

# Technology Insider



YOUR MONTHLY NEWSLETTER, WRITTEN FOR HUMANS NOT GEEKS

January 2022

## Flying cars and robot servants?

## Our tech predictions for this year...



### **OK, we lied. No flying cars this year. You can get a robot to vacuum your carpet though!**

We've been busy reading the business technology predictions for this year.

If you'd read these 20 years ago they would have genuinely seemed like science fiction. But now, there's nothing being predicted for this year that really surprises us.

Here are a few we believe are most relevant to you.

**More automation:** It's now possible to make most software talk to most other software. And that makes it easier to automate repetitive tasks. Any time a human has to repeat a task, you can find a way to get software to automate it for you.

**AI being used by more businesses:** Artificial Intelligence is no longer just for big businesses. It's being used within software available to businesses of all sizes.

You're probably benefitting from AI already without being aware of it.

**Work From Home:** Yes, the "new normal". It's not going away. Hybrid working is here to stay.

Other predictions include better voice search, such as using Alexa to get answers. And big improvements in battery tech.

**Are you implementing any of these?**

**If you need some help, get in touch today on 01392 796 779.**

## Technology update



### Do you really need a Password Manager?

If you and your team aren't already using a password manager for your business software and applications, is it worth the time and expense of setting one up?

**In short, yes... yes... YES!**

A password manager is a great way to protect your business from fraud and cyber-attacks. And as cyber-crime grows and malware attacks increase (which they will continue to do this year), your business should be implementing as much protection as it can to keep your data safe

Using long randomly generated passwords is one of the basic fundamentals of good data security. But those passwords are a nightmare to remember and type in.

Your password manager can not only create very strong passwords, but it will store and encrypt them, and even log you into your accounts at the click of a button.

They improve security and make your life easy at the same time.

If you're working with an IT support partner, it's a good idea to get them involved in your IT budgeting.

**Drop us an email if you'd like a recommendation for a specific password manager.**

### New in Microsoft 365

#### Moving and sharing files is easier in OneDrive and SharePoint

OneDrive and SharePoint are great tools for collaboration and sharing. However, even their biggest fans would admit they're clunky when you're moving or copying files. There's been an update. Now when you move or copy a file or folder, you can choose the destination.

## Windows 11

As you read this, Windows 11 has been out for a couple of months already.

Have you seen it in action yet?

We like it a lot. It's visually beautiful, and builds on all the good work Microsoft did with Windows 10 (rather than starting again from scratch).

Our normal advice when a new operating system launches is to hang fire for some time until you can be sure it's fully stable, and all the bugs have been wiped out.

Yes it's fun to get a new OS. But not when it frustrates your staff or decreases productivity. You can buy Windows 11 with new PCs right now.

And Windows 11 upgrades for older computers will be available soon, so long as the computer meets the strict hardware requirements.

But there's no massive rush to upgrade just yet... Windows 10 will be fully supported by Microsoft until October 2025.

**This is how you can get in touch with us:**

**CALL:** 01392 796779 | **EMAIL** [ask@bluegrass-group.com](mailto:ask@bluegrass-group.com)

**WEBSITE:** [www.bluegrass-group.com](http://www.bluegrass-group.com)

## 3 easy ways to increase your cyber security



No matter the size of your business, cyber criminals are out there trying to break into your systems, day in and day out.

If your data ends up in the wrong hands, the damage can be catastrophic, both financially and on your reputation.

The good news is, there's lots you can do to combat this risk.

### BACK UP YOUR DATA

One of the most common types of cyber attack is ransomware. It's where hackers hold your business hostage by restricting your access to your data until you pay a ransom, hence the name. The best way to prevent this concern is by storing your company data on multiple platforms and networks. Consider backing up your data to the cloud, as the most cost effective and convenient way.

### TRAIN YOUR TEAM

People can be the weakest link when it comes to a business's cyber security. This is quite often down to a lack of understanding and awareness around the importance of cyber security and the impact of a breach. A large number of attacks are caused by an innocent click on a bad link, or the opening of an unknown attachment. Thankfully, the

easiest way to combat this problem is staff training. Every new starter should undergo cyber awareness training when they first start and it should be rolled out every year for existing staff too to keep it front of mind.

### DON'T FORGET TO CLICK 'UPDATE'

It might seem easier to keep postponing those update alerts on your devices and software until you 'have time' but ignoring these requests puts your business in a vulnerable position. Prevent this risk by simply regularly upgrading and updating your devices and software. If you're unsure if your device is due an upgrade, check with your IT partner who can easily advise on this.

## Tech Fact!

*In 2020, the most common password in the world was '123456'.*

*Hackers can crack this in less than a second*



## DID YOU KNOW?

**Did you know... you can hide your email address?**

If you use an iPhone, you can get a unique random email address that forwards mail to your real email address.

The idea is you can get quotes for things or sign up for mailing lists without fear... and delete that email address later.

Go to Settings > Apple ID > iCloud > Hide My Email

Create your new email address > Continue (or make a note first) > Next > Done

Now you have another layer of protection from spam.

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## Monthly update from Dave



Happy New Year!

The new year is often considered a clean slate full of promise and wonder. A time to reflect on what we want to improve.

The last couple of months of 2021 were a major eye-opener regarding Cyber-Security.

First with the FBI being the victim of a sophisticated attack that allowed malicious actors to send out hundreds of thousands of emails that appeared to be from the FBI. Then the Log4j exploit that was uncovered not a month later which turned out to affect many different systems and platforms across pretty much every industry.

These events made us reflect on the state of Cyber-Security in the world

and the services that we provide to our clients.

Our new Years Resolution is to take a deep look at what improvements can be made to both our internal systems and those of our clients.

We will be making improvements and additions during the year to harden our systems and procedures to make sure that we are providing our clients with the best solutions that we can deliver.

Feel free to schedule a complimentary 15 minute call with us so that we can talk about how we can improve your Cyber Security.

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

Joint Managing Director

## Not delighted with your IT support?

**We'd love to chat.**

If you have IT support in place currently, but you're not utterly delighted with it, we can help.

Or perhaps you'd just like to know what else is on offer?

Give us a call on **01392 796 779**  
Or email us: **ask@bluegrass-group.com**

### Question

What's the best thing I can do to protect my business from a cyber-attack?

### Answer

Typically it's your people who are your weakest link. Criminals spend a lot of time trying to fool them. Invest in good cyber security training to identify risks and promote best practice.

### Question

Do we really need to backup our business data?

### Answer

Yes!! Imagine the worst-case scenario, where all of your data is deleted or stolen. Your client information, your projects, everything. How long would your business survive without it? No more than a few weeks. A good backup is a business basic.

### Question

I know we need to encrypt our data, but what does that actually mean?

### Answer

When you encrypt data, it goes from a 'plain text' version that anyone can read, to a coded version of the text that you need a special key to unlock. It means if your data falls into the wrong hands, the information can't be read or decoded.

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