

Technology Insider



November 2021

YOUR MONTHLY NEWSLETTER, WRITTEN FOR HUMANS NOT GEEKS

Missing out on cloud computing benefits?

If you're one of the businesses not yet reaping the rewards, read on...

Here's 5 benefits businesses see from Cloud Computing:

- 1. REMOTE ACCESS**
Your team can quickly and securely access company apps and documents from anywhere in the world as long as they have a tablet or a laptop with a good internet connection. Perfect for the post-COVID environment.
- 2. LOW PHYSICAL BUSINESS COST**
A Cloud Computing Infrastructure can eliminate the need for small businesses to manage complex physical and onsite IT infrastructure. It especially reduces costs when it comes time to upgrade a system.
- 3. IMPROVED COLLABORATION**
Real-time file sharing allows workers and managers to collaborate on the same document/

files securely from anywhere at anytime. With the ability to comment on each other's input and make changes on the fly.

- 4. CLOUD COMPUTING SECURITY**
Reputable Cloud Computing providers invest tens of millions of dollars annually on advanced security measures, protecting your data better than you can yourself.
- 5. BUSINESS CONTINUITY**
A power outage or disaster at your physical office doesn't mean that your team won't have to stop work. They can simply shift to working from home (or their favorite café) until things are back to normal.

Ready to start or progress your journey to the cloud?

Get in touch with our cloud specialists today on 01392 796 779.

Technology update



If you've ever reused a password to sign up to something new, you have a problem...

It's something many people admit to doing: They reuse the same password across a few different services.

Not judging you if you've done it. It's easy to see why thousands of people do this every day. It feels like an easy way to get signed up to something.

However. You only have to do this once, and you're at big risk of something called credential stuffing. This is where hackers get hold of millions of real usernames and passwords. These typically come from the big leaks we hear about in the news.

And then they try all those details to see if they can login to other digital services.

They use bots to stuff the credentials into the login box, hence the name.

Because it's automated, they can sit back until their software manages to log into an account... and then they can do damage or steal money. Stats suggest that 0.1% of breached credentials will result in a successful login to another service.

The best way to protect yourself against this kind of attack is to never, ever reuse passwords.

Use a password manager to generate long random passwords, remember them for you and auto fill them.

The less hassle for you, the less likely you are to reuse a password. Consider giving a password manager to each of your staff as well.

Need some help?

Book a 15 minute video call with us now using our [Online calendar](#)

New in Microsoft 365

Pin a chat in Teams

Now, any member of a chat can pin or unpin a message to the top of a chat header for everyone to see.

People in the chat can click the pinned message.

They'll jump straight to the original message in that thread. Clever and useful.

PC sales are at an all time high

Partly that's been driven by businesses investing in better mobile technology for their teams, to make hybrid working even easier.

An increase in desktop sales is being driven by consumer demand for top end gaming PCs.

We've been reading a market intelligence report (We do this so you don't have to), and it says:

- Ultra slim laptops now dominate the market with 44.3% of sales
- Traditional laptops are next at 26%
- Traditional desktops make up 18.1% of sales

One thing that's starting to bite is the worldwide chip shortage. Have you heard about this? There's so much demand for chips in all devices, not just computers.

Yet supply is down. It's starting to affect many manufacturers, especially those making computers

So if you're thinking of upgrading your business's technology, you need to work ahead more than usual.

Call us now on 01392 796 779.

This is how you can get in touch with us:

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

WEBSITE: www.bluegrass-group.com

What is block hours IT support?



Have an in house IT Team that could do with some support?

Block hours could be the answer.

We understand every SME is individual, which is why are IT support comes in lots of shapes and sizes.

Not only do we offer per user, per month support, we also offer IT support in blocks of hours starting from just 10 hours.

Clients can use these hours anytime across a 12 month period. No matter who calls us from their organisation, or what the issue is, they'll have our dedicated and skilled engineers at the end of the phone whenever they need us.

We'll provide the same exceptional service and professional support no matter what support package you choose.

Here's some examples of where block hours support is right for your business:

- You have an internal IT person or team, but don't have access to them 24/7, even though your staff and customers operate outside of the traditional 9am -5pm.
- You have a smaller internal IT resource that requires occa-

sional or ad-hoc holiday and sickness cover.

- You want to progress with a strategic IT project but don't have the in house skills to take it forward. Or perhaps your team are busy with a technical business initiative and don't have time for the day to day basic user issues.
- You're going through a period of high activity, maybe seasonal or due to an office move and need extra support.

What are benefits of block hours?

- There is no long term commitment or contract, meaning you're not tied into paying for something you don't need.
- It's easy and convenient, as support is just at the end of a phone or email.
- You can keep your costs down and truly only pay for exactly what you need. This is great if your company has a low reliance on technology.

If you want to find out more about our block hours IT support, get in touch on 01392 796 779 or email us ask@bluegrass-group.com.

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DID YOU KNOW?

Did you know... about man-in-the-middle attacks?

A man-in-the-middle attack is when a hacker intercepts communication between you and a service you normally use. For example, they may send you an email pretending to be from your bank. And when you click to login, you're not on the real login page... you're on a fake one that looks real.

By entering your login details, you are handing them to the hacker without even realising it. We got our friendly certified ethical hacker to do a man-in-the-middle attack. He filmed both sides so you can see what to look out for. Watch this video now at



Monthly update from Dave



Have you ever wondered why hackers do what they do?

- Is it for notoriety?
- Just harmless fun?
- Are they just bored/curious?

The answer might be a combination of all of the above, but nowadays being a hacker (the criminal kind - or "Black Hat") can also be quite the profitable profession.

Yes, you read that right, being a malicious hacker is actually a job. And you might think to yourself, well, "I don't need to worry about that, my business is too small". And oh-boy do we wish you were right. It would certainly make all of our lives easier, but unfortunately, that's not the case.

If you have a computer, you have processing power and data; both of which cyber-criminals need in order

to obtain their goals. Be it to use your machine as a "zombie" device or to encrypt your data to finance their operations, everyone is a potential target

That's why we are so serious about making sure that all of our clients have proper cyber-security protections in place, in order to reduce the possibility of them being the next target.

If you have any questions on how we can help protect you from the bad-guys on the internet, gives us a call and we'll be happy to provide you with some answers (and peace of mind).

A handwritten signature in blue ink that reads "Dave".

Joint Managing Director

Not delighted with your IT? Let's talk

Here's two quick questions for you:

1. Do you currently have an IT support company?
2. How happy with them are you?

If the answer is not utterly delighted, we'd love to chat. Book a call in our diary here.

Or to speak to us now, call **01392 796 779**.

Question

I send the same emails over and over again, can I make this easier?

Answer

Yes! Save one of the emails as a template. Go to Files> Save As...> Outlook template, then click on Items> Choose Form...> User Templates when you're ready to put that pre saved form to use.

Question

Is there an easier way to add appointments to my Outlook calendar?

Answer

If you're scheduling a meeting or appointment via email, simply drag that email to your calendar and it will create an appointment for you.

Question

I'm trying to send a photo via email, but it's telling me the file is too large?

Answer

This one is easy. Select the photo file you'd like to send. Right click it and select Send To > Mail Recipient. A pop-up window will open which allows you to select the picture size. Click Attach, and it will resize the image and attach it to your message

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