SEPTEMBER 2021

WHERE TO START
TECHNOLOGY SOLUTIONS

CELEBRATING
20 YEARS
2001-20...
IN BUSINESS
Anniversary

TECHNOLOGY INSIDER

Your monthly newsletter, written for humans, not geeks

What repetitive tasks could you automate?

Do you often find yourself performing the same actions over and over again?

Perhaps they're essential tasks that need to be completed regularly. But, ugh, and they're so tedious.

Think of the time you could save if you didn't have to do them. And the collective time your team would save if they didn't have to do repetitive tasks.

Removing the boring, tedious, and repetitive tasks is a great boost for morale – both yours and your staff. So why not automate as many of these actions as you can?

When you look at the task lists with an attitude of "remove it by automating it," you'll spot loads of repeat jobs, you never need to do again.

Tasks in payroll, parts of your HR, customer support, management, and even your marketing are candidates for automation.

There are hundreds of tools available that will most likely integrate with your current apps and systems. Like Teams, Outlook, and your CRM. They'll speed things up and save you time and effort.

Want to see how automation could help your business? Talk to us. We can suggest the apps and tools to use with your current systems to automate faster.

DID YOU KNOW?

Did you know… most people use a variation of the same 3 (weak) passwords for everything

A recent survey showed that two-thirds of people use a variation of same three passwords across 50 different services and accounts.

Street names, pet names, and memorable dates make for the most popular choices. However, these make terrible passwords as they are easy for automated hacking software to figure out using brute force hacking. This is where the computer tries thousands of different passwords until it finds the right one.

The answer is a password manager. It will generate a random string of characters for your password, remember it for you, and automatically fill it in when you need it.

Technology update

We're looking forward to the launch of Windows 11 in the next few months. But the question is, are your devices ready for it?

Microsoft has changed the minimum system requirements needed to run its operating system if you're upgrading from 10 to 11. And unfortunately that's created a headache for many people and were thinking they would be OK when upgrading.

On the plus side, the changes mean you'll get increased security, reliability, and compatibility. But it does mean that some of your devices might not be up to spec to upgrade.

Here are the minimum hardware requirements the new OS requires:

- An Intel Core processor from 2017 onwards or AMD Zen processors from 2019 onwards
- 4GB (minimum) of RAM
- 64GB (minimum) of hard drive storage
- Oh, and it all hinges on having a TPM (Trusted Platform Model) 2.0 chip installed

While Microsoft has required all certified Windows devices since 2016 to have the TPM chip, and many haven't been activated. That process is… technical, to say the least.

If that's all nonsense to you, contact us and we can check your devices for you. Just give us a call or drop us an email.

FUN TECH QUIZ

Round up the team, it's time for another tech quiz
Can your workplace get 5 out of 5?

1. What does a Geiger counter measure?
2. What's the maximum character count for a tweet since 2017?
3. What is the name of Elon Musk's aerospace company?
4. What did Amazon start by selling?
5. What unit of length is equal to around 5.8 trillion miles?

The answers are below.

1. Radiation
2. 280 characters
3. SpaceX
4. Books
5. Light Year

INSPIRATIONAL QUOTE OF THE MONTH

"Let's go invent tomorrow instead of worrying about what happened yesterday."
Steve Jobs

Tech Fact#1

No-one knows who created Bitcoin. The inventor has gone to great lengths to keep their identity a mystery

Tech Fact#2

The computer bug was named when an actual bug got stuck in a very early computer – a moth, to be precise

Tech Fact#3

Photos of Apple's products always show the time as 9.41am. That was the time that Steve Jobs showed the first iPhone to the world. The only exception is the Apple Watch, which adheres to timepiece advertising practices

MICROSOFT 365 TIP

Who doesn't love Microsoft Teams? But with all the group chats you're involved in, it can be tricky to go back and find information when you need to.

Did you know you can add titles to your chats? That makes them so much simpler to search. Just click the pencil icon at the top beside your colleagues' names and give the chat a name. Easy!

IF YOUR I.T. SUPPORT COMPANY IS ALWAYS FIXING YOUR TECHNOLOGY IT'S TIME TO SWITCH

How would you feel if you knew that many of the technical problems you've suffered recently could have been avoided entirely? If your current IT support company had taken a more proactive approach to your technology?

Back in the day, purely reactive support was popular (and unfortunately, it is still popular today). It was how tech support did things in the day: A problem happened, fixed, and very lucrative for the IT company. But in recent years, things have changed for the better. Businesses realize that fewer unexpected calls to an IT help desk are an excellent thing.

It would be best to have a proactive partner working away in the background to monitor, maintain and update your entire network.

We call this RASMcare™ Proactive Problem Prevention
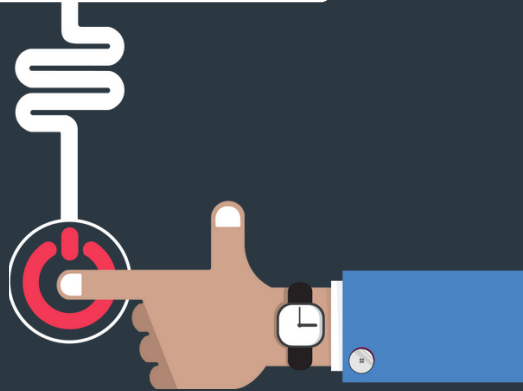
The benefits go beyond saving time and money. By stopping things from going wrong, you can also increase your team's motivation, improve your security, and help with future planning and simplify budgeting.

Do you know how proactive your current IT support is? Take our proactive strength test to find out.

Visit www.WTSci.com/ProblemPrevention right now

QUESTION

I've noticed a new administrator account on my network but don't know who it is.

ANSWER

If you've checked around the office and no one has created the new administrator account, speak to your IT. support partner immediately. This may be a sign that you have an intruder in your network waiting to launch an attack.

QUESTION

An essential document has disappeared from my network. Can I get it back?

ANSWER

Hopefully, you have a working daily or continuous backup in place? If so, it's simply a case of retrieving a copy of your document. If you don't have a backup, then it may be trickier. First, you may want to establish how the file has disappeared. A good IT support partner should guide you through this (get them to sort out your backup).

Let's have a quick video chat

But, first I have three questions for you:

1. Do you currently have an IT support company?
2. How happy are you with them?
3. If the answer isn't "I'm so delighted, they'll be named in my will,"

Let's jump on a video chat.

The pandemic has taught businesses just how important it is to get. The pandemic has taught businesses just how important it is to get proactive and responsive IT support when you need it.

So that's is what we do. In addition, we're now taking on new clients again.

Set up a 15-minute exploratory video chat at
www.WTSci.com/AlanHelbush

QUESTION

Teams notifications are distracting me from my work; can I stop them?

ANSWER

Yep, turn them off! You can set your status to Do Not Disturb, which will stop anything bothering you. Alternatively, you can now make yourself invisible by appearing offline when you want to work.

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How you can get in touch with us:
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