Emerald ICT
Complete Computer Solutions

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NEWSLETTER

6 Quick Security Tips To Keep Your Business Safe

Every employee shares one inescapable flaw that is putting your business at risk.

They're human.

59% of data breaches can be traced back to something an employee did (or didn't do), which invited a cyber-attack.

To lock hackers out, build security awareness and respect into your company culture, so that maintaining digital security becomes as routine as making coffee.

1. Use complex passwords: Every employee, including management, needs to use an alphanumeric password that they haven't used before. Password managers can assist with making sure they're never forgotten.

2. Verify unknown identities: Not familiar with 'Jenny from Accounting' who has called to ask for sensitive information? Double check caller identity and access permissions before releasing any information. Hackers love to play on our desire to be helpful.

3. Encrypt by default: People regularly transfer data to a laptop or smartphone so they can work more efficiently. Unfortunately, this equipment can be easily stolen. Set operating systems to encrypt data by default, so that it becomes useless in the wrong hands.

4. Protect portable devices: Laptops and mobile phones should always require a password and be set to auto-lock after a short period of time. Never leave them unattended in cars, buses, restrooms etc, and take them as carry-on luggage.

5. Set personal usage rules: While you may have blocked productivity-vacuums such as Facebook, what are the rules regarding games, video streaming or shopping? Can they install their own software? When business computers are used for personal usage, security vigilance tends to slide, resulting in unintentional malware installation.

6. Educate often: Digital security threats change regularly, and people become comfortable with a certain level of danger, thinking 'it will never happen to me'. A 5-minute discussion once a month may be the barrier that keeps hackers out.

Starter topics:

This month, we'll show you how to keep your business safe from cyber-threats, and what we can do to prevent problems before they happen.

- Links in emails – Hackers often send emails that look like they are from your bank or similar. Be sure to check the link by hovering over it with your mouse. This is known as 'phishing'.
- Tech scam popups – Be on the lookout for popups advising that your computer is infected and you need to call a phone number or download software.
- Email attachments – Never open an unknown attachment, and even from people you know and trust, always scan for malware before opening.

If you need help implementing better security practices in your business, give us a call.

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"The break / fix days are gone"

Why Managed Services Will Save You More Than Money

"Downtime costs money."

That's no secret, but it doesn't quite capture the whole experience…you arrive to work in the morning, grab your coffee knowing you've got a hectic day ahead, and are ready to dive in.

For some reason the computer can't access the database and neither can anyone else's. You restart the server while fielding calls left, right and center, but are unable to answer any client queries. Your hands are completely tied…and now the server is beeping furiously…what's going on??!

You're not just in crisis mode, you're on damage control as you call every tech you can think of, trying to find one who can come NOW.

Not exactly the day you had planned.

The break/fix days are gone

Previously, businesses only addressed their IT needs when something broke. A few hours down meant little in the scope of things. In today's fast world, businesses rely heavily on IT and downtime just isn't an option. Even the legalities of simply restoring financial, legal or medical files after a breach raises issues.

How Can Managed Services Help?

The cost of break/fix is now too high, both financially and emotionally.

Simply put, your IT services are remotely monitored and proactively managed by a professional, external business. Your Managed Service Provider (MSP) runs regular diagnostics on equipment to identify impending failure and resolves problems before they happen.

Benefits of managed services

Small to medium businesses in particular benefit from managed services, because they don't usually have an on-site technician to oversee the multiple systems in use. By subscribing to a managed service provider, businesses can have reduced labor costs, access to a knowledge base, future-pacing, better data security and reduced downtime. Businesses can also know exactly what their upcoming costs are and plan accordingly.

Some of the managed services we can provide are:

- **Remote support** – This allows us to help you quickly without needing to be on-site
- **Hardware monitoring** – We monitor your servers and workstations to catch hardware failures before they happen
- **Managed anti-virus** – We make sure your anti-virus is up to date and take immediate action if an infection occurs
- **Patch management** – We make sure your computer's operating system is up to date, closing access to known vulnerabilities as soon as possible

How much down time can your business afford? Give us a call.
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