

## Rich Snippets

- Bulletin/Reminder
- Client/Advisor
- Around Town

---

## Heartbleed Risk

Bulletin...

Heartbleed is a vulnerability within the Open SSL protocol that is used to secure web servers. OpenSSL certificates are part of encrypted communications between end-users and web servers. E-commerce sites with login portals and secure data are more likely to use OpenSSL. Potentially, an end user can be submitting their data to complete an online purchase and the Heartbleed risk would expose that data, allowing for it to be decrypted.

Most of our clients are using Public Certificates and not OSSSL. Still it is suggested that certificates be 're-keyed' to make double sure your data remains protected.

Reminder...

When something like this hits the headlines it's a reminder that a simple password change can help protect your data.

Your Agility consultant can audit your systems to ensure you are protected and talk through the implications and best practices.

## Great Partnerships Start with Great Communication

Once the signing ceremony is complete and as a new client officially becomes part of the Agility family the courtship ends and the marriage begins. Now.... the quality of the marriage will greatly depend on how well both parties interact with one another. The rule of thumb, always apply the Golden Rule.

The foundation of every marriage begins with respect, open dialogue and trust for each other. Yes, trust is both rational and emotional. It is a two-way street. It entails risk, sincerity, and personal commitment...and yes, Trust grows! It rarely develops instantly. The fact is that trust does not happen without work, without wanting or without effort. It is not handed on a silver platter and we (as your Trusted Advisor) understand that.

Let's continue with the marriage analogy, shall we? Trust is like a married couple ballroom dancing. One person must lead and the other one must follow. If there is ambiguity about who is leading and who is following, most likely the dance or dancer(s) will collapse. Constant dialogue and interaction need to happen as our ballroom dancers perfect their routine, moves and flow. And it is no different for the Client and for the Advisor. It is a relationship.

We (the Advisor) are always grateful when you:

- Reach out for our advice.
- Are inclined to accept and act on our recommendations.
- Bring us in on more advanced, complex, strategic issues.
- Refer us to your friends, family and business acquaintances.
- Forgive us for our mistakes (we do err from time to time).
- Involve us early when issues begin to form, rather than later in the process (although we might call you first!).

We will always strive to:

- Treat you with the utmost respect and understanding.
- Be consistent and proactive in our communications.
- Reliable and quick to respond when needed.
- Help you problem-solve.
- Be committed for the long haul.
- Help you put your issues in context without getting overly technical.

In our opinion, a long-term, happy partnership - where both parties proactively communicate - should be deemed the preferred option.

Get the Spring buzz going!

Pinot Noir tasting April 24 - 26

Chicago Pinot Days is a series of tastings, dinners, and seminars that culminate in a grand festival tasting of 150 pinots in Lakeview Terrace, Navy Pier.

Whisky Festival April 25

Taste 300 whiskeys, and learn from master distillers and blenders at WhiskyFest at Hyatt Regency Chicago.

Ball Park Brew Fest at Boomers Stadium Schaumburg May 3, 2:00pm-6:00pm

This four-hour brewery sampling festival features craft and specialty beers from more than 45 breweries. This event will include live music by "Piano Man" (Chicago's Billy Joel and Elton John tribute band).

Questions, comments, feature requests? Call us at (877) AGILITY

Would you like to change your subscription? Email 'opt-out' to [webmaster@agilitynetworks.com](mailto:webmaster@agilitynetworks.com)