

JUNE 2022



TALKING TECH

HELPING YOUR BUSINESS



FROM DAMIEN'S DESK:

Well, here it is, the last month before the end of the financial year. I always joke at the beginning of the year, blink and it will be the end of the financial year, blink again and it is Christmas. May I take a moment to remind you to take benefit of

the asset write off available to you prior to the end of the month. If you need some help with finding the right technology for your business, please reach out to the office.

In May we said goodbye to Sanjeet. He has been supporting our customers for 8+ years and has seen DSP IT Solutions group grow from two techs to where it is today. His input and support have been unwaived. He has left us to further his career with a position at DELL Australia, working with a worldwide team. We wish him well in his new adventures.

Of course, with Sanjeet departing we had a position to fill. Let me introduce Angus. Angus comes to us from the IT department of Ballart Grammar School. Some of you may have heard this name before, and that is no surprise, Angus worked for us some 9 years ago. He has returned home to DSP IT Solutions to take up the position of Support Desk Team leader. Angus will be working with Sherwin and Jordan to make sure we are being super responsive to our customers' requirements.

The knowledge that Angus brings to us, is second to none and he even knows a large portion of our customers – TOO FUNNY!



Damien Pepper - Managing Director
dsp IT Solutions

DID YOU KNOW?



YAHOO!

Stands for –
Yet Another Hierarchical
Officious Oracle

WE LOVE REFERRALS

The greatest gift anyone can give us is a referral to your business colleagues/friends. Referrals help us keep costs down so we can pass the savings to our clients.

Simply introduce me via email to damien@dspit.com.au or (03) 9001 0817 and I'll take it from there.

I personally promise we'll look after your colleague's/friend's business with a high level of care and attention, (just like we do with all our clients).

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IT SERVICES MODELS EXPLAINED

If you're a business owner, there's probably a good chance you spent time figuring out the IT needs of your business. It's not as easy as searching online and picking the cheapest option or the company with the best reviews. The cheap option may not provide the services you need to keep your business at the top of its game, and the best-reviewed business may be too expensive or offer services that are completely unnecessary for your business.

To put it simply, if you want to get the most out of your IT support services, you must do some research. If you haven't spent a lot of time in the world of IT, it can be difficult to figure out where to even begin with your research. If you've found yourself in this situation previously or are preparing to open a new business and are interested in your IT support options, we've got you covered. We've put together the three most common forms of IT support and explain the benefits and drawbacks of each so you can confidently decide on the best option for your business.

MANAGED IT SERVICES

In this option, the IT services company serves like an in-house IT department for a fixed and agreed-upon monthly rate. They'll install, support and maintain all the users, devices and PCs connected to your network on a routine basis. They will even take care of your hardware and software needs for an extra cost. If you're trying to plan for a monthly budget or want routine maintenance and IT support, this option will work wonders for your business.

It's my sincere belief that the managed IT approach is undoubtedly the most cost effective and smartest option for any business.

With managed IT services, your business will be protected from IT-related problems, and they will keep your systems up and running. They can prevent common "disasters" such as lost devices, hardware failures, fires, natural disasters and a host of other issues that can interrupt or outright destroy your IT infrastructure and the data it holds.

TECHNOLOGY AS A SERVICE

Another option that might work really well for your business is using a company that offers technology as a service. With these companies, you'll get everything that managed IT services offer but with the addition of new hardware, software and support. This service ensures that your business is always up-to-date with the newest software and hardware. The greatest benefit of technology as a service is that you'll avoid the heavy cost of new hardware and software when you need it, but you will be paying far more for the same hardware and software over time. You'll also need to pay attention to the services they offer to ensure they can provide what you need and that it does not cost extra.

TIME AND MATERIALS

Time and materials are often referred to as the "break-fix" method. This essentially means that you pay an agreed-upon hourly rate for a technician to "fix" a problem when something "breaks." It's a simple and straight forward way to pay for IT services but often doesn't work in your favour and can lead you to pay more for basic services.

I would only recommend the time and materials approach if you already have an IT team and you need additional support for a problem that your current IT team doesn't have the time or expertise to handle. Under the break-fix model, the IT company has no immediate need to stabilise your network because they are getting paid hourly. The break-fix model is unable to supply ongoing maintenance and monitoring, which computer networks need to stay secure.

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Choosing the right IT option for your business can take time and is certainly not something you want to rush into. Take your time and do your research to find the best option to fit your needs. If you're unsure of where to even begin – or need some help navigating the sometimes confusing world of IT support – give us a call. We would be glad to help you find the IT support you need.



So, with all that in mind, what steps are you taking to keep phones protected from threats like cyber-attacks and data theft?

First and foremost, you need to educate your people on the dangers that smart phones pose. Make sure they know how to spot a smishing attempt, and not to click or respond to anything that raises a red flag. Encourage everyone to block any numbers sending bad texts, and even consider installing a spam blocking app on all devices.

If your people are in any doubt as to whether a message is genuine or not, ask them to clarify with their contact with a phone call. Don't respond to a message if there is any doubt over its authenticity!

Make sure that everyone uses multi-factor authentication or biometrics to unlock handsets. And set up encryption and the ability to remotely wipe data if a device be lost or stolen.

Everyone in your business should also know exactly what they have to do if they think they've tapped on a potentially dangerous link, downloaded something they shouldn't have, or lost a device. Create a protocol that details who needs to be informed and in what time frame, the information that needs to be given, and how it's escalated. The sooner a potential breach is reported, the more can be done to quickly rectify the situation and protect your data.

As usual, if you need any further help or advice on keeping all of your devices safe and secure, give us a call.



YOUR POCKET-SIZED SECURITY THREAT

You guessed it. I'm talking about phones.

How many people in your business have a company-issued phone, or use their own to access company data like emails, client information, or documents? It's probably a high number, right?

And your phone is a big risk to your data security. Smishing attacks (that's the text message equivalent of a phishing email) increased 328% in 2020 and continues to significantly rise.

That's because it's a goldmine for cyber criminals. 98% of text messages are read and 45% are responded to. So, a smishing text is likely to yield good results for criminals.

Once your phone is infected, malware can monitor your calls and messages, download and delete your data, and if a phone is connected to your business network, the infection might even spread.

60% of interaction with corporate data happens via a mobile device.

Malware aside, mobile devices are more prone to loss and theft, which could see them easily falling into the wrong hands.



Confidence is an incredibly important trait in the world of business. You may think that all of the great CEOs and entrepreneurs of the last few decades never lose their confidence, but you'd be surprised. New CEOs usually have impostor syndrome and struggle with the idea that they're good enough for their role. Self made billionaires often worry that their fortune will take an embarrassing hit. Even private equity investors look at the looming recession and grow concerned.

We often find that leaders are less confident when they obsess about things that are out of their control, rather than taking action in areas where they have some control. The Wall Street Journal recently reported that externally, most CEOs are most worried about a recession, global trade and politics.

Internally, they're much more concerned about retaining top talent, dealing with disruptive technologies and developing the next generation of leaders. While it's good to be aware of the external issues, it's much more important to master the internal problems within your control.

In order to fully boost your own confidence, you must have a high level of confidence in your team. If you are already confident in your team, keep doing what you're doing to hire and develop top talent. If you aren't confident in them, then you should work on hiring the right people. If you've found yourself in this position and you're simply not confident enough in your team, there are a few things you can do to boost your confidence.

Your first option is to invest your own time into hiring, training and developing your team yourself. You'll need to set ample time aside so you can truly master the necessary skills to see the best results. Additionally, you can hire An outside company to do it for you. There are options for an immediate fix that will help adjust your confidence while also building your team's skills.

Confidence is not necessarily an inherent trait we get from our genes. We can build and grow our confidence skills by taking care of the things we can control. There will always be outside pressures that are out of our control, and there's simply nothing we can do about it. Instead, focus on hiring and maintaining top talent, developing your company's digital capabilities and training the next generation of leaders. You'll see positive results before you know it.

NEED A LAUGH?

Why was the mobile phone wearing glasses?



Because it lost its contacts!

WIN A \$30 VILLAGE GIFT CARD!

The winner of last month's trivia question is Vaamini from Link Health and Community. The answer was b) A Medieval Scandinavian King.

You could be the winner of this month's trivia, just contact us with the answer to the question below, Good Luck!

These famous tech companies started in a garage, except . . .

- a) Amazon
- b) Google
- c) Microsoft
- d) ebay

Contact us with your answer now! (03) 9001 0817 or jo@dspit.com.au