

JULY 2024



TALKING TECH

HELPING YOUR BUSINESS



FROM DAMIEN'S DESK:

Firstly, HAPPY NEW FINANCIAL YEAR! I hope last financial year was a success for you and you have some great plans for your business for the 2024/2025 financial year.

As I write this month's article, I have just returned from a conference in Denver, Colorado. At this conference, we heard from industry experts. The next revolution in software is on everyone's mind: AI. It seems unless you have AI in your product name, you don't fit into the current landscape.

Microsoft has just started rolling out Copilot, an AI-powered productivity tool that serves as your everyday AI companion. Over the coming months, you will start to see Copilot integrate with all of Microsoft's products and services. It will be able to complete things like summarising your missed emails from when you were away on leave or giving a quick rundown on the Teams meeting you missed. How will this productivity tool change your business?

Stay safe

A handwritten signature of Damien Pepper in blue ink.

Damien Pepper - Director
dsp IT Solutions

DID YOU KNOW?

A lifeboat drill was cancelled the morning of the Titanic tragedy.



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IS YOUR BUSINESS LOSING MONEY BECAUSE EMPLOYEES CAN'T USE TECH?

Shiny new tech can be exciting! It promises increased efficiency, happier employees, and a competitive edge. But that promise can turn into a financial nightmare if you neglect employee training and change management.

When employees have trouble using their business tools, productivity drops. Mistakes can be made, and customer service can fall.

Lack of Technology Training

Imagine investing in a top-of-the-line CRM system. Then you see your sales team floundering instead of excelling. They can't find key features, struggle with data entry, and miss deadlines.

Why? Because they haven't been properly trained on the new software. It leads to the following costs:

- Lost Productivity
- Costly Errors
- Demotivation and Resistance

Failing to Manage the Change

New technology disrupts work-flows. Without proper change management, employees feel overwhelmed and insecure. The goal is to help them transition successfully with proper training and support.

When companies neglect change management, the following can happen:

- Low Morale
- Use of Shadow IT
- Resistance to Future Improvements

Building a Bridge to Success

So, what is the key to unlocking the true value of new technology? It lies in effective training and change management.

Here's how to avoid the negative costs and get the full benefits from your tech:

• Invest in Comprehensive Training

Don't treat training as an afterthought. Yes, some tools say they're easy to use. But people have different tech literacy levels. Develop a tailored training program that goes beyond basic features. Include video tutorials, hands on workshops, and ongoing support resources.

• Focus on User Adoption, Not Just Features

Training shouldn't just explain how the software works. It should focus on how the new system will benefit employees in their daily tasks and improve workflow efficiency. If employees don't adopt the new solution, the project fails.

• Embrace Change Management

Communicate the "why" behind the change. Explain how the new technology will make everyone's jobs easier. Encourage open communication and address concerns throughout the transition.

THE TAKEAWAY

New technology is a powerful tool, but it's only as valuable as its users. Prioritise employee training and change management. This will help you bridge the gap between a shiny new system and a real return on investment.

Happy, well-trained employees using the right tools are your secret weapon. They can help you maximise efficiency, boost morale, and stay ahead of the curve.

After a decade, Windows 10 says goodbye

On 14th October 2025, Windows 10 will officially reach its end of life.

That means Microsoft will stop providing updates. No security patches, bug fixes, or feature enhancements.



Running an unsupported operating system puts your computer and business

at risk.

Cyber criminals often target end of life software because it's more



vulnerable.

Start planning now to avoid disaster. You have 4 options:



OPTION 1

Do nothing (very risky).



OPTION 2

Upgrade to Windows 11 (if your devices meet the spec).



OPTION 3

Buy new hardware (it's always exciting to get a new computer).



OPTION 4

Extend Windows 10 by paying for enhanced security updates. But they're expensive.

dsp IT
SOLUTIONS

WHY CONTINUOUS MONITORING IS A CYBERSECURITY MUST

Cyber threats are constantly evolving, and traditional security measures are no longer enough. Continuous monitoring acts as your vigilant digital guard. It's constantly checking for weaknesses. It sounds the alarm before attackers exploit them.

Here's why continuous monitoring is a cybersecurity must:

- Breaches Happen Fast
- Advanced Threats Need Advanced Defences
- Compliance Requirements Often Mandate It
- Peace of Mind and Reduced Costs
- Improved Threat Detection Accuracy
- Faster Incident Response
- Enhanced Security Posture
- Compliance Reporting

In today's threat landscape, continuous monitoring is not a luxury. It's a security necessity.

Don't wait for a security breach to be your wake-up call. Embrace continuous monitoring and take control of your cybersecurity posture. An ounce of prevention is worth a pound of cure, especially in the digital world.



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NEED A LAUGH?



Why did the computer
go to the dentist?



To get their Bluetooth
checked!

WIN A \$25 WISH GIFT CARD

There was no winner for last month's trivia question.
The answer was a) 86.5%



You could be the winner of this month's trivia question. Just contact us with the answer to the question below, no googling and good luck!

What company made the first portable computer in 1981?

- a) Hewlett Packard
- b) Osborne
- c) Cannon
- d) Fujitsu

Call us with your answer
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