

JANUARY 2021

TECHNOLOGY INSIDER



Your monthly newsletter, written
for humans not geeks

**Bye 2020. Thanks for nothing.
Here's how to get the most from
your people in 2021**

What a year we've left behind.

Although, with many of the negatives we had no control over, came some positive changes to the way we all do things.

So many businesses now have people working from home on a permanent or semi-permanent basis. As much as no-one asked for this, it's been great to see how many businesses that we work closely with have adapted. And in the process they have become more flexible.

This flexibility often results in a more motivated, engaged workforce. Who really appreciate the ability to work different hours and work from home (WFH). This is a huge benefit. Especially if you're looking to hire new people.

Because what's the greatest competitive advantage in your business? It's your people, of course.

We believe that offering flexible working and the choice between WFH and going into the office, will help you attract the

very best people in your field.

This year is going to be a "buyer's market" for employers. A great opportunity to take on truly excellent new people.

But, of course, along with this comes a responsibility to give everyone the tools and accessibility they need to be able to excel at their roles from wherever they choose to work.

That means you, as the business owner or manager, need to be on top of issuing the right devices, keeping security tight, and network access open but safe.

After the 2020 lockdowns, hopefully you've already got the fundamentals in place. But going forward, it's as important to offer your team as much IT support in their homes, as they get in the office.

*Do you need help
with that? Let's talk*



HELPING LOCAL BUSINESSES

Reduce IT Costs in 2021

**How would you like to enter
2021 with a fixed LOW PRICE
monthly security and support
contract to help your business
save money in 2021? Reduce
Costs and Increase Security...**

Talk to us today to see
how you can start saving?
01908 410261

Find out what's included here:
[https://www.yourcloudworks.com/
covid-it-security-and-support-spe-
cial-offer/](https://www.yourcloudworks.com/covid-it-security-and-support-special-offer/)

Can we help you, to help your people get more done?

On page one we talked about the opportunity to snap up the very best people in your field this year.

So here's a question to ask – what else could you do to help them achieve more?

If they were given the right tools:

- Tools to help them make the most of their time
- Tools that complemented what they do
- Tools that simplified processes

... could they get more done in a day?

Probably.

And fortunately, we live in an age where there is an app to help you do pretty much anything.

Why wouldn't you take advantage of that?

The thing is, it's too easy to get stuck in our ways. Yes, even when it comes to business. We log into the same software each morning, have the same grumbles about how we wish it did things differently; then carry on with our day.

Sometimes what we need is a new set of eyes. Someone who can stand back and see the simple solutions that we simply can't.

Because when something is a habit, it can be difficult to imagine a different way of doing it. Even if that new way is easier, and brings about more benefits - like a more productive team, and better customer satisfaction.

Could we be that new set of eyes for you? We'd like to offer your business a productivity audit.

During this audit, our experts will take a detailed look at your business, what you do and the tools you currently use to do it. We'll talk to you about how your processes would work in an ideal world and help you to identify the apps or software that can help that to happen.

Before we carry out the review, we'll need to have a quick video call (no more than 15 minutes) to discuss your business, and to answer any questions you may have.

Visit www.yourcloudworks.com/it-support/#bookacall to book your video call. You can see our live diary there and choose the time and date that suits you best.

MICROSOFT 365 TIP

Ever hit send on an email, only to realise you'd sent it to the wrong person?

Argh!

But never fear. Outlook knows we all make mistakes from time to time, so has a handy recall feature. Just open your sent folder, select the offending email, click **Move, Actions**, and **Recall This Message**.

If you also want to delete the email from their inbox, select **Delete Unread Copies of This Message**.



INSPIRATIONAL QUOTE OF THE MONTH

"If future generations are to remember us more with gratitude than sorrow, we must achieve more than just the miracles of technology. We must also leave them a glimpse of the world as it was created, not just as it looked when we got through with it."
Lyndon B. Johnson, former President of the USA

Tech Fact #1

Did you realise the Firefox logo isn't a fox? Because of the browser's name, people assume it's a fox. But it's actually a red panda



Technology update



Tech Fact #2

We read at different speeds, depending on what we're reading from. **If it's a screen, we're 10% slower** than if we were reading from paper

Tech Fact #3

On average, spam emails get one reply for every twelve million sent

Tech Fact #4

Always plug in your USB the wrong way round first try? So do 86% of people. **That should make you feel a little better about it**

Is everyone in your business working on a device that's best suited to their role?

Technology can be exhausting, with the constant new releases, updates, and ever evolving capabilities. But without it, things would be very different, wouldn't they?

We know it can be costly to furnish your team with new devices. However, it is worth taking some time just to check that everyone has the right device to do their job to the best of their ability.

For example, an additional monitor might benefit someone working in design. Or a speedier processor may be more suitable for someone working on big projects.

Taking a little time to assess this now could increase productivity and save you some time further down the line.

It's worth noting that supplies of some hardware are STILL a little erratic due to Covid production interruptions. It's certainly worth planning more, and making sure you have spare technology available.

As always, if you need any help, give us a call.

As WFH rolls into another year, don't forget to look at the phones your team use.

You don't just have to default to them using their mobile. There's a huge amount of choice available.

For example, you could easily let them access your business's usual VoIP phone network from their home. So people can still direct dial them on the same number.

There are huge benefits to this. Apart from helping them to compartmentalise work

calls and personal calls, the sound quality of calls on VoIP can be significantly better than on a traditional phone.

In terms of the kit needed for this, that can be tailored to each person's personal preferences.

Some will want a traditional handset. That's easily done. Others will prefer a headset. And some may just want the VoIP software on their laptop, and not have a "proper" phone at all.

All these options and more are easy. And allow you to give each member of your team the setup that suits them.



Does your team need an at home VoIP upgrade?

Let's chat on a video call Three BIG questions for you:

1. Do you currently have an IT support company?
2. How happy were you with them last year?
3. If the answer isn't "utterly delighted", let's jump on a Zoom

Everything that happened in 2020 taught businesses round here just how important proactive, responsive IT support is.

Good news - for 2021, we're now taking on new clients again.

If you'd like to set up a 15 minute exploratory Zoom, go to

www.yourcloudworks.com/contact-us/#bookacall

This is how you can get in touch with us:

CALL: 01908 410261 | **EMAIL** business@yourcloudworks.com

WEBSITE: www.yourcloudworks.com



QUESTION

How do I keep my laptop battery in good health?

ANSWER

The batteries in most of our devices these days are Lithium Ion batteries, which are easy to take care of. Read your device's instructions for the most accurate advice. But in general, the battery will last longer if you don't let it go flat between charges, keep it cool, and don't leave it plugged in when it's on 100%.

QUESTION

Is it ok to use public Wi-Fi?

ANSWER

Public Wi-Fi isn't secure. Even if it needs a password to access, other people could still see what you're doing if they wanted to. That said, you can use it more safely if you turn off sharing on your device, and use a VPN (Virtual Private Network) if you're doing more than browsing the news.

QUESTION

Do I really need to 'eject' USB drives?

ANSWER

Yes! To improve performance, computers store tasks, so they can complete a few at the same time. So when you move a file across to a USB drive it may say it's completed, but it may not actually be done. If you just remove the USB drive, you risk data loss. Hitting eject ensures your file is moved as it should be.