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TECHNOLOGY INSIDER



Your monthly newsletter,
written for humans, not geeks

Everyone in your team
needs cyber-security
training. Including you



Every good business leader knows that training is essential for a highly productive team.

But have you ever considered giving your staff cyber-security training? If not, you really should.

What is it?

It's about increasing their awareness of the ways that criminals are trying to break into your I.T. system. And what the devastating consequences are when they do.

So they'd learn:

- How to spot the different types of fake emails and messages, and what to do with them
- The risk of social engineering by email, phone, or text message
- Why we use basic security tools such as password managers and multi factor authentication (where you generate a code on another device)

By holding regular cyber security training sessions, you can keep everyone up to date. And develop a great culture of security awareness.

It's another layer of protection to help ensure that your business doesn't become part of a scary statistic (one small business is hacked every 19 seconds).

PS: as a leader it's critical you take the training also. As you'll be one of the most targeted people within the business, as you probably have access to all the systems, including the bank accounts.

If you don't already have cyber security training in place, we'd love to help. Give us a call or drop us an email.

GEEKSPEAK BELOW



Latest Tech Alert

5G is a major upgrade in speed

Sure there's been a lot of controversy about 5G.

But one thing's for sure – depending on which network you're on, it can be incredibly fast. Up to 10x faster than 4G.

What will make 5G feel faster to us is not just the speed increase. It's also the reduced latency. That's the time it takes for data from your device to be uploaded and reach its target.

With 4G the average latency is 50 milliseconds.

With 5G it will be about 10 milliseconds. That lack of delay is what we will interpret as "wow 5G is really fast".

5G phones are now for sale. When you get your next mobile, consider getting a 5G one. Even if it's not rolled out to your area yet, you're future-proofing your device.



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WHAT KEY CHANGE COULD YOUR BUSINESS BENEFIT FROM?

You could say that we're all experts at change now. After the last year, even those who were resistant to change have passed a masterclass in adaptability.

When you're running a business, change isn't a bad thing, it is how you manage change. And that's also true when it comes to the technology you use.

Your I.T. setup should be something that's been well thought through. It should allow your business to change and adapt with minimal stress.

However, if you don't have an IT service partner working **proactively**, you might be missing that.

It's one thing having an I.T. support company waiting to fix things for you. It's another having a partner. Who's constantly looking at your setup and designing ways to make your team's lives easier both now and in the future.

This is exactly what we do. And we'd love to do it in partnership with you.

You see, we're confident that after spending a little time on a call with you, we could identify some areas for key change that could make a

huge difference to your business and its I.T. setup.

We're calling this our Key Change Audit. Snappy, eh?

During this audit, our experts will take a detailed look at your I.T. infrastructure, what you do and the tools you currently use to do it. We'll discuss how you'd like everything to work in an ideal world. Then we'll make suggestions on the key changes you could make to get your setup as perfect for you as possible.



MICROSOFT 365 TIP

You know you're working hard when your desktop looks like the inside of your brain - 20 different windows open at once.

Here's a great way to minimize everything but the one window you're currently working on.

Click the title bar of the window you want to keep open. Hold your mouse button down and give the window a shake back and forth. After a couple of seconds, all the other windows will minimize, leaving just the one you want open. Cool.

Visit www.WTSci.com/KeyChanges to book your 15 minute video chat to discuss this audit.



INSPIRATIONAL QUOTE OF THE MONTH

"The technology you use impresses no one. But the experience you create with it is everything."

Sean Gerety, user experience expert

When did you last upgrade your office phone system? Have you done it in the past 5 to 10 years?

Technology update

You'd be surprised how many businesses haven't. And the benefits they're missing out on, by not doing so.

Not only can a new VoIP phone system save your business money (no need to install new lines as your

business grows, works from anywhere with an internet connection, and no cost per call), but it also brings a whole host of other benefits.

Clearer calls. More functionality. They're way more accommodating for remote work conditions.



Not sure Where To Start?

Just give us a call, we can help you find the most compatible system for your business.

Tech Fact#1

Every month, criminals (a.k.a hackers) release around 6,000 viruses.

Tech Fact#2

24 hours of video is uploaded to YouTube every minute. That's 34,560 days' worth of video, every day.

Tech Fact#3

Changing font can save printer ink. The theory is, if you switch to a lighter stroke, you'll use a little less ink per page, meaning around a 10% saving when printing large quantities.

Tech Fact#4

92% of the world's currency is digital, existing only on computers. Even banks store money electronically.

YOU'VE GOT A SCARY NEW FRIEND?

And it's not as rare as you might hope.

Ransomware is the fastest growing cyber-crime in the world right now (it's where all your data is encrypted, and you must pay a ransom to get it back. BTW, it is now illegal to pay them).

And those delightful cyber criminals are using our new work from home culture to find their way into your network.

There are many ways for them to do this.



Once they're in, it can be very difficult to detect them until they launch an attack. Typically, that can take up to 170 days.

That's 170 days of them lurking in your network, seeing all your private data, installing suspicious programs on your devices... and just waiting to make their move.

The Scary part... It's not always easy to spot if you've been compromised until it is too late.

If you think someone's done something such as clicking on a bad link within an email, let us look to see if the criminals are already in your system. Give us a call.



Let's chat on a video call But, I have three BIG questions for you:

1. Do you currently have an I.T. support company?
2. How happy are you with them?
3. If the answer isn't "they're so amazing I want to hug them and send them gifts", let's jump on a quick video chat.

One thing 2020 has taught businesses around here is just how important proactive, responsive I.T. support is.

We have started taking on new clients again.
Set up a 15 minute exploratory video call at
www.WTSci.com/AlanHelbush



WHERE TO START
TECHNOLOGY SOLUTIONS

How to get in touch with us:

CALL: (844) 727-6448 | **EMAIL:** hello@WTSci.com

WEBSITE: www.WTSci.com



QUESTION

How can I make my Wi-Fi faster?

ANSWER

Try moving your device closer to the router. If that works you may need to install some access points to extend your range. Connect directly to the router with a cable. If it's still slow, call your provider to see if they can work some magic at their end.

QUESTION

Why can't I print?

ANSWER

Is your printer connected to your Wi-Fi? Are all the cables plugged in firmly? Turn the power off/on to the printer. Is there sufficient paper and ink? If you've checked these and it's still not working, try restarting your router or access point.

QUESTION

My computer keeps crashing. What do I do?

ANSWER

Annoying. There can be many reasons why your computer has crashed. First, give it a couple of minutes to see if it fixes itself. If not, open your task manager, see what program is not responding and close it. If that doesn't work, restart the device, and try again. If it happens repeatedly, call for help!