


TALKING TECH

Helping your business

WHAT OUR CLIENTS SAY:

They solved and explained my issue, so it won't happen again. Thanks!
Kristin -
Wine Network Consulting

The Tech was professional, courteous and knowledgeable. They were able to fix my issue very quickly.
Emily -
Unique Building Services

DID YOU KNOW? 
A cloud weighs around a billion kgs!
(Their density is around .4% lower than the air surrounding it, so that's how they are able to float.)

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FROM DAMIEN'S DESK:

Hi there! The new financial year is creeping up on us really quickly, it's just around the corner.

Now is the time to consider replacing any tired, old, slow equipment that you or your business is still using. Your business may still have Windows

10 based PC's or laptops, which are no longer supported by Microsoft. **It is time to replace these devices - NOW!** You will want to get that done before June 30th, to take advantage of the ATO's instant asset write off for assets under \$20,000*. (*Conditions apply)

What is your business doing regarding AI. Are you allowing your staff to use what ever they like, or have you provided guidance on what is appropriate? It is important to think about the impact AI may have on your business. Is critical information being feed into a public AI engine, which may be used by the language model to help others? We highly recommend that you put an Acceptable Use Policy for AI in place at your business and make sure all employees understand their responsibilities.

If you need help with any of these, please reach out to the office.



Damien Pepper - Director

THE "BACKUP EXIT" STRATEGY:

CAN YOU MOVE YOUR DATA WITHOUT THE VENDOR'S HELP?

Signing up for Software as a Service (SaaS) (cloud based) platform is usually the easy part. A few clicks, a credit card, and you're in. The real test of a SaaS relationship isn't onboarding. It's the exit.

For many small businesses, the front door is wide open, but the emergency exit is bolted shut.

Your business data isn't sitting in one system. It's spread across platforms, integrations, plug-ins, and automation. When one vendor changes pricing, terms, features, or risk profile, you don't just "switch tools." You either move your data cleanly, or you stay stuck.

This is where a backup exit strategy matters. It's a pre-planned method for extracting and migrating your data without relying on vendor hand-holding, surprise costs, or emergency timelines.

The Financial Cost of the "Proprietary Trap"

A weak exit plan doesn't just slow innovation. It quietly increases operating costs because you end up paying for a setup you can't easily change.

When you're locked into a vendor, spending becomes sticky. You can't right-size quickly, consolidate tools, or move workloads to a better-fit platform without turning it into a major project. That's how waste hangs around.

The real cost isn't the monthly invoice. It's the lack of options. When your data can't move easily, every renewal, pricing change, or product shift becomes a forced decision instead of a strategic one.

A true backup exit strategy flips that dynamic. It gives you the ability to migrate on your timeline, reduce duplicate tooling, and make cost decisions based on value rather than inertia. In practical terms, it turns "we can't leave" into "we can compare, choose, and move when it makes sense."



Securing the Move

Once you decide to move your data, the migration itself becomes a high-risk moment. Not because migrations are inherently unsafe, but because they concentrate exactly what attackers want:

- High-privilege access
- Lots of open sessions
- A lot of data moving at once

During a data move, your team is often signed into multiple admin-level tools at the same time. An attacker doesn't need to "crack" your password if they can steal the session token that proves you're already authenticated. Cloudflare notes that attackers are finding ways to circumvent MFA as part of broader attack chains, which is why the safest approach is layered rather than relying on one control.

To protect your backup exit migration:

- Use phishing-resistant sign-ins where possible
- Tighten session controls so privileged sessions expire sooner and re-authentication is required for risky actions
- Treat device health as part of access: run the migration from a managed, patched, protected device
- Monitor for suspicious access during the move

Contact us and we'll help you identify portability gaps and create a practical exit plan you can actually execute.

Proactive IT vs Reactive IT

IT feels stressful and unpredictable

Something breaks
↓
You report it
↓
You wait
↓
It costs time and money
↓
Everyone's frustrated

Reactive IT fixing problems after they hurt

Proactive IT preventing problems before they disrupt you

Systems monitored 24/7
↓
Updates installed automatically
↓
Security risks reviewed regularly
↓
Backups checked and tested
↓
Clear, simple reporting

IT feels stable, controlled and planned

The real difference?

Reactive IT *interrupts* your business. Proactive IT *protects* it.

If you want to make your IT feel predictable, we can help.
Get in touch.

DSP IT SOLUTIONS

THE “LEGACY DEBT” AUDIT: THE OLDEST RISKS TO FIND FIRST

Legacy debt doesn't show up as a single big failure. It shows up as “small, normal” exceptions that stack up until something breaks at the worst possible time.

Here are your first steps to identify the highest-leverage legacy risks:

End-of-support edge devices:

Old firewalls, routers, VPN gateways, and exposed management interfaces.

Obsolete products:

Anything past support that can't receive security updates.

Servers with drifted basics:

Delayed patching, unnecessary services, weak admin controls, untested backups.

Quick move:

Start with internet-facing devices. Replace what's unsupported and isolate what you can't replace yet.



NEED A LAUGH

Why did the coffee file a police report?

Because it was mugged!



TALKING TECH TIP

Try your Browser's Reader Mode

Reading mode

Performance

Task manager

Switching an article into your browser's “Reader Mode” removes visual clutter and reduces some trackers, letting you read with less data collection.

MAY TRIVIA QUESTION

Test your knowledge!

The answer to last month's question was b) Display. Do you know the answer to the question below? The answer will be in next month's Newsletter.

Only one of these tech “sports” is real. Can you guess which?

- a) The Quantum Cable Untangling Contest
- b) The Great Mouse Clicking Marathon
- c) Annual VR Headset Balance Race
- d) World Server Throwing Championship

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