

Technology Insider



OCTOBER 2020

YOUR MONTHLY NEWSLETTER, WRITTEN FOR HUMANS NOT GEEKS

Could one well-intended click **take down your business...** from the inside?

Not many owners and managers realise this... but the biggest data security risk to your business is actually your team.

We're not talking malicious damage. But rather, them being caught out by cyber criminals.

It only takes one click on one bad website, and your business can be compromised. It really can be that simple.

Hackers target staff to try to install malware on your devices. Then they can try to extort money, corrupt files, or steal your sensitive business data.

In some cases, this can cause such extreme damage to your business that it makes genuine recovery very hard. Trust us when we say you want to avoid it at all costs.

Fortunately, there are a few things you can do to help protect your business from this kind of attack. And you're probably already doing some of them.

For example, installing antivirus software across your network, and making sure it's always 100% up-to-date.

And of course keeping a daily, verified backup of all data.

However, there's one protective tool that many businesses miss. And it could reduce your risk of cyber-attack by up to 72%.

What is it?

Cyber security training for all of your people – from MD to administrator.

Don't dismiss such a simple thing. It's actually one of the most powerful preventative tools at your disposal.

With cyber criminals changing the game so frequently, you'd be forgiven for quickly falling behind on the latest scams to watch out for.

Regular training can arm you and your people with the tools you need to recognise a scam email or a fake website. And keep your business more protected from attack.

We have access to the very latest training. It's our job to keep on top of everything related to cyber security, and we want to help keep your business safe.

Can we review your cyber security situation and suggest a training plan for you?

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

There's no obligation to go ahead with the training after our chat, and certainly no obligation to buy anything. Ever.

We simply want to show local businesses like yours how they can keep themselves better protected from cyber-attacks and data breaches.

To book your call visit www.bluegrass-group.com/contact/call-booking/



You can see our live diary and choose the time and date that suits you best.

Why IT professionals are terrified of Ransomware



If you want to scare someone who works in IT, start talking to them about ransomware.

There are few things as scary for IT professionals as the prospect of their systems locking up with hackers demanding money to return things back to normal.

When discussing it, you may notice them breaking into a sweat and starting fidgeting as they contemplate one of the most terrifying cybersecurity threats computers face.

How does ransomware spread?

There are several ways that ransomware can get into computers.

Email is one of the most common ways in. Hackers will send bad files that can trigger a ransomware infection when opened and quickly spread across your network.

Another favorite way to spread ransomware is to send bad URL links that download ransomware when they're clicked. This 'drive-by downloading' can happen without anybody noticing that anything has happened until it's too late.

These bad files and links are not always easy to spot. Cybercriminals are getting increasingly sophisticated in the ways they try to persuade people to do what they want them to do.

A growing trend is for cybercriminals to pose as trusted people, like a client, a colleague, or a friend. And ask you to do something urgently before you have the time to think things through.

This isn't a modern crime. Ransomware's been around for years

Ransomware dates to the late 1980s when payment was often sent by check through the mail!

Now, modern hackers normally demand payment in cryptocurrencies that make them much more difficult to track.

Don't live in Fear

If you want to keep ransomware off your computers, getting the right IT Partner is a smart move to make. We can help you to significantly reduce the risks.

Working with the right IT Partner company will offer your business the level of protection you need to do your work without the fear of ransomware putting a stop to your business.

Two infamous ransomware attacks

Wannacry

The WannaCry ransomware attack took over the news when it spread widely in 2017.

More than 200,000 computers in over 100 countries were left useless. The ransomware exposed weaknesses in critical IT systems, like those in hospitals and factories.

One of the worst-hit victims was the National Health Service (NHS) in the UK. Operating theatre equipment, MRI scanners, and other computers essential for hospitals were left useless and patients suffered.

NotPetya

NotPetya is less well-known than WannaCry but the financial costs are estimated to have been far higher.

Mainly spread among businesses due to the early infection of a major financial software vendor, the cost of this ransomware is estimated to have been around \$10 billion.

This attack impacted computers around the world. But around 80% of the cases are estimated to have been in Ukraine.

This is how you can get in touch with us:

CALL: 01392 796779 | **EMAIL** ask@bluegrass-group.com

WEBSITE: www.bluegrass-group.com

WAYS TO BOOST STAFF MORALE WHILE WORKING FROM HOME



Keeping your team happy when they're all working from home requires some planning.

Managers and business owners traditionally develop their leadership skills while working with people who are in the same building.

Now there's less casual conversation and pretty much all interactions are virtual, bosses need to come up with fresh ways to keep up the morale of their staff.

Here are a few things to keep in mind.

Keep the dialogue flowing

When working remotely, some people get worried about bothering colleagues and wasting their time. With so many added pressures outside of work, more and more people are thinking twice before setting up calls unless there is a good reason for them to do so.

This is a huge contrast to many office environments which hum with the constant buzz of people talking.

It'll pay off to foster an online environment where conversations between your team can flow as naturally as possible.

Make time for social calls, not just work ones

People are in a whole variety of different situations when working from home.

While some are kept busy at their large home with kids and an active social life, others may be stuck in a house share or small apartment; and previously relied on working in an office for most of their social interactions.

Make time to arrange team calls that everybody can attend and take part in.

You could arrange a weekly quiz, virtual drinks after work, or even a staff book club. If you use your imagination you'll come up with many ways to keep your team interacting with each other as they work remotely.

Encourage people to start setting up groups for different topics they're interested in. Maybe add a section on the staff intranet page to encourage people to make these groups available to anyone who is interested in joining the conversation.

Keep an eye out for each other

If you notice somebody who reports to you has a significant change in behaviour, reach out to them to check they're ok. Don't just ignore it.

If something's wrong, there may be something you can do. It may be a case of pointing them in the right direction for specialist help with whatever issue they're facing.

More than ever, people experiencing difficulties when working from home don't know where to turn for help. It's not as simple as knocking on their manager's door or popping into HR for advice.

Maintaining a flexible and compassionate approach to work is important during this pandemic as your team adjust to new lifestyles and new ways of working.

Offer learning opportunities

A great way to boost morale is to offer your staff opportunities to learn new skills.

As well as giving them new enthusiasm for their work and fancy new certificates, offering your staff training courses will also give your business a more qualified team.

It's an investment worth making.

Encourage breaks

When working from home, it can be easy to forget when the work is meant to stop.

Without the physical commute between the office and the home, turning off from work can be tricky if you have a lot on.

Don't let your staff burn out. It's not good for business and can be avoided by sharing the stance from the top and encouraging a work/life balance.

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We're all more flexible than we thought

If there's one thing that 2020 has taught us, it's that we're all a lot more flexible than we thought we were last year.

And with more people than ever still working from home, some of the scary business changes forced upon us in March have worked in our favour.

But do you have a permanent IT solution for your rise in remote workers?

- Do you have the right devices?
- Are people staying well connected?
- And, importantly, is security still performing as well as it should be?



If you think there are still improvements to be made, speak to us. We can help you take a look at your network and suggest improvements that are as flexible as you now are.

If you're not delighted with your IT support company, we really should talk

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 "utterly delighted", let's jump on a Zoom

All the change we've gone through since March has taught businesses round here just how important proactive, responsive IT support is.

Book a call so that we can see how we can help you by visiting www.bluegrass-group.com/contact/call-booking/

If you'd prefer to call right now please call us on 01392 796779 We'd love to help.

The paperless office is real. And it's needed more than ever right now



Yes, we know. Paperless office has joined the ranks of annoying buzzwords or phrases like 'blue sky thinking', 'new normal' and 'thinking outside the box'.

But realistically, with more people working remotely than ever before, it's critical your business can thrive without having to rely on paper.

And with instant easy access to documents... without having to rely on old fashioned, inflexible distribution methods such as email.

Having everything in the cloud and easily accessible is... the new normal.

So, if you're not yet in a position where any member of your team can access any document from anywhere, now is the time to put that in place.

Take everything to the cloud; give the right people access to the right files... and make sure everything is as secure as it can be.

Not sure where to start? That's OK, we can help you. Give us a call on 01392 796779 and we'll guide you through the process.

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