those expenses and often reduces your need to shell out big money upfront.

Join the Cloud Migration

Your organizations' transition to the cloud will be made infinitely easier with the right team on your side. At Locknet, we work as an extension of our client's staff and a guide to ensure a strategic, smooth move to the cloud. When you business operations are on line, you can't leave anything to chance. Here's how we approach cloud migration and the steps we recommend you take.

1. **Plan your move to the cloud.** Every move that matters requires sufficient planning, and the same holds true for moving to the cloud. Be sure to appoint a leader in your company who understands your network and the cloud to oversee the move. Planning will include auditing which applications and

Locknet Managed IT Completes MSP Verify Certification with SOC 2 Type 2 Audit

Locknet Managed IT has successfully completed the MSPAlliance's MSP Verify Program (MSPCV) certification and SOC 2 Type 2. The MSPCV is based on the 10 control objectives of the Unified Certification Standard for Cloud & MSPs (UCS) and is the most established certification program for cloud computing and managed services providers. Locknet's SOC 2 Type 2 audit was based on the UCS as well as the Trust Services Criteria for Security and the Additional Criteria for Availability and Confidentiality (TSP section 100A – 2017).

The MSPCV was the first of its kind created specifically for the managed services and cloud industry. Every certification comes with a written report with the entire process documented, validated and signed by a third-party auditing firm. The MSPCV has been reviewed by governmental agencies and regulatory bodies across the globe and is used and accepted in five continents around the world.

"The MSPCV certification is a rigorous certification process that benchmarks and verifies the quality of the company providing cloud and/or managed services," said Charles Weaver, MSPAlliance CEO. "We are very proud to have Locknet Managed IT as a member of this elite community of cloud and MSPs."

MSP Verify Program
The UCS consists of 10 control objectives and underlying controls that constitute crucial building blocks of a successful managed services (and cloud computing) practice. Once the provider's organization has completed all MSPCV documentation on all applicable control objectives, the results are then examined by an independent third-party auditing firm for verification and signing of a public facing report.

Customers who select a company that is part of the MSPCV can also rest assured that their IT solution provider has met and exceeded the following standards dealing with:

Objective 1: Governance,
Objective 2: Policies and Procedures,
Objective 3: Confidentiality and Privacy,
Objective 4: Change Management,
Objective 5: Service Operations Management,
Objective 6: Information Security,
Objective 7: Data Management,
Objective 8: Physical Security,
Objective 9: Billing and Reporting, and
Objective 10: Corporate Health.

The MSPCV certification report is signed by a third-party auditing firm.

About MSPAlliance
MSPAlliance® is a global industry association and accrediting body for the Cyber Security, Cloud Computing and Managed Services Provider (MSP) industry. Established in 2000 with the objective of helping MSPs become better MSPs. Today, MSPAlliance has more than 30,000 cloud computing and managed service provider corporate members across the globe and works in a collaborative effort to assist its members, along with foreign and domestic governments, on creating standards, setting policies and establishing best practices. For more information, visit www.mspalliance.com.
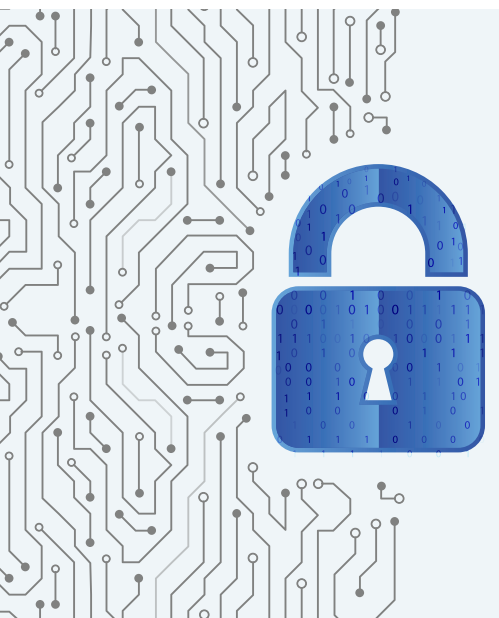
Security Tip!

Have you ever answered posts on social media that pose questions such as, what was your first pet's name, make and model of your first car, the place you were born, where did you go on your first flight? If you haven't noticed, these are the same security questions asked when setting up online accounts.

Although it may be fun to play along on Facebook, you are likely giving away answers to your security questions without realizing it. **Be mindful of what you're sharing!** Hackers set up traps on social media and build up profiles of certain individuals from different data sources. They can use this data to hack your accounts or open lines of credit in your name. The next time you are tempted to play along, be sure to **think twice!**

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Always stay up to date with the latest cybersecurity news, follow us on LinkedIn!

Linked in ®

Look for the Locknet booth at these upcoming conferences:

May 11....................The Wisconsin Credit Union League Annual
                          Convention & Expo
May 16 ....MBA Operations & Technology Conference
Sept. 18..............Iowa Bankers Association Annual Convention

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Locknet Survey From page 2.

1. Bolster our Project Execution Process
Enhance our project management procedures to provide clients with an exceptional project delivery experience from start to finish. This goal includes organizational and communication improvements as well as providing greater transparency before and during the execution of a project.

2. Hone our Microsoft Cloud Expertise
Continue our team's mastery of Microsoft's cloud offering and our role as strategic technical advisors. Guide our clients to help them become more cloud-savvy, digitally efficient, and ahead of new technology now and into the future.

3. Support Center 4.0
Continue to build upon the success of our dedicated Locknet Support Center Teams model as we have done each year since 2018. We will continue to make further investments in the development of our Support Teams. We will also take a deep dive into our business intelligence metrics to determine the appropriate staffing at appropriate times, so we maximize availability for when you need us most.

Stay tuned to learn more about the outcomes of our 2022 Strategic Initiatives later this year along other updates throughout the year.

Join the Cloud Migration From page 4.

data must be moved to the cloud. It's also essential to plan your communications strategy, so employees understand the move to the cloud and how it will impact their work.

2. Select the cloud services that are right for you. Every business has unique needs and wants, so it's no surprise there are multiple options available for your off-site cloud environment. If your company is smaller in size, you may appreciate a single cloud environment. Enterprise-sized companies may appreciate a multiple-cloud environment and the additional flexibility it can provide.

3. Ready...Set...Transfer. Once you have selected whether you need a single cloud vendor or a multi-cloud solution, it's time to move the data. You can opt to move your applications and data as they are, without necessarily changing them. Adjustments are kept to a minimum. This is known as shallow integration. If your organiza-

tion wants to make full use of the services offered by the cloud vendors selected, changes must be made to the applications. This is known as deep cloud migration and can offer increased agility for your futures business needs and growth.

4. Conduct cloud system testing. Testing your applications and data in the new cloud environment is key to ensuring a seamless transition. This must be done before you turn off your on-prem services. This is the time to adjust, upgrade and pivot as needed so your organization can continue running smoothly when the move to the cloud is complete.

Remember to keep security in mind
While the cloud offers many benefits for productivity, a focus on security is essential when migrating to the cloud. Your risk does not go away, it changes. You need to be prepared and take this into account when developing your cloud migration plan.