

Technology Insider



YOUR MONTHLY NEWSLETTER, WRITTEN FOR HUMANS NOT GEEKS

July 2022

Hybrid working: Love it or hate it?

As a business owner or manager, what are your feelings about hybrid working (a mix of working remotely and in the office)?

A lot of that will depend on how well it suits your business, and your own personal preferences about having people together in real life.

But also on the tools you use for collaboration and productivity. We've seen a lot of our clients embrace Teams and other Microsoft 365 products. They've completely changed the way they work in a very positive way.

The flexible working debate rages on around the world. Recently a director at Apple quit due to a disagreement over being forced to return to the office for 3 days a week.

But here's some interesting news. A

study on home working was carried out by researchers after Hurricane Harvey hit Houston, Texas (this was before the pandemic).

It looked at productivity before, during, and after a prolonged stretch of remote working.

Not only did it find that company and employee resilience may be enhanced by remote work. But it also discovered there was no overall drop in the level of output.

If you're not totally satisfied with your hybrid working right now, maybe we can help.

Would you like us to review the technology you're using to see if we can make life easier for you and your team?

Get it touch, we'd love to help.



Improve your culture with Microsoft Teams

Culture has never been more important when it comes to staff retention levels these days. Did you know tools you already have can help support your staff, improve their well-being and productivity?

Here's 6 ways Viva Insights, the app within Microsoft Teams can do this:

Send Praise

Here at Bluegrass Group we've started using Viva Insights to send virtual praise to each other. It allows you to show your gratitude to your colleagues when they have gone above and beyond. It only takes a few clicks and can be sent privately to an individual or publicly on a group channel.

Reflect on your feelings

Also within Viva Insights you can report on how you feel every day, by simply choosing your emotion from Very Good to Very Bad. After a few weeks you can start to see patterns emerge on what might be causing the bad days and how you can get to more of the good days.

Book focus time

Viva Insights encourages you to

book out focus time, where you shut down your apps and emails and become unavailable for small bursts of time. This really improves efficiency and productivity across your day.

Proactise mindfulness

Staff have access to a series of mindfulness exercises within Viva Insights ranging from 3 to 10 minutes long. Encourage your staff to make use of these videos when they are feeling disengaged or at burn out.

Stay connected

This feature encourages you to collaborate with colleagues and offers suggestions on how to do this. For example it picks up on if you haven't got a 121 in the diary with your line manager and suggests booking one. It highlights recent tasks you may have outstanding and allows you to pin colleagues who you need to connect to most.

The Inspiration Library

The newest addition to Viva Insights is the Inspiration Library. Using content written by experts from Harvard Business Review, Thrive and Microsoft, it offers insight into how to navigate this changing world of work through culture, leadership and well being. It's all research backed guidance and it's accessible anytime, anywhere all within the Teams app.

This is how you can get in touch with us:

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

WEBSITE: www.bluegrass-group.com

New in Microsoft 365

Never miss a notification again

Notifications can be annoying. But what makes them worse is when they're in different places. It's too easy to miss something important.

Now, Outlook is coming to the rescue with its 'notification pane'.

It stores all your notifications in one central location so you'll never miss anything again.

You can also set your working hours and location for others to see. That means if you're working remotely, people will know when they can expect to hear from you.

The way we use passwords is finally changing



Tech Fact!

90% of the world's data was generated between 2019 and today

Passwords are annoying for most people.

If you look at the best practice password advice, it's creating work for everyone:

- Generate long random character passwords rather than using everyday words that can be guessed by the cyber criminals' automated software
- Use a different password for every single application
- Never write passwords down or share with a colleague

This is why we tell our clients to use a password manager. It's a safe way to generate highly secure passwords, store them, and fill in login boxes so you don't have to.

Recently we've heard that tech giants Microsoft, Apple and Google have joined forces to kill off the password and introduce its replacement.

That's called a passkey.

It's very simple.

To login to something, you'll use your phone to prove it's really you.

Your computer will use Bluetooth

to verify you're sat nearby.

Because Bluetooth only works a short distance, this should stop many phishing scams.

Then it'll send a verification message to your phone. You'll unlock your phone in the usual way, with your face, fingerprint or PIN.

And that's it. You're logged in.

We could see this new no-password login being introduced to some of the world's biggest websites and applications over the coming year.

Exciting!

What do you think?

If you'd like to speak to us about setting up a Password Manager for your business in the meantime, get in touch on 01392 796 779.



DID YOU KNOW?

about Meta Business Suite?

Meta Business Suite helps businesses like yours connect with customers more easily. It's a centralised way to manage messages from Facebook, Instagram and WhatsApp.

And there are exciting new toys on the way.

The first will let you send promotional messages via Messenger to people who have opted-in.

There's also a new way to generate leads. On Instagram, for example, you'll be able to add a 'Get A Quote' button to your posts. And import information directly from Meta into your CRM.

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Monthly update from Dave



Social media was great when it first arrived. How exciting to be able to reconnect with your old pals from school!

We could now quickly broadcast what we just ate for lunch and find people who thought it was as awesome as we did.

But nowadays, you hear about the dangers of social media and all the trolling and misinformation being spread. It can also be a hot bed for cybercriminals. Yet, you still get to see your cousin's kids' Halloween costumes, and that's pretty cool.

The global average for social media use is 2 hours and 27 minutes per day. That's a pretty big chunk of time. A lot of that time is spent while on work devices.

Time on social media can be spent

on activities that darken your day, or you can master your social feed to include more positivity and less negativity.... And fewer scammers.

While you can't control the algorithms, you do have control over several privacy settings. We recommend putting security controls in place, so social media isn't a conduit for social phishing and malware.

What's your take on social media? Good, bad, or somewhere in between? We'd love to hear your thoughts.

Regards

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

Joint Managing Director

Question

I think I've clicked an unsafe link. What should I do?

Answer

The faster you take action, the less damage or data loss you'll suffer. Get in touch with your IT support partner immediately. It's always a good idea to have a response and recovery strategy in place for when this happens.

Question

My external drive isn't showing up when connected

Answer

First, make sure it's powered up! Then try it in a different USB port, and then a different device. This will let you know if it's the drive or your device that's the issue. You may need to manually enable it in Windows.

Question

What's the best antivirus software for my business?

Answer

Not all antivirus software is equal, and the best solution for your business may be completely different than it would be for the company next door. It depends on your infrastructure. We'd love to help with a recommendation, so get in touch

Not delighted with your IT Support?

We'd love to chat.

We offer flexible IT support packages that can be tailored to your business needs.

We support in house IT teams or can be your complete IT partner.

Request a quote today.

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