

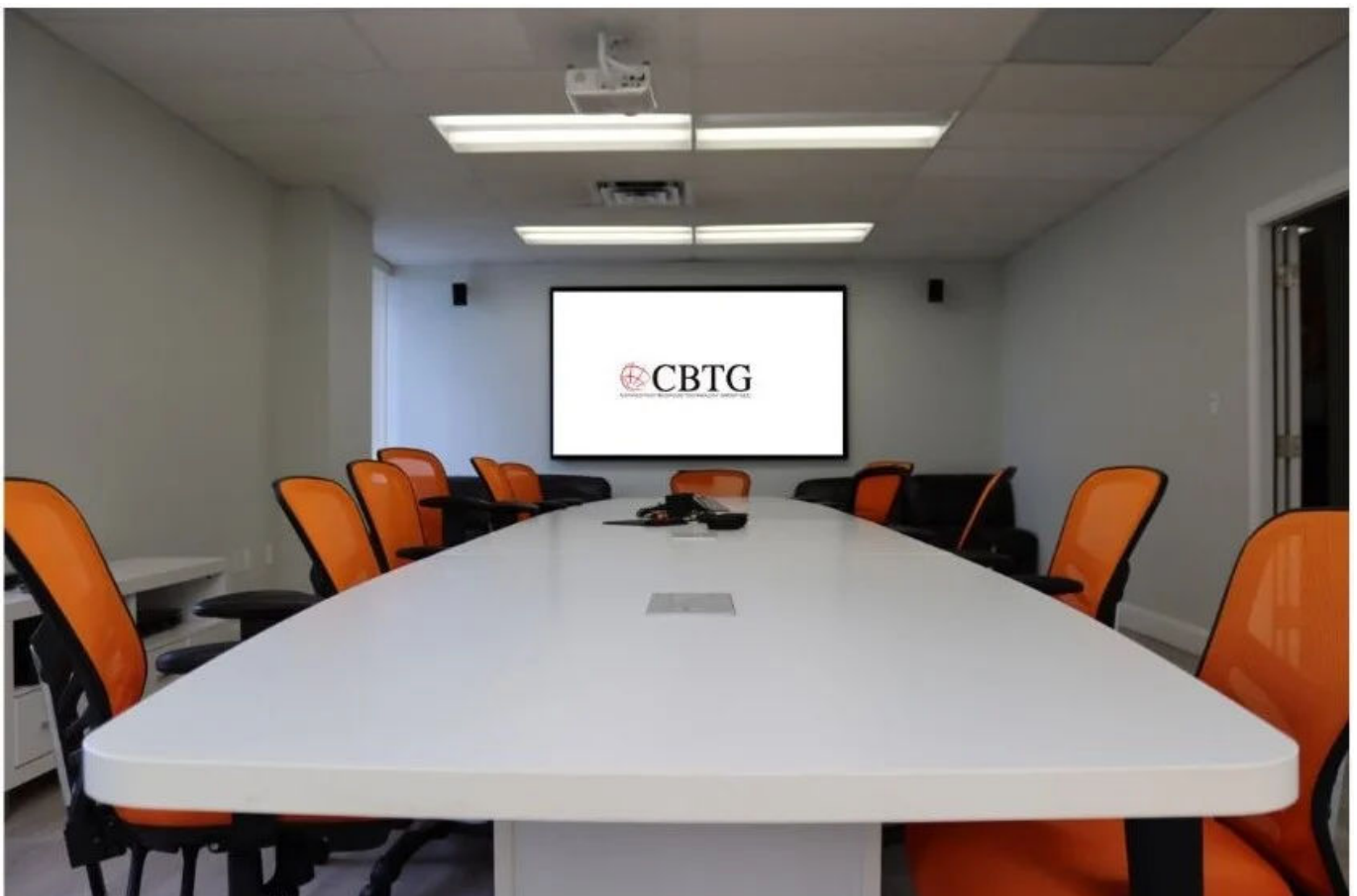
July 2025

QUARTERLY

NEWSLETTER



**IT Managed Services and Cyber Security Experts
serving Southern New England & the Tri-State
Area**



From the CEO

IT Hiring is Hard

Hiring IT staff is risky when you're not in IT yourself. Without technical expertise, it's easy to misjudge skills, overpay, or bring on the wrong person—leading to downtime, frustration, and wasted resources. If I'm being honest; I haven't hit home runs on every pitch in my hiring career either, sometimes cultural mismatches don't present themselves until many months into employment. That's why working with an MSP makes sense. We handle the recruiting, training, and oversight so you don't have to, minimizing your risk and involvement. Our clients get a ready-to-go lineup of proven professionals, without the hiring headaches. It's up to us to keep a qualified team on the field, which is a bigger part of the IT support responsibility than most realize.

Another strategy to minimize hiring is to invest in employee retention.

CBTG accomplishes this with a clear path forward, an aggressive compensation package, and some “outside of the box” perks that differentiate us from our competitors. Just one example of this is our focus on mental health... our program offers scheduled, semi-monthly individualized therapy sessions to our team members, to give them a positive outlet and guidance for anything they may be going through in their lives. We are now in year three of this program, and have seen noticeable improvements in morale, focus, and brand commitment by its attendees. Further, for those who opt in, CBTG grants an extra paid personal day each quarter. (Who doesn't enjoy a 3-day weekend?!?!)

Lastly, it's worth noting that a critical step in curating a successful support team is the chance for upward mobility. 75% of open jobs at CBTG are filled internally, with team members who've advanced through hard work, mentorship, and hands-on experience. We invest heavily in training—from certifications like CompTIA and Microsoft, to in-house labs, structured internship programs, and guided exposure to real client environments. Our goal is to pave clear career paths, helping our staff grow from entry-level roles into senior engineers, project leads, and beyond. When our team wins, our clients win.

Craig Hendrickson – Chief Executive Officer



Employee Spotlight Mark

1. Birth Month: June
2. Hobbies: Aviation, Sports, Gaming, Guitar
3. Favorite T.V. Show: The Boys
4. Preferred Lunch Spot: Bonchon
5. Best thing about CBTG: Coworkers have a great sense of humor which makes work and company events really fun!



Company Updates

- Completed the 2025 CBTG intern program, met the next generation of promising talent
- Hired our favorite graduate of the program, Alex, as a Junior Helpdesk Technician
- Further developed and standardized our pre-sales process with HubSpot
- Promoted Nick to the full time Resident Tech role at an aerospace manufacturer
- Advanced our partnership with Sonicwall, and completed a required security patch on all devices
- Filled the open Jr Systems Admin role by hiring James

Thoughts From the Sales Team

At CBTG, we truly value the trust you place in us—and now, we'd love your help spreading the word. Please feel free to pass along to your employees as well!

With our updated referral program, you can earn:

- \$300 for every referral who completes a qualified meeting with our sales team
- An additional \$700 if their company signs a monthly support contract with CBTG

Visit our website at <https://www.cbtechgroup.com/referral-program/>

Thank you for being a valued part of the CBTG family. We're proud to support your business—and we appreciate your help in growing the CBTG community!

Gary Pendleton - Account Executive



Tech-Tip: Product Spotlight

Rebuilding Your Computer Is Sometimes the Smartest Move

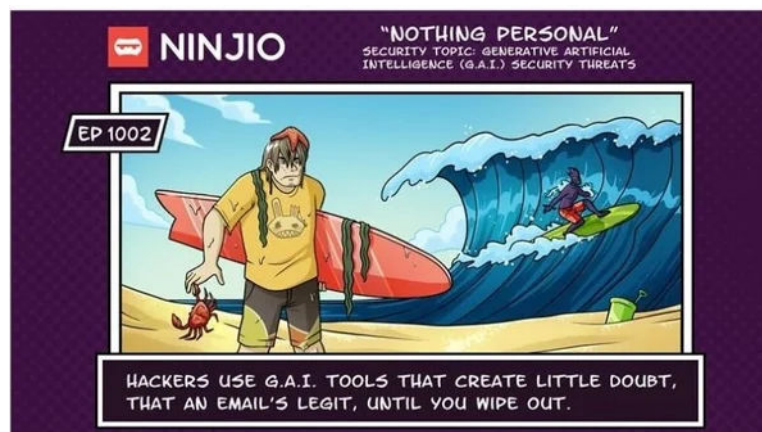
Over time, computers naturally slow down. Even with antivirus protection and regular maintenance, systems collect digital clutter — outdated files, unnecessary programs, software conflicts, and background processes that bog things down. It's not always something you can see, but you can often feel it: slower startups, frequent glitches, or just that sense that things aren't running like they used to.

Rebuilding your computer — essentially wiping it clean and starting fresh with a new, clean install of the operating system — gives the machine a second life. It clears out years of buildup, removes hidden malware or bloatware, and helps your system run faster, cleaner, and more reliably. It's a smart way to restore performance, reduce tech issues, and get the most out of your investment.

At CBTG, we handle rebuilds efficiently and safely. Instead of spending hours chasing isolated issues, it's often smarter — and more cost-effective — to start fresh.



Cybersecurity Tip of the Quarter



Social Post of the Quarter

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At CBTG, sometimes the sales guys like to get their hands dirty too. That's some serious dedication....we do it all in the name of love for our clients. Call us today for cyber security compliance, networking, servers, cloud, voice, wifi, or whatever else you have on your mind. You don't need to give your MSP a blank check to do things the right way... let CBTG solve your tech issues so you can concentrate on what YOU do for a living [#CBTG](#) [#NetworkSupport](#) [#ManagedServices](#) [#ITSecurity](#)



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