

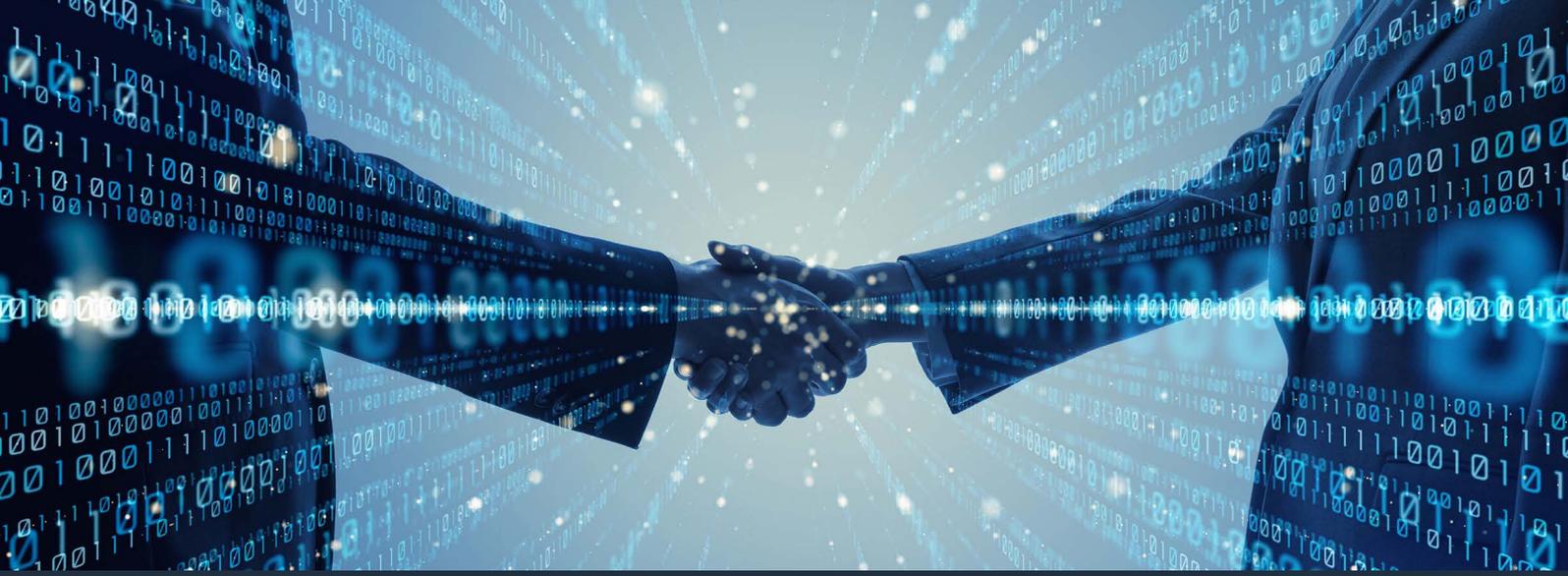


## YOUR IT HEALTH CHECK

# Simple Ways You Can Make Your Business More IT Efficient

A Special Report by





## INTRODUCTION:

# In a digital world, staying in control of your IT is crucial to the success of your business

IT is fundamental to the success of so many businesses.

In fact, for many, it's almost impossible to remember a time when we didn't rely on computers and the internet.

But where IT is concerned, things are always changing.

New technologies are introduced these days faster than you can get to grips with the old ones.

Plus, there's the darker side of the online world – such as cybercrime – which itself is always advancing and discovering new ways to challenge us.

It's why, in this ever-developing digital world, it's important for businesses like yours to stay in control of your IT.

That's what we do here every day at **Protech Comms...**

We help businesses like yours not only stay in control but stay ahead of the game.

From monitoring your existing set up and systems to updating and introducing new software and security as it's needed, we work with you as a trusted partner to make sure all your IT needs are met.

In the process, we're always looking for ways we can help our clients and any business looking for support with the IT.

And that's why we've put this special report together, as another way to offer some insight and advice on how you can stay in control of your IT.

Inside it you'll find help on fighting cybercrime, advice on reducing downtime and some top tools you can use to increase productivity.

We hope it helps.

Best wishes,

**The Protech Comms Team**



## PART ONE:

# The single best way you can help stop cybercrime affecting your business

Cybercrime is a serious problem for businesses in the UK. It's suggested 16.5 million people – in the UK alone – fell victim to cybercrime in the last year.

That's according to the Norton LifeLock Cyber Safety Insight Report for 2019. It's shocking, isn't it?

In fact, it's estimated around a quarter of the UK population have been victims of cybercrime.

What's more, it's thought financial losses incurred as a result of these attacks are around the £1.4 billion mark.

### **£1.4 BILLION.**

Obviously, as a business, you want to avoid any form of cyberattack, whether it's being hacked, phished or spammed – especially when the financial implications could be so devastating.

To do that, it's important you have a number of systems and checks in place and that you regularly communicate the importance of online safety to all of your staff. But right now, there's one very simple thing you can do to start reducing your exposure to a potential attack.

## **Don't underestimate the power of a strong password**

It seems like such a small thing, but it can make all the difference. A strong password simply makes it harder for hackers to get access. A weak one makes it easy.

Trouble is, remembering difficult passwords can be a bother for most people so they tend to stick to something they know. What's worse, people use this same simple password across numerous devices.

Here lies the problem:

If those in your business are using the same password to log into their computer at work as they are to log into their personal banking, you're massively increasing the risk of being hacked.

So, to give your business the best chance, you should encourage everyone to a) use a strong password featuring random letters and numbers and b) encourage people to use a unique password for accessing work computers.

That's the most important thing you can do today, but there are some other things you can do to help protect your business.

## PART ONE (CONTINUED):

# The single best way you can help stop cybercrime affecting your business

### Keep work and life separate

You should encourage those in your business to keep their private use of the internet separate.

Social media platforms – where it's quite normal to share personal details about yourself – are particularly prone to abuse from cyber criminals.

If someone can find a few seemingly innocuous details out about a person on their Twitter account – say their pet's name or their old school – they've potentially got the answer for two security questions.

This is why it's worth thinking about how much you allow people in your business to access the internet for personal reasons on work computers.

Of course, in a world where most people expect unmonitored access to the web at all times, it's difficult to restrict access like this.

But if you are open and transparent with staff and explain they can still access the internet through personal devices and can still surf the web (providing they don't enter any personal details) they should understand.

After all, in the modern era, where a quarter of the population are victim to cybercrime, the risk of not having a policy in place is simply too high.

### Stay up to date with software

No one wants to be the victim of cybercrime. And equally, the people who provide the software you use don't want to be seen as the cause.

That's why many companies out there are constantly working to improve their software against the threat of cybercrime. And this is why you'll often see them updating their software and requesting you do the same on your machines.

As soon as possible, you should always update software when prompted as the new version could contain a fix that will help protect you against cybercrime.

Of course, staying up to date can be a pain, especially if you've got a large number of computers in your business.

But that's just one of the ways we can help you here at Protech Comms.

**In fact, you can read more about how we can help you in terms of cybersecurity right here.**

As well as helping to keep all of your software (and hardware) up to date, we can provide much more active support in helping to prevent cyberattacks.

We'll work with your team to put in place systems, checks and thorough training to raise awareness...

And we'll make sure all of your IT systems, networks, computers and mobile devices are as secure as possible.

So, if you're concerned your business might be vulnerable or risk and you want to discuss how we could help you protect yourself against a cyberattack...

Don't hesitate to get in touch.



## The localhost page isn't working

localhost didn't send any data.

ERR\_EMPTY\_RESPONSE

Reload

## PART TWO:

# How to Keep Your IT Downtime to a Minimum (and our Five 9s Uptime Guarantee)

Sorry, the servers are down again. Ugh. It's the last thing you ever want to hear, especially in a business world that so heavily relies on IT. But it's a problem so many businesses face far too often. We've even heard horror stories of some companies facing dreaded downtime at some point every day. It's not good.

Sadly, you might have been told it's just something that happens. That it's an unavoidable part of your IT systems. This is nonsense. The fact is there is no reason for you to suffer from long periods of downtime on a regular basis.

In fact, it's possible – with the right systems and checks in place – to keep your IT downtime to an absolute minimum. We'll explain how in a moment, but first, let's remind ourselves why your business should swerve server downtime as much as possible.

### The risks of downtime

Most fundamentally, when the servers are down again, or your IT systems go into 'computer says no' mode...

You risk leaving money on the table. If your business and staff are unable to operate because something's gone wrong that only the IT folks can fix, it leaves you open to the possibility of hours off-grid. Potentially, even longer.

You don't need us to tell you anything impacting the bottom line is important. And it's why keeping IT and server downtime down to a minimum is essential in the modern workplace.

There's also the risk that when servers go down or computers fail, you could lose important work and documents stored on them. This is especially the case if things haven't been backed-up correctly.

Not only then is the risk of downtime damaging in the short term, it can potentially have long term effects on your business.

In fact, on that front, a third worry you face when it comes to even the shortest period of downtime is the increased threat of a cyberattack.

If the cybersecurity measures you have in place aren't adequate to operate when the servers are down, or there's a general IT problem that needs fixing, it's the ideal opportunity for cybercriminals to take advantage.

**[You can read more about cybercrime in our article on it here.](#)**

So, what's to be done? How can you keep downtime to a minimum and avoid running these risks to your business?

## PART TWO (CONTINUED):

# How to Keep Your IT Downtime to a Minimum (and our Five 9s Uptime Guarantee)

### Top tips for keeping downtime down

The first thing you should do is set up quick-reacting reporting tools for your servers and any other elements of your IT set-up that could impact productivity if down for too long.

This will make sure that at least if there is a problem, you'll know ASAP and can do something about it.

The vast majority of reporting tools available have the option for you or a member of staff to be alerted by email, phone or text.

Indeed, bear in mind if the IT problem you're facing knocks out your email, you need to find another way to be alerted.

Secondly, you should make sure you have a regular back-up process in place.

This will help on two fronts:

- One, it makes sure if there is a more fundamental problem with your IT systems and servers, you won't lose everything and can resort to a previous back up.
- Two, it allows you to simultaneously update any software that might need sorting and keep things as 'clean' as possible, which, in turn, will help with the smoother running of servers and avoid a blip.

Finally, and especially for larger servers, you should make sure they're stored in a cool environment. It seems almost old fashioned, but the fact is, IT hardware can soon generate a great amount of heat, which puts it at more risk of a fault.

These are all simple things you can do to help keep your IT downtime to a minimum. But if you'd like some help doing so – and you really want to almost completely eliminate the disaster of downtime – you should have a chat with us here at Protech about our Five 9s Guarantee.

### What is our Five 9s guarantee?

When you work with us here at Protech and let us take care of your IT systems, we make a simple promise to you.

We call it our Five 9s Guarantee.

The reason is simple.

Not only do we put in place all the checks and processes to make sure your IT downtime is minimal...

We guarantee you'll have 99.999% uptime.

Yes. That's a pretty efficient percentage. And that's what you'll enjoy if you decide to partner with us here at Protech.

Our team of IT experts will work with you to assess the systems and servers you currently have in place and talk you through what's needed to get you running at 99.999% uptime.

To find out more and see how we can support your IT needs in so many other ways, get in touch.

**You can call direct on 01205 205250 or email at [sales@protech-comms.co.uk](mailto:sales@protech-comms.co.uk).**



## PART THREE:

# Top Tools to Help Your Business Get the Most Out of Remote Working

The outbreak of the coronavirus pandemic and the government's decision to implement lockdown as a result has seen a huge shift towards remote working.

Where before businesses might find one or two members of staff might work from home on the odd Wednesday, today, businesses all over the country, have been forced to deal with a changed environment.

Not only do more people want to work from home, many must.

We don't know if this upward trend in remote working will continue for years to come, or if it will slow as more and more elements of the lockdown are eased...

But for any businesses struggling to adapt to remote working right now, it poses a real challenge.

Sure, working from home might be straightforward for many, for some, understanding and navigating the unfamiliar technologies can be difficult.

This, in turn, causes problems for your business.

The good news is, for many years, here at Protech Comms, we've been helping our clients to put remote working systems in place and have a huge amount of experience in the area.

We can not only help install and set up the systems and software you need, we can provide training and support on how to use them.

It means any member of staff who needs to work from home is confident and comfortable in doing so.

**To talk about how we could help you make your business more adaptable to remote working, you can call us direct on 01205 205250 or email to [sales@protech-comms.co.uk](mailto:sales@protech-comms.co.uk).**

But we know some readers might be less experienced with all the different software tools available to help you work more effectively from home.

So, we wanted to share five pieces of software that could come in handy...

## PART THREE (CONTINUED):

# Top Tools to Help Your Business Get the Most Out of Remote Working

### Five pieces of software to help make working from home that bit easier

- **ZOOM (<https://zoom.us/>):** Chances are you've been invited at some point over the last few weeks to attend a Zoom call. Long before the lockdown, businesses have been using Zoom as one of the preferred video conferencing tools. It's simple to use, has the capacity for video and audio and you're able to record too. There are some restrictions on the free to use version, but for quick meetings and catch ups face-to-face, it's a pretty reliable tool. Of course, it might be there are better video conferencing options available for your business, which we can explore together based on your specific needs.
- **TRELLO (<https://www.trello.com>)** – There are a huge amount of different work-flow tools out there on the internet, such as Asana, Monday and Basecamp, and finding which one works best for your business will depend on how your current work-flows are set up. But Trello is a particularly flexible one with a huge amount of functionality that can be easily adopted to suit different businesses. Work can be scheduled, assigned to different team members and prioritised so people can see what needs doing first. Plus, projects are easily moveable, and the usability is particularly smooth. It's one to explore.
- **MICROSOFT ONEDRIVE (<https://www.microsoft.com/en-gb/microsoft-365/onedrive/online-cloud-storage>)** – Free and easy to use, OneDrive not only lets you share documents between people, but you're also able to edit and comment too. The Microsoft office range of online apps are all useful and you'll find many other businesses have begun to share documents and work this way. So, it's good to have a basic understanding of the software even if you don't use it very often in your own business.
- **MICROSOFT SHAREPOINT (<https://www.microsoft.com/en-gb/microsoft-365/sharepoint/collaboration>)** – For file transfers and sharing documents, one of the best platforms we find to use is Sharepoint. Where other file transferring platforms are pretty limited to a basic transfer, Sharepoint lets you create specific areas for specific projects where you can share not only files, but other information resources that might be useful for the people you're sharing with.
- **MICROSOFT TEAMS (<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/group-chat-software>)** – Teams is an increasingly popular alternative to email and with more and more people needing to communicate from home, it could be something you find useful for your business. It is essentially a series of message boards, but is structured much like email, where you can start a thread with a single member of the team or 'cc' others in so everyone can see an ongoing conversation. If cluttered inboxes are a problem for your business, shifting your communication over to Teams could be a big help.



## PART THREE (CONTINUED):

# Top Tools to Help Your Business Get the Most Out of Remote Working

### Building the right working from home infrastructure for your business

Of course, your business will have many different needs to the next and when it comes to setting up the right infrastructure for remote working, there'll be many factors to consider.

All the tools we've mentioned here are useful, easy to use and have free versions available. But at the same time, they do have natural limitations, and, with the use of any public software, you've always got to be careful around security issues.

Depending on the needs of your business, it might be you require something more robust setting up.

The good news is, here at Protech Comms, we will figure this all out for you.

We will assess your current situation and set up...

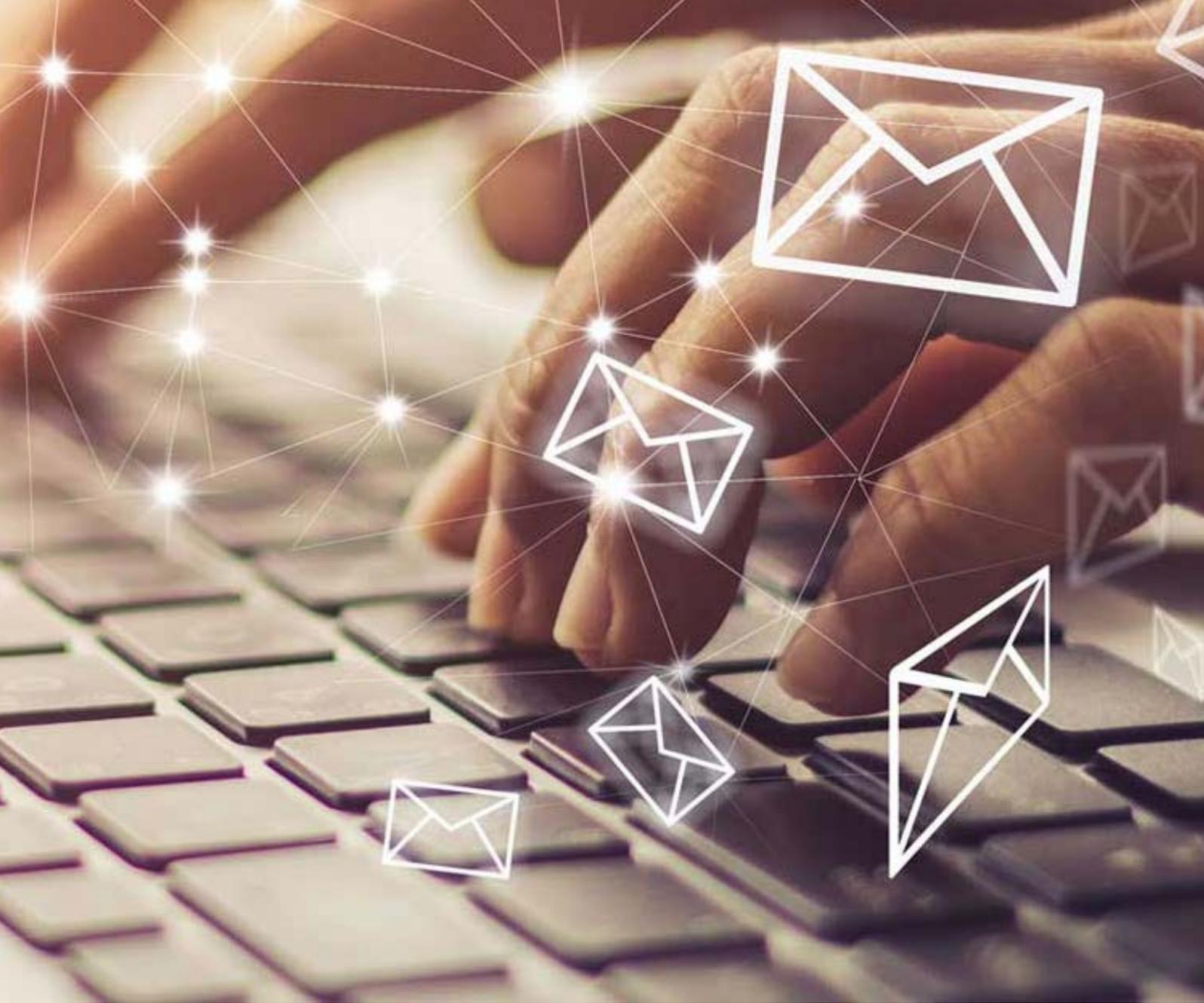
We will recommend what needs implementing...

We will install, maintain and monitor everything for you...

And we will always keep you in the loop about new technologies, which might help improve your business processes.

So, to find out more and see how we can support your IT needs in so many other ways, get in touch.

**You can call direct on  
01205 205250 or email at  
[sales@protech-comms.co.uk](mailto:sales@protech-comms.co.uk).**



**LET'S TALK ABOUT IT**

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