

Technology Insider



September 2022

YOUR MONTHLY NEWSLETTER, WRITTEN FOR HUMANS NOT GEEKS

Here's why you need to automate more, now

Most staff love automation.

Because it's about creating a set of rules that software can follow automatically, so humans don't need to do boring and repetitive tasks.

Who in your business would be against that?!

As well as saving you and your employees valuable time, automation has countless other benefits for a business.

You should see a productivity boost as people can get more done in the same amount of time. It can also produce a leap in motivation and job satisfaction.

That's because your people are spending longer enjoying the work they do.

They'll feel more listened to as you've made their jobs better, and will reward

that with increased loyalty.

Recruitment might be easier as your reputation gets a boost.

Another benefit of automating tasks is for your customers. Perhaps they can get a response to a question a lot faster. Or maybe have a smoother experience when they deal directly with you.

So which tasks in your business could be automated? Even the simplest automations can have a really big impact on the way your business works.

Want some help discovering what you can automate within your business?

Give us a call today on **01392 796 779**.



HELPFUL TIPS FOR KEEPING YOUR CLOUD STORAGE ORGANISED

Cloud file storage revolutionised the way we handle documents. No more having to email files back and forth. No more wondering which person in the office has the most recent copy of a document.

But just like the storage on your computer's hard drive, cloud storage can also get messy. Files get saved in the wrong place and duplicate folders get created.

Here's 5 ways to tidy it up...

Universal naming structure

Map out the hierarchy of folders and how to name each thing. For example, you might have "departments" as an outer folder and nest "projects" inside.

With everyone using the same naming system, it will be easier for everyone to find things. You also reduce the risk of having duplicate folders.

Keep file structures to 2-3 folders deep

When you have too many folders nested, it can take forever to find a file. You feel like you must click down one rabbit hole after another. When people need to click into several folders, it discourages them from saving a file in the right place.

To avoid this issue, keep your file structure only two to three fold-

ers deep. This makes files easier to find and keeps your cloud storage more usable.

Use Folder Tags or Colors for Easier Recognition

Many cloud file systems allow you to use color tagging on folders. Using this can make a folder or group of folders instantly recognisable. This reduces the time it takes to find and store files.

Don't create folders for fewer than 10 files

Folders can quickly add up as employees create them, not knowing where a file should go. Use a rule for your cloud storage that restricts folder creation to 10 files or more.

This avoids having tons of folders with less than a handful of files in them. Have someone that can act as a storage administrator as well. This can then be the person someone asks if they're not sure where to store a file.

Promote the slogan "Take Time to Save it Right"

Promote the slogan "take time to save it right" among the staff.

This means that they should take the extra few seconds to navigate where the file should be to save it. This keeps things from getting unmanageable. If you use a file structure that's only 2-3 folders deep, then this should be easier for everyone to abide by.

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

Managing your Outlook signature in one place

You know when you set an email signature in Outlook on one device, but when you use Outlook on the web, the signature isn't there?

It's a frustration that's been around for years. Traditionally the solution has been to use independent software to manage your signatures.

But Microsoft is hard at work changing the way it stores signature settings. It is moving them to the cloud so you get a consistent experience wherever you use Outlook.

It's due to go into testing this month and be available next month... although it's been delayed for a couple of years up to this point, so... watch this space.

Who's to blame for a cyber security breach?



We all know what a huge danger a cyber security breach can be for a business. And just how many businesses are being breached right now.

In truth, we hate having to write this. We don't want to feel like we're scaring you, or being all doom and gloom!

But it's really important that you're fully aware of the risk to your business if you suffer a breach.

Last year, the number of reported data breaches rose 68% compared to 2020. And while it's a good idea to implement the right cyber security tools to help reduce the risk of an attack, it's practically impossible (or definitely unworkable) to give your business 100% protection from attack, just using software tools

Because according to research, 85% of data breaches are caused by human error.

If that happens, who's to blame for your cyber security breach? Your employee? Or you, the business owner /manager?

It's a difficult question. Sure, your employee is likely the

one to have clicked the link or downloaded a bad file that turned out to be malware. They may even have disabled security features to try to speed up their work.

However, as the business owner or manager, it should be your responsibility to reduce the risk of that happening in the first place.

It all starts with training your people regularly to make sure they understand the risks and how to avoid them.

But you should also have the right policies in place to remind your employees of best practice, and what happens if they fail to comply.

Employees are your first line of defence against security breaches. They can only ever be as good as your cyber security strategy.

Get that in place and everyone knows:

- What's expected of them
- How to avoid risk
- What to do if things go wrong

We say, don't worry about who's to blame – just get your ducks in a row, starting with your cyber security strategy.

If we can help, get in touch.

Tech Fact!

Nearly three quarters of execs believe AI will be a business advantage in the future



DID YOU KNOW?

your executives might be your weakest link?

When it comes to cyber security, your executive-level managers might be the least vigilant members of your team.

A recent report showed that a huge 49% of execs had requested to bypass security measures on at least one occasion over the past 12 months.

If you're already in the practice of regularly training your people in cyber security, are you including everyone in the business, from the top down?

It's one of the best ways to make sure all your people are aware of the risks of skipping vital security steps.

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Monthly update from Dave



It's a surprising statistic, but Microsoft estimates that mobile devices now do 80% of the workload in an office. Yeah, eighty percent!! They make up over half of the endpoints that a company must consider when planning network security. But many organisations are still looking at computers first, servers second, then smartphones and tablets after that. As a result, there are a lot of risks out there when it comes to a lost or stolen device.

One lost tablet with access to sensitive customer or patient data can result in a major compliance violation if that info isn't protected. Not to mention the risk to your network if a hacker can plant ransomware that spreads from one device to another.

Just think about all the apps that a

mobile device is persistently logged into. There's business email, cloud storage like Dropbox or OneDrive, and work apps like Zendesk, Salesforce, or Slack.

Oh, and all those stored browser passwords to websites and cloud accounts... these are also free game to a criminal with a stolen work device. How well protected are the mobile devices at your business?

Are you worried about data exposure through your smartphones and tablets?

Get in touch we can help.

Regards

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

Joint Managing Director

Question

I just closed an Office file without saving it. Please tell me I can get it back?

Answer

You should be able to recover your file, with a bit of luck. If you saved the document once, AutoSave may have done its job. Otherwise, try using AutoRecover or check your temporary files.

Question

I can't open an email attachment.

Answer

First make sure this is a genuine file – phone the sender to check. Then, it's possible you don't have the software the file was created with. Right click the document and select 'Open With' to see if there's another option.

Question

I've had an email telling me an account needs updating. Is it genuine?

Answer

Don't click any links in the email. If you're even slightly unsure, the safest thing is to visit the website by typing the URL into your web browser.

Not delighted with your IT Support?

We'd love to chat.

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

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

Request a quote today.

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