

JANUARY 2023



TALKING TECH

HELPING YOUR BUSINESS



FROM DAMIEN'S DESK:

Happy New Year, welcome to 2023! I hope you had an enjoyable Christmas with your families. By now hopefully you are off on a holiday somewhere exciting, where you can sit back, relax and enjoy some down time with some sun.

DID YOU KNOW?

The first-ever
VCR was the
size of a
piano!



How does your business answer the phone? Do you still have an inflexible system that isn't very efficient when you need to work from home? Imagine if your employees could answer the phone exactly the same way, whether they are at the office or at home. If this is you then it's time to give us a call.

Our telecommunications arm DSP Communications can help you get a phone system deployed that will allow you to answer the office phone from where ever you can get internet access, that may be on your mobile phone or using your laptop with a headset. We can custom configure a cloud hosted system for you. Give us a call today!

In 2023 cyber security is going to be more important than ever. If you don't already have multifactor authentication turned on within your software applications, get it done **NOW**. An attack that continues to be problematic is SMIISHING or phishing done via SMS. There is an uptake in SMS's being sent with internet links in the body of the text, this can be legitimate or it can be harmful. You may ask "how do you tell?" This is not easy, as quite often the link is shortened using bit.ly links which means you can't tell if the link is real.

Problem is, legitimate companies like AusPost use these SMS techniques. My recommendation is that if you receive an SMS like this and it talks about a delivery you are about to receive, try to verify it via another means. You could log in into the supplier website and confirm that a parcel is on its way. In the AusPost example they usually send you an email as well to confirm the freight is on its way.

A handwritten signature in blue ink, appearing to read 'Damien Pepper'.

Stay vigilant out there, and if there is anything you would like to discuss with either myself or one of my team, please reach out.

Damien Pepper - Managing Director
dsp IT Solutions

dSP IT Solutions
182C Sladen Street
Cranbourne VIC 3977
(03) 9001 0817
sales@dspit.com.au
www.dspit.com.au



10 Ways to Ensure Equality in your Hybrid Team

Businesses across the country are switching over to hybrid work environments. If you're in this boat, you may be wondering how to keep things fair between your remote and in-office employees. Below you'll find 10 habits to implement that will create an equal environment for all of your employees.

1. Change how you track productivity

When you work in an office, many consider "working" to simply mean being in a work environment. If you have a hybrid team, you need to come up with a new system to track productivity. This measurement should be based on output and results.

2. Standardise your meetings

It can be awkward and frustrating for a remote employee who can't hear or see what's going on during a meeting due to poor camera angles or audio issues. It can help to have your entire team meet on Zoom rather than just those who are working remotely.

3. Use public channels

Use public channels like Slack or Microsoft Teams for communication between your team to ensure everyone is in the loop.

4. Digitise your resources

You need to have digital resources readily available for your remote team members because they can't simply ask their nearest coworker or check office records for information.

5. Coordinate team schedules

If you have employees coming and going from the office at all hours of the day, communication can get fuzzy. Try to keep your departments' schedules lined up so people can still use one another as resources.

6. Diversify company rituals

Many businesses focus on creating a company culture, but this becomes difficult with remote and in-office employees.

You need to make sure your company and team-building rituals include everyone.

7. Equal rewards

There should not be a difference between the rewards your in-office and remote employees receive. Make sure you are acknowledging your remote employees on public channels and sending them gifts or perks since they can't participate in team lunches.

8. Keep remote and office workplaces consistent

You may have spent a lot of money designing your workplace but you also have remote employees who may be working in cramped spaces. Make sure your design principles extend to your remote employees. This will help so that productivity, safety, training and brand representation will all remain consistent.

9. Repeat important announcements

Your remote employees will not be in the break room hearing about everything that's happening in the office. You need to keep them informed of any ongoing developments with the business or other major announcements.

10. Seek feedback

You should always try to get feedback from your remote and in-office team members so you can make necessary adjustments. The experience needs to work for all of your employees, so feedback is critical.

By putting some of these tactics into action, your hybrid team will be working more cooperatively and efficiently than ever before.



Smishing & Mobile Device Attacks

Mobile devices go with us just about everywhere. Look for more mobile device based attacks, including SMS-based phishing (“smishing”).

Elevated Phishing Using AI & Machine Learning

Criminal groups elevate today’s phishing using AI and machine learning. Not only will it look identical to a real brand’s emails, but it will also come personalised.



Cybersecurity risks are getting worse. Attacks continue to get more sophisticated. They are also often perpetrated by large criminal organisations. These criminal groups treat these attacks like a business.

To protect your business in the coming year, it’s important to watch the attack trends. We’ve pulled out the security crystal ball to tell you what to watch out for.

Attacks on 5G Devices

Hackers are looking to take advantage of the 5G hardware used for routers, mobile devices, and PCs. Any time you have a new technology like this, it’s bound to have some code vulnerabilities.

Attacks Surrounding World Events

People need to be especially mindful of phishing scams surrounding global crisis events.

One-time Password (OTP) Bypass

This alarming new trend is designed to get past one of the best forms of account security; Multi Factor Authentication.

Some ways this is done include:

- Reusing a token
- Sharing unused tokens
- Leaked token
- Password reset function

SAVE RECURRING EMAIL TEXT IN OUTLOOK'S QUICK PARTS

Do you have certain emails you send to customers that have the same paragraphs of text in them?

For example, it might be directions to your building or how to contact support. Stop retyping the same info every time.

Outlook has a feature called Quick Parts that saves and then inserts blocks of text into emails.

- Create a Quick Part by highlighting the text to save in an email
- On the Insert Menu, click Quick Parts
- Save Quick Part

When ready to insert that text into another email, just use the same menu.

Then click to insert the Quick Part.

WHAT ARE THE MOST HELPFUL VOIP FEATURES FOR SMALL BUSINESSES?

During the pandemic, VoIP and video conferencing have skyrocketed by over 210% due to the move to remote work and hybrid offices. 67% of surveyed companies say switching to VoIP helps improve call handling.

The technology is much cheaper to use than a traditional landline-based system. Calling plans are also often less expensive, and a company can add new numbers for very little cost.

VoIP has several helpful features for small businesses, but what are the best features to drive efficiency, productivity, and positive caller experience?

- Automated Attendant
- Find Me/Follow Me
- Hold Music
- Voicemail Transcription to Email
- Ring Groups
- Call Reporting
- Local Support

NEED A LAUGH?

What's Forrest Gump's password?



!forrest!



We have a simple, straightforward and modern voice over IP (VoIP) telephone system to suit your organisation.

Call us on 03 9001 0817 or visit dspcommunications.com.au to find out how we can help you.



WIN A \$30 AMAZON GIFT CARD!

The winner of last month's trivia question was Ann from Showtime Attractions. The answer was a) December 1992.



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

What was the first FIFA Cup to be fully filmed in 4K?

- a) Brazil 2014
- b) Russia 2018
- c) Germany 2006
- d) South Africa 2010

Call us with your answer (03) 9001 0817 or email jo@dspit.com.au