

Technology Insider

MAY 2020

YOUR QUARTERLY NEWSLETTER, WRITTEN FOR HUMANS NOT GEEKS

INSIDE THIS EDITION OF TECHNOLOGY INSIDER

We talk about why Windows 7 will leave your business in the dark ages, helpful Office 365 applications and a bunch of tech tips that you'll want to know.

Every business owner should read this

It's a new book, telling the sobering story of David. He's a business owner, just like you.

And after a pleasant family holiday abroad, he discovers his business has been hacked and £12,000 stolen. Hackers have secretly been monitoring his email for weeks, and changed the payment details for his biggest supplier. His staff fell for it... and the money was swiped.

To add insult to injury, he still needs to pay the supplier. Making a total loss of £24,000.

Follow David's story as he unravels the hack, and then puts in place a blended security answer to make sure it doesn't happen again.

David's story is a fictionalised version of something we've seen happen again and again. We've written a book called "Email Lockdown" to show how easily it could happen to you... and what to do to protect your business.

Getting your copy is very easy. Just go to...
www.yourcloudworks.com/emaillockdown

Enter your details there. And you'll be sent a PDF to read, instantly.



Now you can translate languages within your Office 365 documents

Microsoft Translator has recently been added to Word, PowerPoint and Excel. And it's a more efficient way to communicate with the world.

Because constantly Googling translations is time consuming. And can lead to mistakes.

Translator will help you send and unders-



tand important business documents with international partners. Without ever having to scribble notes or Google anything.

It's not quite as perfect as a human translator just yet. But it's becoming more intelligent and intuitive every day.

As business becomes more globalised, Microsoft Translator will become a must-have tool for organisations of all sizes.

Did you know there are dozens of other useful hidden features in Office 365?

We've got plenty of ideas to make your business more efficient. Contact us today.

TECH TIPS

Do you know what a VPN is?

Have you ever had to work in a public location, using a public WIFI? If you have, then you ought to set up a VPN. What's a VPN? It's a Virtual Private Network and it's almost essential to keep your network secure when working off a public WIFI.

If you didn't get a VPN set up when we were all forced to work from home, contact us today and we can get one set up for you.



Actually, there's another pain to address... Windows 7 isn't the only tech that died in January. Office 2010 was also killed. And some popular server software.

Anyway. Now you know. And I hope you'll be spurred into action.

There are two ways we can help you:

1. Help you self-identify whether or not you are using out of date software. Get a free copy of our book *The 2020 Problem*. It's been written so anyone can understand it. And designed so you can use it to identify quickly and easily, if your business is at risk. To get one, go to www.yourcloudworks.com/the-2020-problem
2. Or, do it for you. Let us send one of our senior technicians to check every machine in your business. They'll need literally just a few minutes per machine. To take advantage of this, call Tony Capewell on 01908 410261, or email business@yourcloudworks.com. We would normally charge for this service, but we're keen every business round here takes action and protects themselves.

PS This isn't something you can put aside and leave. If you are running Windows 7 or other out of date software, you have to tackle it at some point. The fix is easy (upgrades). You just need to know first of all if you are at risk.

In January, Microsoft killed Windows 7. Shame, as it was a great operating system. Popular yet ageing badly.

When Microsoft abandons an operating system (officially called end of life), it stops updating it, or fixing it when it breaks.

We suspect that it's highly likely that hackers will have found bugs they can exploit, and are currently hitting businesses that are still using these out of date machines.

The other problem is GDPR. This states that you must use up to date software. It certainly won't be up to date if it has reached the end of its life. That leaves you with little defence in the event of a data breach.

The fix for Windows 7 is actually quite simple – upgrading to the latest Windows 10. We believe the only reason a huge number of local businesses haven't yet taken action, is because they don't realise they're running out of date tech.

But it needs to be done now.



TECH TIPS

Are your files backed up?

Recently, a company got in contact with us because they had been targeted with a ransomware virus and all of their data was encrypted.

Unfortunately, their files hadn't been backed up. So they had no choice but to pay to get their data back.

If you do anything this week, it's make sure that all of your files are being backed up in two different locations. Because you don't know what could happen to your business.

We can help you set this up, automatically so it just runs in the background. And if anything like this happens to you, you can revert back to your latest back up and carry on like nothing happened.

Text messages also carry their own threats

If you're like us, you're often getting text messages from companies with special offers. Text messages can also come through from random numbers, with links to find out more etc.

If you don't recognise a number or do not remember signing up to receive SMS in the first place, then the safest course of action is to block that number and delete the message.



The roads are unusually quiet right now because of the current situation. But I bet your network traffic isn't

But did you know that network traffic is a really important part of keeping your IT system secure and running smoothly?

What is network traffic? It's the data flowing between your business's devices (and back and forth from the internet).

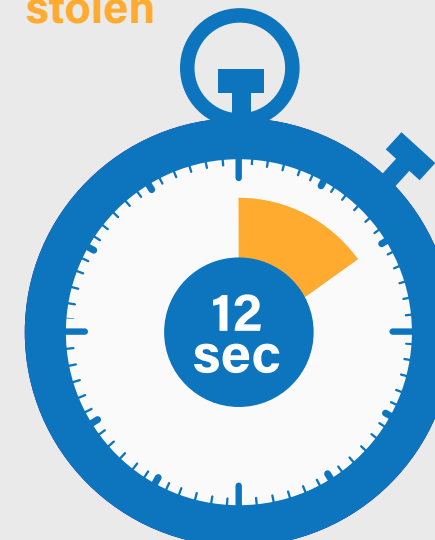
Just like the road networks use traffic lights, signs and roundabouts to keep cars flowing well, we have a big toolkit to monitor network traffic and keep everything moving.

We're also experts at safeguarding our clients. With safety measures to protect them from cyber crime.

Network traffic isn't a problem until it is. It's the kind of thing you don't notice when it's working well.

So if your team are complaining about the internet speed or slow computers, we really should talk.

Give us 12 seconds. And we'll tell you if your email address has ever been stolen



Every day, somewhere in the world, a website or database gets hacked and lots of people's email addresses are stolen.

Most of the time you don't hear about this, as the numbers are small, and the hacks don't hit the headlines. But a couple of times a year, there's a massive hack – think millions of email addresses stolen.

This is often when ordinary people like us are affected.

Because we sign up for things online all the time, happily handing over our email address. Nothing wrong with that. It's a crucial part of the online experience.

So maybe you can't see what the big problem is when your email address gets stolen?

The problem is that cyber criminals these days are smart and well resourced. And they have lots of clever things they can do with your email address.

For example, they might cross reference it with other times your email address has been compromised. And start to build up a picture of you. So they can find you on social media, where you live, where you work, etc.

They might eventually find a password that you've used on a site somewhere.

And they know that far too many people use the same password on multiple sites. Or if not the same one, then variations of that password.

To a hacker, Fluffy135 is the same as Fluffy134.

They have automated tools that can crack simple passwords in just minutes or hours. Even a small part of a password can be enough to send them in the right direction.

TECH TIPS

Not a Coronavirus story

Coughs and sneezes spread diseases.

I bet some of your staff have been coughing and spluttering recently (not because of Coronavirus, just from colds).

Just as you have to be careful of people spreading illnesses to each other, it's exactly the same with your IT.

It only takes one person to click one link in one dodgy email... and your entire business can become infected with malware.

Can you be certain your team know 100% what to look out for? And what to do if they suspect a problem?

For our clients we offer cyber security training awareness courses.

They're done online so your team can fit them around their other duties. And don't worry, the training is fun as well as useful.

If you'd like to look at your cyber security, get in touch with us.



Is your email spiralling out of control? Outlook has a great way to help keep you organised

Keeping on top of your emails can sometimes feel like a daily struggle, so finding new ways to stay organised makes us smile.

In Outlook, there's something called categories. Once you've set up your categories option, you can now search for the category instead of making individual searches.

If you can't find categories in your Outlook, get in touch and we'll show you how.

Can we hack you please?

Bit of a strange question.

But it's a service we offer for our clients. We look for vulnerabilities through the eyes of a hacker, and then put in place protection to

keep them safe.

Because hackers don't tend to target specific companies of your size. They target ALL companies ALL the time. Using automated software to look for vulnerabilities they can exploit.

And no wonder... it's believed hacking generates profits of \$1.5 trillion a year.

Wow.

You have to think like a hacker to beat one.

Can we look at your business through the eyes of a hacker?

Get in touch with us now to see how vulnerable your business is.

Is it time to review your IT?

- 1 When did you last review how your IT is working for you?
- 2 Will it help you to accomplish your business goals this year?
- 3 As your business grows, will its capabilities keep up or hold you back?

Do you even know the answers to these questions?

We'd like to offer you a strategic IT review. We do these with our clients all the time.

We'll talk about your plans for the year ahead. And look at how your IT can work harder to help you get there faster.

To arrange your review, give us a call or send an email

This is how you can get in touch with us:

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

WEBSITE: www.yourcloudworks.com



CELEBRATING 10 YEARS 2010 - 2020