Technology Insider

When did you last **check your backup?**

If you're taking data seriously in your business, you'll have a robust constant backup process, that stores multiple copies of all your data safely and securely in the cloud.

This can be a life saver in many situations:

- If your data is corrupted
- If someone accidentally deletes something
- Or even if you lose a device

But when did you last check that your backup was actually working? That it's correctly backing up your data exactly as it should be?

You'd be surprised how often backups fall over… and no-one is alerted. Or they are alerted, but don't take action to fix the problem fast enough.

This is why we verify our clients' backups on a daily basis.

If you haven't checked your backups for a week or more, then you could be setting yourself up for a big problem.

Because the worst time to find out that your backup hasn't been working is when you actually need it. And sadly, we've heard of this happening more than a few times.

Very easily, a business can lose a week or month's worth of work… it's a genuinely traumatic event.

So check your backup today to keep yourself covered or if you'd like that taken care of for you, we'd love to help. Give us a call to see how we can give you one less thing to worry about..

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

There's no obligation to go ahead with our advice 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 data loss

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.

WHAT IS THE CLOUD?

You may have come across people talking about 'cloud' storage and software that runs in 'the cloud'.

But what exactly is 'the cloud', and why should you care about it?

A place for networking

The cloud is a bunch of servers that are connected to each other over the internet.

Tech firms like Google, Microsoft, Apple, Facebook, and Amazon run huge networks of servers that let their customers (us) log in using different devices.

Can you imagine a situation where all your photos from the last 10 years were only held on your phone, and not stored safely elsewhere? How many memories would you lose if your phone went missing?

The high freedom, convenience, and security offered by the cloud has seen a huge shift to cloud computing over the last few years.

It's powerful stuff

Cloud infrastructure allows you to run apps and access data across multiple devices without needing to have everything installed on your devices.

This opens opportunities for businesses to offload computing and storage resources to cloud service providers, gaining the flexibility to easily boost or reduce resources as their needs change.

A real perk of running software in the cloud is that it means highly sophisticated applications can run from your computer or phone, with the cloud doing all the heavy lifting. This can significantly reduce the amount you need to spend on your devices and how often they need to be replaced.

The cloud is also a collaborative place to be. Tools like Microsoft 365 and Google Workspace make it super easy to share documents and work as a team. You can even work together in real-time and give each other instant feedback as you go.

Ignore its fluffy reputation: The cloud's a tough cookie

When set up and managed correctly, the cloud is the safest place to keep your data.

Let's be honest, which is more likely: Colin leaving his laptop in a bar again? Or the might of an Microsoft or a Google getting hacked?

If Colin loses that laptop, he'll get a slap on the wrist. If Microsoft get hacked it would cost them millions and millions of dollars and cause irreparable damage to their reputation.

We'll help you to make sense of it all.

When embracing the cloud, it's best to have an experienced hand guide you to the right solutions.

Working with the right IT support partner early will help make sure that you head in the right direction. And make the most of the opportunities that cloud computing offers.

Different types of cloud

There are three main types of cloud.

Private cloud

The private cloud is a network of servers that are dedicated to supporting a single business. The hardware is solely dedicated to this business, and they allow organizations like the CIA and banks to have full control over every aspect of their cloud environment.

Public cloud

The public cloud refers to networks of servers that are wholly controlled by cloud service providers. Clients share resources with other people. The public cloud costs less than setting up a private cloud, and there is far less maintenance and an extremely high level of reliability.

Hybrid cloud

Some firms like to mix and match private and public clouds for different needs. Hybrid cloud setups let businesses quickly move between the two as their needs change.

This is how you can get in touch with us:
CALL: 01392 796779 | **EMAIL** ask@bluegrass-group.com
WEBSITE: www.bluegrass-group.com

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3 THINGS YOUR IT SUPPORT PARTNER WISHES YOU DID

Want to get in the good books of your IT support team?

It's worth it. Making your IT team's life a little bit easier will free up their time, so they can spend more of it proactively protecting your business and its data.

Here are a few things that you can start doing to make their life a little bit easier.

Backup to multiple locations

Don't throw all your eggs into one basket.

Backing up to more than one location will cut down on the fallout if something goes wrong with one of them.

Saving your data in multiple locations doesn't mean that you need to do the same thing more than once.

You can automatically save your data to two or more locations without any changes to your day-to-day workflow.

Speak with your IT support partner about how to set this up. If the worst happens, you'll thank yourself for doing it.

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

Forcing your staff to use multi-factor authorization (MFA) is a huge step you can take to keep your network and devices secure.

Getting your team using MFA will require them to verify they are who they say they are, by entering a code from their phone.

This extra step will make it much more difficult for hackers to break in. Even if they manage to get hold of a password, getting past MFA is very tricky if they don't have access to the device or account that is used for the authorisation.

As more and more usernames and passwords are up for sale on the dark web, MFA is an absolute must for business and personal accounts alike.

MFA doesn't need to become a pain. You can give staff the option of different verification methods. And work them into it, by switching it on for different applications slowly over several weeks. Us IT Providers will love you for it!

Tell them if you're not getting on with your tech

With so many different options for tech, growing frustrated with a piece of kit that isn't working for you shouldn't be an ongoing situation.

Speak to your IT support partner (or us) straight away. They may be able to better help you achieve what you're trying to do. Or switch it for something that will better suit your needs.

Don't let your tech get you down. Speak to your IT support partner (or us) to make the tech work for you.

Lockdown survival tips

Keep connected

With your customers, through as many platforms as you can; email, social media and video calls. Listen to their challenges and see if you can help.

Stay in touch with colleagues and staff. It's easy to let days go by without speaking to your employees when they're working remotely, try and connect with as many as you can on a daily basis to check they're ok and they have everything they need.

Be finance alert

Check your credit score and identify ways to improve it to give you the best chance of accessing finance when you need it to aid your recovery post lockdown.

Support your community

Most businesses are struggling right now, is there any way you can help and support local businesses? Reach out to your community, support each other and work together with other business owners. Pull together, share your strengths and ultimately survive.

This is how you can get in touch with us:
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Q & A

Monthly update from Dave

After the year we've had so far, this might seem a strange question – but what big plans do you have for 2021?

Yes, I know… your best laid plans for this year are probably in tatters now. But I always believe that when you've been knocked down, you must pick yourself up, dust yourself down – and try again. And again. And again.

It's the only way to succeed despite all the odds, right?

And that's why I'm encouraging every business owner and manager I know to make a big plan for next year.

Let's be honest, we have no idea what the year has in store for us. But we can still dream big dreams. Set big goals. Look for growth and development and positive change.

Put simply, we can all aim for something big next year and lay in a plan to try to achieve it. So long as we're fully aware that the plan will inevitably change.

In fact, getting used to working this way is a good thing. It teaches you to be nimble; make fast decisions; and brush off disappointments quickly.

I've always believed that "bad times" teach you more about growing a business than "good times" do.

Whatever you've got planned next year, if you're not currently with the right IT support partner, then we really should talk. We're fast and flexible. And right now, we're taking on new clients.

You can reach me at david@bluegrass-group.com or 01392 345980.

Dave

Managing Director

Question

What software should I use for video calls?

Answer

Zoom is popular, and Microsoft Teams. It's really down to personal preference. Start by looking at how often you'll be making video calls, and with how many people. Then you should try 2 or 3 different apps to see which you prefer.

Question

Do I need an external mic and web cam?

Answer

These can certainly add a professional polish to your video calls. But most modern laptops have perfectly good built-in microphones and web cams, designed for exactly this kind of communication.

Question

How do I switch off when I'm working from home?

Answer

We've found it useful to have a dedicated work area, and only work there. If you don't have a home office, even a specific chair at a table that's only for work can help you mentally switch between working and resting.

Question

How do I turn off Microsoft teams notifications?

Answer

Look at the top of Teams, over in the top right corner. Click on your profile picture, then select the Notifications tab. Now you can set the alert type and frequency that best suits you.

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.

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