



**ACCURATE
GLASS**

**The Lake Effect | Episode #9 - Computer
Elite Joe Green**

00:00:00.980 [Music]

00:00:06.399 hello and welcome to the lake effect podcast Barry and moka's fine home building and cottage building podcast um

00:00:12.160 we're shooting today from sandbox Center downtown Barry we're here with Joe Green from computer Elite um this podcast is

00:00:18.279 aimed more at the businesses in Barry and Moka um and Joe's been providing us uh services for many years now I'll let

00:00:25.039 him introduce himself so Joe welcome to the podcast yeah thanks Mike um we're going to go through through uh your your

00:00:30.960 history some of the products and services that you offer um so we'll we'll jump right into it where did the company come from um and and what what

00:00:37.760 kind of uh Services you providing sure well thanks Mike uh you know we started uh in 2002 over 20 years ago and uh on a

00:00:45.600 very gentle level just getting into helping some of the local businesses that were just barely using Tech using

00:00:51.719 the internet here and there to um to look things up and research and uh then

00:00:56.920 we've sort of grown through uh the stages with everyone we've added Services as we've gone um many of the

00:01:04.040 services that we started with uh you know are just um uh basic and then all

00:01:09.759 the way up to where we are now and we're quite an involved company now so to highlight the services you provide so

00:01:16.360 you you provide Hardware we know that um you provide Business technical advice and Consulting um so any business that's

00:01:23.680 growing that's trying to uh you know get their their the technical component of their company together you're providing

00:01:30.079 those Services um one some of this I speak from experience just so the viewers know that we've used your

00:01:36.439 services for many years we've had options we right you're actually a very good customer of ours yeah we've tried other people we've tried other other

00:01:42.399 ways of doing things we've compared against other friends who run companies locally and and and abroad and um so I'm

00:01:49.439 speaking from a certain amount of experience uh but um I'm certain we don't use every service that you guys

00:01:55.600 offer so just jump in any time if there's something I'm missing here so um so Technical Services so remoting in

00:02:02.960 dealing with the employees um uh the owners the customers and issues that they might have in communicating with

00:02:08.479 the company right we'd call that a help desk support where day-to-day issues if a printer's not printing or there's uh

00:02:14.519 you know um any any given a program won't open or you know that type of

00:02:19.720 thing so that's the day-to-day stuff that we help with okay because I think the days of taking the printer to the parking lot and hitting with a baseball

00:02:25.239 b or over sometimes that's our recommendation yeah that can that can

00:02:30.400 get expensive fast um uh then on-site um on-site and backup Solutions so there

00:02:36.080 some companies are very data heavy they have to maintain databases or they have to maintain uh Records um and they would

00:02:42.680 be concerned about the the data storage and I think you guys provide those Services right and if their internet's

00:02:47.800 not good enough that we can do offsite we want to do something onsite or if we can do both uh if we ever have to do a

00:02:53.159 recovery in the event of a crypto virus on their Network or whatever if we have a local Nas box on their local network

00:03:00.319 that helps us to be able to do a quick recovery back but the offsite stuff is good if servers got stolen or a fire

00:03:06.519 happened or a tornado or something like that took the building out um we would have that data offsite so that it's

00:03:13.519 protected um the other service that um I know there's a lot of options and we were constantly pulled for those options

00:03:19.959 um and we found that the service uh the best part about dealing with computer Elite um sometimes is the fact that

00:03:26.319 you've vetted all of the options that are out there correct and and and you choose the one that you know suits you

00:03:32.640 know I would say medium-sized business is best okay there's a balance between price and functionality um and and and

00:03:40.319 and you'll recommend when when what you're offering isn't the right thing and I find UND you know very good at that right so just so the viewers know

00:03:47.040 D's your your wife and partner operations manager she probably almost does more in the business well she

00:03:53.079 definitely does more in the business day to day now than what I do um and I'm looking at expanding you know I I do

00:03:59.040 that end of thing as a CEO I'm I'm on that Visionary path but uh but D does

00:04:04.159 the day-to-day and she does all the scheduling and just oversees everything that goes on within the business she

00:04:09.760 she's a um what I'd call uh in times of frustration a voice of reason let's put it right right that's right on the

00:04:15.959 ground yeah um so so the where I was going with that is Voiceover IP which has become um I would say in a lot of

00:04:22.079 businesses in most businesses Voiceover IP is more standard these days than a than a copper line it definitely is and

00:04:28.320 the service again that we provide you had said you know that uh we try to apply the right Service uh and the right

00:04:34.919 uh fit for the business depending on on what that is and what that looks like and and that's exactly what we're doing

00:04:41.360 even with the IP phone system we use the same systems that we put into people's organizations so uh it's not like we're

00:04:48.840 just researching things and throwing something at someone we've used it we have multiple branches multiple

00:04:54.000 locations and so we have to have we have to have the systems in place that work day in and day out what what I found um

00:05:01.280 one of the best aspects of you know being a medium-sized business and dealing with computer Elite is the quite

00:05:08.520 often when you have problems you you work under the assumption or or people kind of jump to the most negative thing

00:05:13.600 which is oh you set me up with this thing and now you're going to charge me to to to fix the problems that you

00:05:20.319 created I've never felt that way with computer Elite I think um you you you walk into it with a very positive um

00:05:27.840 sort of Direction um when it comes to Tech and if there are problems what I found is 99% of the time it's like pilot

00:05:35.520 error yeah a lot of times it's what we call a picnic uh problem in chair not in

00:05:41.199 computer um so yeah that's a that's definitely that can be an issue is that you know it's operator but if we have

00:05:47.360 gone in and done something if I've said to you use this printer and use this networking device and so on and get you

00:05:52.560 all set up and something that we've done doesn't work together or doesn't work right that's at our cost because we're

00:05:58.880 learning going forward forward for other businesses so we're not afraid to I don't ever want to use people as a

00:06:04.080 guinea pig but if we've put something in it doesn't work we want to make sure that we make that work right because for

00:06:09.639 ourselves going forward that's important and sometimes we have to pay because of that well I found it um uh you know

00:06:17.199 sometimes you don't it's not something can't be proven or isn't proven or hasn't been used or the tech like in

00:06:23.000 technology um often things you are the first person to do something um you know in one specific way or use a product or

00:06:29.360 first in the area maybe to use a product um and I find that your approach to it you know doesn't make you feel uh we

00:06:36.080 don't feel like um uh that we're not learning along with you right right so

00:06:42.240 so um the other thing is uh CCTV security camera system so um in the time

00:06:47.599 dealing with with the computer Elite we've been through the gamut from um you know going at Alibaba and ordering a

00:06:53.800 system for I remember that yes okay how did that work out

00:06:59.639 as you said it would right you know it was a good temporary solution really the problem with um the problem with uh uh

00:07:08.240 um Nest wireless cameras um um using security systems that are like

00:07:13.960 off-the-shelf security systems and not necessarily uh don't have a PR grade to them is they tend to work just fine

00:07:21.120 until something happens and it's when something happens like the power goes out or there's a storm and then the

00:07:27.560 moment where you needed the security footage you don't have it the one time that you need the security footage you don't have

00:07:33.800 it you know on that we went down we had a a Breakin happen at a place and they

00:07:38.960 went down the street to get video surveillance and everybody who had 2.4 GHz wireless cameras was cut they

00:07:45.720 blocked it these people that came in and did this blocked those wireless cameras so we do wired systems for that reason

00:07:52.800 that you know that's at least one aspect that we're trying to cover off but we've actually had that where they couldn't the police couldn't get footage all the

00:07:58.919 way down the road until they got to the business that we had put in and they were able to access their cameras and they weren't they

00:08:04.960 didn't get blocked I got you so so I mean uh um on-site self-contained data

00:08:12.080 storage with a DVR um is a direction that um you know we we knew we had to go

00:08:17.919 when we couldn't afford it now we always had a a proper CCTV system you know I

00:08:24.039 think the the power supply was from like an old linal train set or something you

00:08:29.599 know you know it's like a big Transformer box and and you know he sparked the wires type of thing so um

00:08:36.880 Jason um who's your lead tech right he came in and he said okay fine I'll help

00:08:42.039 you get that working for now so we had that system and and he helped us get that system working for a time period

00:08:48.040 but at least the recording was local um you know we we we the only problem with

00:08:53.519 that system is as soon as there's a power edit you don't have cameras right right right um we found that the current

00:09:00.160 CCT C CCT uh CCTV system I believe it's

00:09:05.240 on a battery backup we we've had a couple power outages and we still had and it'll stay up for quite a while yeah

00:09:11.040 a number of hours okay well I I find that you know most people put these systems in thinking oh you know we're

00:09:17.079 protecting the business or trying to like identify a burglar or something but um I I find that those systems for uh

00:09:23.600 for any business owners who are watching MH the main purpose and and the the main

00:09:28.800 thing it allows you to do is when you have a safety sit situation or a safety compromise or something like that you

00:09:35.480 can review the footage so um we had an accident many years ago um where um

00:09:42.600 people went against their training basically and and did something that they shouldn't have done and of course

00:09:49.120 they denied it somebody got hurt and and we had to go through the footage and we had to show them look we can see that

00:09:55.720 this is happening um right and and then you can have an open discussion about you don't necessarily have to let somebody go you're not trying to like

00:10:01.959 put them on trial but you you need them to have their you know um realization of

00:10:07.800 when it's funny when somebody sees a dangerous situation from the outside and it's them in that situation they can

00:10:13.560 usually say oh wow I can see from a from that wasn't right yeah from that point of view so it's a great teacher that way

00:10:21.800 for sure it is and it prevents and that that prevents future safety compromises so I found that we use it for smaller

00:10:28.120 things too we use it for like like did that employee actually not come in until 2:00 in the afternoon after lunch you

00:10:34.040 know or and we go back and they're like oh they came in and that other person just didn't see them come in or or a

00:10:39.720 stock amount the guys are unpacking boxes well did we get two hard drives or did we get four they said we got four we

00:10:45.240 only got two we go back and we can see we only took two out of the box so there's a whole lot of other little

00:10:50.760 things when I worked in British Columbia many years ago um we had a drywaller kept uh uh a drywall supply company kept

00:10:56.680 sending us bills for 11 skids of drywall and it was the camera footage that identified that every truck only had

00:11:02.560 nine skids of drve there you go you imagine cost to my that's a lot of money sure y so okay um the the the main um

00:11:10.200 component I think that's you know sort of worth discussing there things that we should definitely have a conversation with cyber security okay it's it's a big

00:11:17.920 one right now it is and it and it and it keeps kind of growing in concern so I I see that there's kind of two approaches

00:11:23.760 to this um one is to wait till something really bad happens wait there's another

00:11:30.040 one besides that that's the ones I usually get wow there's there's this idea these

00:11:35.399 panic calls and it's like you know I'm not I haven't got email for two days and we we go in and we look and oh you've

00:11:40.839 been breached and so you know that's a big problem because um the hacker actually puts in uh we just had it

00:11:47.120 yesterday with another customer that we've this is the second time and each time we've told them use two Factor

00:11:52.480 authentication so not one size fits all and I can't give one solution for every single thing that's going to happen out

00:11:58.560 there but but um there are certain things that all come into your environment and go this is very important and it's worth your money to

00:12:05.000 spend it's not a sales Ploy it's literally trying just trying to get you to do something that's really going to

00:12:10.519 save you down the road but these hackers put downloading utilities on The Office 365 and download all of the emails so

00:12:18.399 now we stop the breach we close them out hopefully we can convince you to put two-factor authentication because uh

00:12:24.839 they won't get in if your phone's asking you is it you and it's not you you're not going to say yes so they have no access in there that

00:12:31.880 stops that problem but people still won't do it and I'm not sure what the reason I think it's just maybe they

00:12:37.000 don't know or understand um but anyway now cost is cost part of it or no it's really not no because man as soon as it

00:12:44.000 gets breached now that hacker in the background here from yesterday even has

00:12:49.240 all of that data and they're going to process through those emails and they're going to find things if they find a

00:12:54.279 customer that they dealt with a week ago they can approve they can send emails to that customer that makes it feel like

00:13:00.639 it's them because there there's intricate details in those emails so letting this information out is you

00:13:06.720 don't want to do that that's a really hard thing to come back from so I find um some people you know that um who have

00:13:14.040 Street smarts let's say um what they want to do is they want to try and apply those Street smarts um you know in a

00:13:21.519 medium-sized company where you have let's say between 25 and 100 employees okay um

00:13:26.880 the owner the manager the it director um um the chief you know uh uh

00:13:33.959 Innovation officer whatever they're calling themselves you know they might have Street smarts but transmitting that

00:13:40.320 street smarts down to every single person who's in the company who's using email who's accessing the company

00:13:46.199 information can be extraordinarily difficult right and even if you can transmit that level of Street smarts when I say Street smarts I mean you're

00:13:52.360 looking for a misspelled email uh a request that doesn't seem right um you

00:13:58.120 know or you have policies in place that no money goes out until it goes through this one person or what have you okay

00:14:03.839 even having Street smarts you still have somebody who's trying to do a job other than just look for fraud so they might

00:14:10.399 be shipping or they might be loading something or they might be producing something and the technology is there to

00:14:16.959 Aid them and they're they're leaning on it like a crutch and they're using it and they're not going even if they have

00:14:23.079 the street smarts are not necessarily going to employ them and so I agree with you I'm just trying to agree with you

00:14:28.320 right that that putting in a couple layers so that somebody really has to

00:14:34.199 trip hard before they compromise a company's information right right it's

00:14:39.639 worth it so that is cyber security training is the best thing and the

00:14:45.199 problem being in our industry that people will say on your insurance form

00:14:50.279 if you're going to do cyber security Insurance it will say do you do training and so what people will do oh I need to

00:14:56.279 do training so they look it up and they'll send their people out and they they'll go through a course and they'll do a two-day thing or whatever and um

00:15:04.560 and then a year from now or even six months that's long gone so many daily

00:15:10.680 things have come up that you know that cyber security training is gone the system that we offer and you guys use

00:15:16.560 and you've actually found great value in it recently um is uh once a month you

00:15:22.000 get a video in your email and a link to a video and then there's four questions after it's a 4minute video it's an

00:15:27.720 animated video we'll put up I'll I'll actually bring it up here yeah we'll put a shot up on it there yeah it's a four

00:15:35.240 minute it was obviously made in Japan right this has got to be Japanese am is it Japanese no it's I think it's

00:15:40.959 Australian oh really yeah it's made in Australia I believe well geographically close enough I guess but um anyway so a

00:15:49.319 4-minute video and it's an animated video and it and and literally they took like um Sony got hacked a while back and

00:15:56.399 it was when they put that film out for Kim J un and they got hacked and it was

00:16:01.959 by China that they got hacked and um so the the cyber security training goes

00:16:07.240 through exactly what happened in that hack uh but they say sunny pictures instead of Sony for copyright purposes

00:16:13.319 I'm sure um but they literally go through that whole and so every month you're getting something that's a a

00:16:19.600 pertinent bit of information and it's keeping it on top of mind for your

00:16:24.920 employees and for your staff what I found is because I'm taking the I haven't completed it obviously and it's

00:16:30.680 designed specifically so you cannot rush through it and complete it so I think it's it's plain to human psychology it's

00:16:36.880 giving you a drip okay right and and the first couple videos you watch and it's like man this is obvious if somebody

00:16:44.040 shows up at my door um you know uh and and says you know you have to do

00:16:50.040 something it's totally illegal send me money meet me in a parking lot or something crazy you're like okay

00:16:55.120 obviously yeah okay so um but then it it slow um as you do the the the episodes or

00:17:02.440 components or or modules whatever you call them you you you start to identify things that are more and more complex

00:17:09.319 and have more catches and it and it really is teaching you how to see those catches right so the point that I'm up

00:17:15.119 to is the one where it's teaching you about um accessing things on home networks oh right yeah like putting the

00:17:21.799 password in your kids iPhone to let them play a game and then now that's in there and whatever apps are on that uh correct

00:17:29.440 yes so so we instituted a policy and and and it was you of our own sort of

00:17:35.120 learning process is to only do company business on company devices um unless

00:17:41.360 it's extremely simplified communication like text and things like that so you know what's another one that's really

00:17:46.600 big that happens out there is cell phones uh even in this place but I'm sure they have the right networking in

00:17:52.559 place many many companies allow their uh employees to connect to the business

00:17:57.840 Data Network with their cell phones you can't tell me that every app on your cell phone is actually uh good and not

00:18:04.720 mischievous or not uh uh damaging in any way even if the app is made well and

00:18:09.799 it's and it and it and it is made from a good person what if someone else buys that now and they're using that to get

00:18:16.200 into the company Network and have all of the company Secrets all the documents everything there on that Network so

00:18:22.919 having a public Wi-Fi that is in place that only sell all only your C uh

00:18:29.039 employees can use for their cell phones they can only connect their cell phones to that public Wi-Fi and it doesn't

00:18:35.520 touch your data Network protect the data Network it's very important very very important piece so so it depends on I

00:18:42.840 guess somebody's perspective as far as the type of company they're running so somebody who might be watching this might be let's say running a dealership

00:18:48.440 of some kind selling you know cars snowmobiles farm equipment whatever it is okay um and and they have a showroom

00:18:55.440 and and they're going to have um uh uh sales data component to their business

00:19:01.640 um and and they have to protect their data in a certain way that I wouldn't know because I don't run a business like

00:19:07.000 that sure our business is a manufacturing business and if you can imagine um in manufacturing

00:19:12.640 glass you have computer controlled many computer controlled machines Those computer controlled machines some of

00:19:19.280 them need to be linked to each other so one machine knows um what the other machine is doing so but where it's at in

00:19:25.799 the process yeah to give you a very specific example we have two CNC machines that are identical um but the

00:19:31.120 person who programs the CNC program as it runs the router program is from one computer okay so they need to be linked

00:19:38.000 together right okay they're linked through our internet and and um it's not

00:19:43.919 a term that you you hear very often can you describe the difference between internet and intranet is internal it's

00:19:50.400 your intranet is inside and it's behind a security Gateway or a firewall so

00:19:55.520 you've got the internet on one side and you've got you on the on the other side and you've got something to break that in between so you're all internal on an

00:20:03.120 intranet as opposed to external on an internet you're you're a sharp guard kale have you you've heard those two

00:20:09.760 terms I've never heard of Internet oh the internet we're all Joe and I are old

00:20:15.679 so yeah old SCH okay so so um a company like ours

00:20:22.440 what we required was to have our everything communicating as if it's communicating by Wi-Fi how most people

00:20:28.720 know it these days okay um you know uh a signal sent wirelessly or wired um uh to

00:20:35.760 a central location where data is processed and then resent out um from from device to device or from a device

00:20:41.960 to the um control program back to that device now the intranet the advantage of

00:20:48.360 an intranet is that the Wi-Fi can go or not the Wi-Fi sorry the internet can go

00:20:54.120 down but the whole Factory can still function right okay because things are still communicating with each other but

00:21:00.120 they're doing it through an internal process corre rather than an external process yep I would say that there is a

00:21:06.360 limited amount of companies in the Simco musoka region who could accomplish something like that um many of the

00:21:14.760 manufacturing facilities would need to bring people from the outside and I would say that computer Elite

00:21:19.919 successfully has executed a proper intranet in our manufacturing facility

00:21:25.520 you have a really nice picture of Jason up on a scissors let that is your factory okay let's pull it now we don't

00:21:31.840 get to see much in this picture we only get to see the ceiling it's him up on a scissor left what's the what's the uh

00:21:37.559 it'd be networking networking perfect yeah okay so this is this is this is accurate glass that is a uh um just for

00:21:45.559 safety sake an annually certified scissor lift with a guy who's properly tied off on a and he is also trained and

00:21:51.760 certified on scissor left yes we can talk to them later about the safety glasses um but so so this this is

00:21:59.360 um this has become a typical situation for us and and anybody who's so there's

00:22:04.880 there's there's now a lot of companies actually located let's say um cravenhurst miss you know uh uh

00:22:11.080 Bracebridge um Huntsville as rent and the cost of real estate has gotten very expensive in places like Aurora New

00:22:18.640 Market there's companies who've moved up here there's companies here who are locally grown which is us so our company

00:22:24.279 accurate glass started in Sha's basement okay in 1980

00:22:29.520 you know and previously in 1969 on on in a little 2,000 square you're not that

00:22:34.600 old Mike no not me but the company no I'm not that yeah uh so started very

00:22:40.440 small and and we've been with you through a lot of the stages of growth which has been exciting let if we're

00:22:46.159 gonna We I want to speak accurate glass some of the stuff here for sure because it's been fun but but it's also your one

00:22:52.799 piece of of that puzzle for us it's exciting for us to go in and apply

00:22:59.360 Technologies to business it's really fun and exciting you probably do the same thing in glass stuff it's really neat to

00:23:05.600 go in and make a place look gorgeous with the glass work that you guys do that's kind of a passion that we have we

00:23:12.440 really enjoy going in and and cleaning stuff up and making the security where it where it needs to be and helping

00:23:18.240 businesses we're not here to hurt anybody and not as a promotional thing either because we have a lot of business

00:23:24.520 going on it's not like we have to get out there and promote there's so much technology and so much need for good

00:23:30.440 technology out there that it comes to us very naturally very organically well

00:23:36.799 this it's it's been an organic situation for sure I mean we've what we've had to do is adjust over time um to the type of

00:23:44.919 equipment that we operate so I mean when we originally started there we were doing everything you know a carbon copy

00:23:50.640 triplicate right right and and how you got orders out to the floor was you you pin them to the wall right okay over

00:23:57.799 time um what I found is that um and the advantage of working with computer Elite

00:24:03.279 is first of all you have a very stable labor force so the same guys that I've

00:24:08.320 been was dealing with five years ago I'm dealing with now Jason's been there for 22 years J Jar's been there for 17 years

00:24:15.559 uh Mo most of the guys have been there for 10 so what that means is that over time we're it's a shared experience and

00:24:22.279 we're able to say Hey you remember we did this thing and it worked really good and then we took it out you we want to put it back again or get a new version

00:24:28.440 to that or you know we we'll discuss an idea like when we our Factory started off our Factory was 8,000 square ft um

00:24:35.399 and the big move for us was to increase that to 26,000 Square ft and to have to rewire everything and have to know that

00:24:42.279 all of the machines that we worked with in the past um were they didn't have any digital control but all of the machines

00:24:48.760 that we were going to move in in the future all needed um a wireless or a wired connection they all had dat you

00:24:54.600 had a an an internal computer um we needed to send XF drawings um to each

00:25:00.200 machine and we needed to be able to control that from the office so uh it might be worth actually describing so we

00:25:07.919 we decided to embark on a sort of a new level at Accurate glass and you guys are

00:25:13.279 in the process of helping us do that um as as far as you know uh uh uh um the

00:25:18.600 way we process data do you want to talk about that at all you guys have are are basically taking us from a point where

00:25:24.360 our control is on a desktop computer and we're going to move that to a data

00:25:29.399 center yeah just let me refer to D on this one she's really deep in it with you guys on I know that there's a brand

00:25:34.919 new server going in and I know correct it's a a pretty hefty server that we're doing it's actually on one of the

00:25:40.279 tech benches right now and it's and we're allowing your uh software company in there to get everything set up before

00:25:47.000 we bring it on site to you so that it's all ready to go once and we bring it in and set it up yes so so um it depends on

00:25:54.120 what what type of business somebody's running but in our business there's there's the admin ministrative control

00:25:59.240 which um a lot of the administrative control um type software is let's call

00:26:05.000 it in the cloud um and you you you need good equipment you need to be able to

00:26:11.039 have good internet connection of course um which you guys have helped us with um B I think we put fiber in there didn't

00:26:17.360 we um what happened is um we took over the building from Toronto Star and they had run fiber um and then they had

00:26:23.360 abandoned the building Bas well they sold it to us um and they abandoned that connection and you guys were able to

00:26:28.600 trace down the the the people to talk to how to transfer that connection to us right right right so it's basically you

00:26:35.000 know we bought a farmhouse that was next to a six Lane highway right and we were like can you make us an offramp exactly

00:26:42.679 yeah and and so that worked out very well um that was a part of the of the expansion into that building a big part

00:26:48.080 of it yes and and so we we we're now at the point where um administrative

00:26:54.279 control can be done um with programs that are like in the cloud and where really it's more about the person's

00:27:00.799 who's who's manipulating those administrative programs do it from a uh

00:27:06.080 you know a laptop or a really good computer but there's an internal database control required for

00:27:11.840 manufacturing because you can imagine we're making thousands of pieces of glass sometimes thousands a day but each

00:27:18.279 one of those pieces is each piece is custom okay each has needs its own

00:27:23.840 identifier like a fingerprint and you need to track and Trace all of this stuff to make that it gets fabricated

00:27:29.399 piece represents a customer and somebody's waiting for that glass to come so you need to know where it is and

00:27:34.559 and at what stage it's at correct and if something happens if there's a problem and a piece gets broken on the on the

00:27:39.960 line or something that it can get put right back in again like there's things like that that can happen right yes so

00:27:45.760 so what we can't do is we can't trust that data um to be in the cloud or into an outside space that that data needs to

00:27:52.240 be um manipulatable accessible and controllable on site on site on premise

00:27:58.360 yes and what happened is we outgrew the hardware that we were which was the hardware using was basically a very

00:28:03.960 expensive or very um well-appointed gaming computer right okay it had a lot of capability it was very fast yeah we

00:28:09.720 say gaming but what that means is it's got fast drives it's got fast video it's got you know everything to process

00:28:15.240 things quickly so it doesn't have to be gaming but those gaming rigs are built to do that kind of stuff yeah so so

00:28:21.640 we're we're moving to the next level which is what you're describing on your bench is is a is a proper server fully

00:28:27.279 fledged um I'll give Lenovo a plug there so we are Lenovo authorized service provider and we have been for years

00:28:33.320 we've got a great connection with them uh Lenovo was just phenomenal product if you didn't use computer Elite and you

00:28:39.320 were wondering should I buy you know one of the other brands out there and not to knock them but um I would not put any

00:28:45.679 money anywhere at this point in the game uh but Lenovo just because they have the same price point but it's phenomenal

00:28:51.919 it's the old IBM yeah I was going to say the old IBM think series it's still all think products it's still called think

00:28:58.120 but it's Lenovo okay well I mean uh there's a think pad sitting right here it seems right work well very stable

00:29:04.679 yeah no blue screens yet not today yeah fair enough so okay so the the next subject I kind of want to discuss is um

00:29:11.760 you know cyber security obviously is a is a is a a very important topic and

00:29:17.440 when when does a company decide that it needs help and it doesn't need help so there was there's um I used to live in

00:29:23.039 British Columbia and there was a guy um who was running a disaster restoration business

00:29:28.960 and I I said how did you get into this business he's like well because I you know uh I seem to thrive or his skill

00:29:36.480 was that when people are really in need or they're flustered you know that's when I come in I seem to be able to do

00:29:41.559 do a good job I'm like how do you learn how to do that and he said being a marriage counselor and and I'm like well

00:29:46.880 why didn't you just stick with marriage counseling and he said because the people um who could afford me wouldn't

00:29:52.080 listen to me and the people who would listen to me couldn't afford me right so I had to go manage another disaster

00:29:58.200 right okay so I I'm I'm I know that you're going to make that um sort of connection uhhuh is that you know when

00:30:05.679 when do you call in somebody to help control um you know cyber breaches um or

00:30:13.039 you know technology breaches and and when do you put up a good wall so I'm sure everybody knows the the the the

00:30:20.480 adage you know uh Noah built the ark before the storm right okay right so the

00:30:27.440 what we off from our company I'll give you our company's experience and then you tell me you know how standard this

00:30:32.519 is um we were doing an exchange with the company um we were providing them a service uh we needed to get paid um we

00:30:40.320 asked them to pay us somebody had hacked their emails um they were not using Microsoft exchange for emails um

00:30:47.600 somebody hacked their emails um we got a request from their person their email to

00:30:53.679 send money with Banking instructions at the time we did not have a policy that any Banking instructions

00:31:00.799 or any Financial exchange requires a voice phone call okay not to say that in

00:31:06.039 some point in the future voice F calls won't be duplicated 100% AI is starting

00:31:11.360 to do that to us I think um yeah but I think we're still a distance away we are okay well yeah you know at some point

00:31:17.720 we'll just have to go back to cash but so but at at this point yeah yes low

00:31:23.840 Tech um but at this point um uh we we were communic a with this customer by

00:31:28.919 email and what happened is um the the money got directed to somebody a different bank account and our bank

00:31:35.440 flagged it oh okay and then in the end the customer said um you know we paid

00:31:40.799 you 40,000 bucks and we're like we received zero bucks right right we

00:31:46.840 received zero dollars okay um and then we came to because I knew that customer

00:31:52.679 for many years I knew him for about 20 years from a previous life um eventually the bank um was able to seiz about

00:31:58.080 \$35,000 there was a \$5,000 um split between us and at that

00:32:04.000 point we were like we don't want the same thing to happen to us um so we saw what's that expression um you know you

00:32:11.080 know a smart person learns from his mistakes a genius learns from the mistakes of others so I was trying to follow the smartest path I could um and

00:32:18.760 improve things when do you usually see a company you know it's important to watch around us and and and make sure that

00:32:25.240 we're paying attention to what's happening to others and so for us we're in so many different businesses over 650

00:32:31.760 local businesses that we service in a big way um and so you know we get to see

00:32:36.919 all this cross-section of things that are going on and probably right now the biggest things email breaches but um or

00:32:43.399 security breaches which are caused from human error most of it is caused from human error um but uh the problem that

00:32:50.840 we Face the biggest problem that we face with helping companies and it's not about us it's about really getting in

00:32:56.919 and helping uh small businesses to to have what they need and to do what they need to do is um people don't take the

00:33:06.080 time to listen but more so I think it's a gray area they're not sure about that

00:33:12.200 technology or all these words that are being said and we try to break it down pretty simple for people but they're not

00:33:17.480 sure about it so it's like oh I can't do that Monday morning forget it and it just gets pushed off a lot because um

00:33:24.159 it's difficult to grasp or it's difficult to understand and boy we're here to like really help understand like

00:33:30.840 have the conversations with us it's not bothersome it's more bothersome when it gets pushed off and uh and it doesn't

00:33:37.440 get done and then the breach happens and then we're there we're scurrying like we're like okay instantly we got to drop

00:33:43.639 everything that we're doing and get in and help that customer even though we had a bunch of other things lined up for

00:33:49.480 other customers that day so it it it throws us into a little bit of you talking about a security breach or a

00:33:55.720 tech failure it could be any of those that's the thing there's no you know one

00:34:01.480 solution fits all if you running a really old server and no data backups then it could be that that server failed

00:34:07.519 and now we can't get your data back or we have to send it out for data recovery which is very expensive um and it's a

00:34:14.159 longer process it's four days that we're going to be getting everything back um but if we could get if we could if if we

00:34:20.359 could have got in there beforehand and you had have replaced that server as we had recommended and many times it's a

00:34:27.719 have email after email word this is our recommendation but it gets ignored I think it gets taken as a sales Ploy and

00:34:33.719 it's not not at all it if I say something to you it's because you need it and you can check me on that call me

00:34:40.359 come and visit me look me in the eyes and say do you are you serious are you just taking my money go ahead like I'm

00:34:46.560 not ever there to take your money I have nothing to hide that way so that's the company that we are but we want to get

00:34:51.679 to people before the problems happen do you do you offer um to new customers or

00:34:57.800 to existing customers for that to offer like an assessment service that's what I do a lot of what I do Jason's taking a

00:35:03.000 lot of that role now with assessing things as well but uh but a big part of what I do is I'll deal with either new

00:35:08.720 customers coming in or existing customers that really need a good overview of what's going on okay so one

00:35:15.720 thing we haven't talked about which I'd like to um is when when we have trouble because there is trouble from time to

00:35:21.440 time we'll see if there's um you've got a picture here okay so if I can describe what happens you know when when uh

00:35:27.359 somebody is a regular customer of computer Elite so um let's say I have a problem I mean I I've had a problem

00:35:33.079 where um maybe my laptop won't download you know uh one of the key pieces of

00:35:38.560 software that we use um industry specific software and I just want somebody to look at it because beyond my

00:35:43.839 knowledge maybe setting or something or install whatever yet sure okay so what happens I get on the line with your tech

00:35:49.240 department it was very easy to reach call your main number yep ask for two for Tech two for Tech and then um

00:35:56.119 usually I get somebody on the other line let's say Logan you know or whoever it is at that day and they'll say okay well

00:36:02.800 let me see what you see and so you just go to your go to your website very simple go to remote

00:36:09.240 support um this page comes up a code y give me a code and then you're now in my

00:36:14.520 computer safe secure um and we're able to talk over the phone seeing the same thing correct back to marriage

00:36:20.680 counseling this this is like a stress reliever yes okay yes it's a tech service but it's like it's like now I

00:36:26.920 don't have to wait for you to come and show up and and then try and explain what's happening and the fact that you

00:36:34.000 guys are willing to do this and you're willing to sort of do it at a drop of a hat um I know it's probably an expensive

00:36:39.560 service for you guys to provide and like you said it probably interrupts work and and workflow and everything else um it's

00:36:47.000 we do the same for our customers you know our customer orders a thousand pieces and we produce one piece wrong

00:36:54.480 okay out of a thousand and then we ship it to Ottawa and some guy's up on the 30th floor of a

00:37:01.280 you know building and they're installing and it's one inch short doesn't fit yeah okay we'll get the phone call you know

00:37:07.240 as far as the customer concerned yeah it was one out of a thousand but to them it's 100% of that job it's the stoppage

00:37:14.599 and What needs to go on it's the same with the software exactly yeah so um

00:37:19.680 we'll just drop everything we'll produce that one piece we'll drive it ourselves if we have to overnight we'll do whatever we have to do okay so this part

00:37:27.680 of like obviously we don't like to get abused we don't want somebody to drop a piece of glass and then call us and say

00:37:34.319 we made it wrong right um and at the same time you probably don't want to have somebody drop what they're doing

00:37:39.960 log on you know oh you spelled your name wrong when you're entering your user name well that's okay that's it happens

00:37:46.040 that that kind of stuff that just makes it easier for us if it's just a simple error like that the ones that are tough are the ones where people have gone in

00:37:52.000 and they've really tried to figure it out and it's a difficult situation and now we're getting the call and and

00:37:57.839 that's fine that's good I'm glad that people do the research and try to fix it and then now we're having to really do a

00:38:03.720 lot of work to make that thing work not because of what they've done just because it's a problem like it's got a deep problem maybe the thing has to come

00:38:10.319 in and be you know reformatted and windows reloaded on it or you know whatever the situation is but okay yeah

00:38:16.960 it's a it's a it's a very very good Ser part of your service I right so the call

00:38:22.760 in when you call in and having someone remote into your computer you feel is a really good thing obviously and we know

00:38:28.560 that it is it's it saves us having to send someone out but there are times when things are doing things in

00:38:34.839 environments that we want to look at more things in the environment and so boots on the ground lets us put somebody

00:38:40.280 there and actually see why this is happening and when and be more connected to your computer and your internet and

00:38:46.680 your you know knowing being able to see more of it on the ground and there's times with internet problems for

00:38:52.200 instance that we can't remote into your computer because your internet's down we have to send boots on the ground so we

00:38:57.760 don't like to and we would just assume I'm far better off to just have people remote in but um the service that we

00:39:04.480 offer coming on site and and getting that visual is very important at times

00:39:09.800 we we establish you know this is really needing an on-site we kind of do it that way we're like can we remote in if we

00:39:15.160 can yeah good let's remote in no that needs an on-site okay we need to schedule an onsite and get somebody in there and that's harder for us but that

00:39:22.400 it's important at times just to get it resolved and resolved properly we like to fix it leave and it's fixed for good

00:39:29.680 that's the ultimate goal in what we're trying to do yeah I I um certainly

00:39:34.920 appreciate the fact that um you guys have a very measured way of

00:39:40.200 deciding whether to send somebody in person or not or how urgent something is or how things can get Sol you know what

00:39:45.920 the best part is you can usually in situations trace the dollar and go that's why that's happening but in our

00:39:51.839 case you won't it's never going to we have to make money to stay in business but it's never going to rely on we make

00:39:57.480 more money sending people on S sites so we're going to send a bunch of people on where we absolutely will not interfere

00:40:03.000 will not reflect the dollar you won't be able to chase that back because there's times when we absolutely could have done

00:40:09.200 so much better in a situation but that's not what's best for the customer so we go this route and that's what's best for

00:40:14.800 the customer and we'll get that back somewhere down the road they'll use us for more services and our name alone will will shine I 100% agree I mean I as

00:40:23.520 a business owner and I would hope that some of the other business owners that you deal with realize that um you know we try to stay loyal so

00:40:31.400 that we can reward you guys for the Times where you couldn't bill us for something yet you solved a huge problem

00:40:36.720 you actually cut the problem off before it became a problem to your own detriment because you couldn't charge us for something so what we want to

00:40:43.079 remember that down the line and make sure that we remain loyal what I found is that over time um it's it's it's made

00:40:50.079 us better knowing that we can rely on computer Elite I appreciate that so um

00:40:55.560 so before we before we wrap this um why don't you describe um how far a field you go um what's your your your your

00:41:02.319 service area What You Know What's um where would you like more customers um

00:41:07.400 and and and um what area you know do you want to grow into obviously it's all business focused

00:41:15.359 we do have a fairly large uh Residential Group and I think that they're employees

00:41:20.960 of businesses that you know have an issue at home and so they'll call us and or they'll bring their stuff in or they'll shop at one of our locations in

00:41:27.400 Barry aelia Midland um but um our main focus is on business and doing all those business

00:41:33.760 Tech things and so out of that the residential people like it as well and and the home users like it because

00:41:39.560 they're getting that business level Tech um so they're getting good guys that way as far as the area goes uh in the remote

00:41:46.599 end of things we can remote in pretty much anywhere and so we've done things in Africa we've done things you know

00:41:51.640 sort of around the globe that way where companies have other branches elsewhere and we're able to remote in we can't put

00:41:57.240 boots on the ground there we have some Alberta customers we have our our local servicing area I would say is Toronto to

00:42:04.480 Huntsville um roughly uh Callingwood out that way

00:42:10.000 um yeah and so that's uh so if somebody's um because there our call

00:42:15.200 Callingwood is you know a service area of ours Halbert service areas I'd say Huntsville is probably a future location

00:42:21.760 of ours um we currently have like a sub office there but eventually we'd like to have some you know display space and um

00:42:28.359 you know manufacturing of some kind in in Huntsville um and and those communities seem to be because the rents

00:42:34.800 got so high you know in in the GTA um there are companies similar to us um you

00:42:40.480 know that have spaces that are let's say 5,000 to 30,000 square fet um and it's nice to know that you're you interested

00:42:47.119 in growing in the same direction well you said the GTA but even the BTA the Barry area is getting very expensive so

00:42:54.079 I guess it should be called the BTA now it is and if you look around us I mean it's uh what what you see north of here

00:43:00.200 there's a lot of Forest right so there's probably a few spots where where some industry is going to develop so exciting

00:43:06.040 news though uh January February of uh 2026 so just this next year coming up um

00:43:12.880 we're going to start our expansion down into Kitchener galf waterl and Cambridge and we're going to do exactly the same

00:43:18.240 thing as what we've done up here there's a big need for what we do yes and the way that we do it and so it's getting

00:43:24.280 the right people down there and training and so all be spending a lot of time down there when we first put our Kitchener uh technical facility and

00:43:31.319 that'll be the second Tech facility we only we only Tech in one location so Barry aelia Midland all dump the product

00:43:38.480 back into if you bring a laptop into Midland it comes down that night and it's in the tech room the next morning

00:43:44.079 so we have a really nice pattern for bringing machines back and forth but we are we have a centrally located Tech

00:43:50.040 facility and so now we're going to do a second one of those in Kitchener and then locations around it and why

00:43:57.200 Kitchener because it's a a big manufacturing base in Kitchener I guess I have to go into the God thing for that

00:44:03.400 it was literally just something that I was given as a vision and uh and I I guess more or less that's going to help

00:44:09.559 us to surround the GTA before we would ever consider moving into it allow us to

00:44:15.319 grab to have a lot more stock in those locations and build the business up I

00:44:20.880 didn't just want to jump into the GTA it's it's a big thing of its own it's a very very big yeah same same for us I

00:44:28.480 mean we um we get so we try to service the North and what happens we have customers who are from Toronto I mean I

00:44:35.280 was born in Toronto I I know Toronto quite well I was Oakville I grew up in Oakville you grew up in Oakville okay so

00:44:40.440 so you know we we try to service the north um we don't want to fight the traffic um um we don't want to

00:44:47.000 necessarily compete with you know a thousand people we'll compete with 100 people instead right and and um so our

00:44:53.680 customers draw us down there so from time to time we end up in in the GTA but we prefer you know to remain in Barry of

00:44:59.520 Moka it's it's um uh uh it's a f you got to focus on something that's we choose

00:45:05.240 to focus on um but we're aware of you know Kitchener waterl uh gual um there's

00:45:11.559 a good you know technological base there is yeah in those areas there's lots of factories there's lots of production in

00:45:17.359 those those I'm sure that what you do for us you can do for other companies in those locations in those locations we're

00:45:24.000 hoping that's what the case is going to be so as as we grow North because we're uh like I said we're trying to you know

00:45:29.440 get something started in Huntsville um that's more substantial than than just an office um that you guys will join us

00:45:35.160 and help us set up there we will be there I can promise you that awesome okay thank you very much Joe um thanks

00:45:41.520 Mike no problem um so you're a tech guy so before I wrap this kale you got any questions here this no man I think I

00:45:49.359 learned everything I need to learn on this pod so do either you guys know who Gary

00:45:55.079 kildall is uh uh you ever heard no no

00:46:00.400 Bob kildoll's brother sorry you're right Bob K is it Bob kildall I don't know no no I I thought his name is Gary

00:46:06.640 kildall Gary kildall I think was the guy who uh originally developed um he

00:46:12.400 originally developed uh Windows if I remember correctly oh and and he did a

00:46:17.960 bunch of uh they didn't call them podcasts back then but he did like a tech program that was very popular and

00:46:24.559 only watched by tech people until about 1985 or 86 when he died in a in a in a

00:46:31.520 plane crash he crashed his airplane you know his private pilot and he crash his airplane but I probably should know who

00:46:38.680 that is but I don't fair fair enough I've watched back checked it you're right you're right what am I right about

00:46:45.200 Gary kildall Gary kildall yeah what did did he develop

00:46:51.800 windows or Doss maybe it was Doss see Doss yeah Bill Gates uh

00:46:57.480 kind of got to the punchline on dos he was developing it with somebody else and he got the missing component and

00:47:03.680 went um and patented or licensed it prior to the other guy and kind of

00:47:09.760 pushed him out there was a that was a bad thing to start the whole thing off it started off on not a friendly thing

00:47:16.079 that might have been Gary kildall but if if you get a chance you look up his name on YouTube he used to do a tech program

00:47:22.960 that like you know um unless you're interested in Tech it it was like you know it's like it' be over most people's

00:47:29.599 heads so hopefully anybody who's watched this thing for you know 40 some OD minutes it's probably the person you

00:47:35.520 want to attract really is a factory owner yeah yep businesses for sure businesses anywhere from I I'll say two

00:47:42.359 seats and up but I mean even the single business starting out we can help but you know a lot of this area is five

00:47:49.160 users in these businesses that you see around us here there's five users in those you know and that's that's a very

00:47:55.760 common environment so five and then up 50 in this area when we get down towards

00:48:00.800 Toronto it'll be more of the hundreds probably but yeah I mean we have per uh you know perhaps 30 users something like

00:48:07.079 that or or some of the it's like a single user um interface in the shop and somebody might rotate into that position

00:48:13.200 you guys will be from what I've seen you guys will be 60 people within well under

00:48:18.359 five years like within four years as long as you've got the the gas in your tank to keep pushing and do it uh every

00:48:25.280 other business that we've worked with that has been at the 25 to 30 range is over 60 now okay um well we'll uh we'll

00:48:33.680 wrap here um I would suggest that anybody who's running a business in the msca region um or or in Barry um look up

00:48:41.960 computer Elite we'll jump to their website here um the best way to contact you I assume is just Google computer Elite yeah um and and uh business it

00:48:50.440 support which really hits a nail on the head is what your focus is um and and to

00:48:55.760 give you a call go to the contact page um and uh what I find is you guys have a

00:49:00.799 um uh great support just pick up the 705 48765 95 and just uh take your pick

00:49:07.839 where you start with I assume sales would be a good uh part if that's what you need if you're if you just got breached it might be Tech yeah and if

00:49:14.400 you're if uh anybody watching wants to follow Joe's advice don't wait until you're in jail looking for bail man

00:49:21.079 please don't wait don't wait till you're hacked I will bail you out mind you but yes yeah he'll he'll come up with the

00:49:27.040 bail money but he prefer to just you know help you before you end up there so um thank you very much for being our

00:49:33.280 guest thanks Mike and uh this was uh the lake effect podcast at the sandbox Center in downtown Barry and we'll see

00:49:39.599 you in the next episode [Music]