

TECH TALK

MONTHLY

YOUR MONTHLY DOSE OF
TECH & BUSINESS ISSUES NEWS



MONTHLY UPDATE FROM DAVID

Recently it seems as though Big Tech is finally taking consumers' privacy concerns more seriously. Companies like Apple and Google are taking steps to protect our data and give us more choice about who can access our information.

But is it enough?

Big Tech knows more about us than even our other halves do. From our likes and dislikes to our holiday destination preferences, shopping habits, and even what we like to watch. Everything we do online is watched and tracked. And somewhere out there, there are files on each and every one of us that reveal our deep inner behaviours.

Are enough people aware of how to change their settings to keep their information private?

And what are the risks to us if nothing further is done?

On the flip side of this, if we're no longer tracked online, it means that adverts become less targeted, and recommendations are less accurate. Most people may not mind this, but what does it mean for business owners like us?

Advertising becomes a lot more difficult. You'll wind up spending more on things like Google Ads, to get fewer results. Your business may not get in front of enough of the right people online. And that's certainly a worry to those who rely on adverts to attract new business.

So where do we draw the line when it comes to online privacy?

Id love to hear your thoughts. Drop me an email to david@manageditexperts.co.uk

Until then, stay safe,

David Shuster

Managing Director - Managed IT Experts

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DID YOU KNOW?



The most popular language on the internet by far is English. More than 25.3% of the internet is in English, 19.8% is in Chinese, and 8% is in Spanish.

MANAGED IT EXPERTS

Unit 22
Dunfermline Business Centre,
Dunfermline,
Fife KY11 3BZ
Tel. 01383 722 225

EXTRA SECURITY?

SURE, JUST COMBINE YOUR RDP WITH A VPN, MFA AND ACL

Ha ha... we threw all those confusing acronyms in the headline deliberately. Welcome to our world!

Before you start to panic, this isn't going to get too technical or complicated.

RDP stands for Remote Desktop Protocol, and it's how you and your team connect to your business network using your laptops when you're away from the office.

So, a pretty essential piece of technology these days.

But because anyone can reach an RDP through the internet, that does present a security risk. In fact, attacks on RDPs surged by 768% in 2020. Whoah.

And 47% of ransomware attacks start with the RDP being compromised in some way.

So, what do you do to protect your business from becoming a victim?

1 MFA

Set up [Multi-Factor Authentication](#) across your devices. This is where you have to generate a code on a separate device to prove it's really you logging in.

2 ACL

Limit who can access your network, by setting up [Access Control Links](#). This is like a security guard on the door deciding who can get in, and who can't.

3 VPN

Set up a [Virtual Private Network](#). This is an encrypted 'tunnel' for your connection into your business. No-one else can see what info you're sending or receiving.

There are even more acronyms that can help, but we don't want you to glaze over! 😊

Let me make it simple – my team and I can make it a lot more secure for you and your team to access your information remotely, but still easily.

Let's talk.



Hopefully you're aware of the risks of fake accounts on social media. Accounts are created to catfish; con people out of money; and for other kinds of exploitation.

But did you know that fake accounts can be created for other services too?

Most of the businesses we interact with now need you to create an account. Think food ordering, online shopping, maybe even for businesses like yours.

But what's the harm in that, you might ask? These fakes won't be creating accounts on your website to trick you into anything. They won't be able to access your products or services for free. Aside from creating spam in your CRM, what's the problem?

Actually, these fake accounts can result in huge fraud. Recently, for example, the US Secret Service announced it had recovered \$2 billion in fraudulent Covid-19 relief claims.

And it's on the rise, because there are now software tools which automate account creation and mask real identities.

In the world of retail, bots exist to buy up limited edition or highly desired items, with a view to reselling them for a higher price. And the lengths these bots go to, in order to make fake email accounts look like real humans is incredible.

They sign up to mailing lists, send emails and watch YouTube videos. All to build up normal email account activity, before creating accounts with the desired retailer. Ready for the drop.

When the item is released, these bots are all logged in and checking out at the same time, making it next to impossible for real humans to make a purchase.

Have you considered how fake account fraud could affect your business?

While this may not directly affect your business in this way, it's making it very difficult for all of us to be recognised as real individuals online. It may be only a matter of time before this is recognised as a form of fraud.

Perhaps it's time to take a look at the way accounts are created to do business with you.



3 HYBRID WORKING UPDATE

The world around us has dramatically changed. And increasingly businesses are looking to better enable a hybrid style of working - with different groups and teams inside and outside of the office working more collaboratively.

Core Microsoft Business Applications like Microsoft 365 and Microsoft Teams have adapted fairly rapidly to meet this need in the past 18 months but there are a number of new initiatives that will only accelerate capability for customers including:

- A more collaborative Microsoft Teams and Dynamics 365 app experience

Microsoft Dynamics 365 already has powerful capability need to support teams across sales, marketing, finance and customer service functions but Microsoft are extending that capability by ensuring more people across departments view and collaborate on customer records from inside Teams - at no additional licence cost. Which means that your own teams can work more quickly and flexibly

- A more collaborative Microsoft Teams and Dynamics 365 app experience

Microsoft also continue to leverage the capability in other partner apps to bring them directly into the Teams interface. One of the most recent of these is the Monday.com app available now which incorporates project building blocks such as boards, views, charts, and automations into the flow of everyday work. The project views have Teams channel, chat and individual context taking advantage of multiple areas of Teams capability.

Can we help you with your hybrid working challenges?

Whether you are looking to get more out of your existing business applications - or are looking for a new roadmap for how you can transform your business digitally we can help.

So contact why not contact andrew.harris@manageditexperts.co.uk for a no-obligation discussion?





WE LOVE REFERRALS

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

If your friend ends up becoming a regular monthly services client - we'll gift them their free first month of service (for being a friend of yours) AND we'll gift you a £100 Amazon Gift Voucher.

Simply introduce me via email at david@manageditexperts.co.uk and I'll take it from there. I personally promise we'll look after your friends business with a high level of care and attention (just like we do with all our customers).



We are based in Dunfermline and are a Microsoft Silver partner have over 15 years experience helping UK SMEs to get their IT infrastructure working more effectively.



NEED A LAUGH?



Q How do you choose a strong password?

A Go to the gym and find the one lifting the heaviest weights!



MEET THE TEAM



Mihai

HR

Mihai has vast HR experience in Real Estate, Pharma and the Contact Center business.

His goal as HR Manager, is to use tech to help people find their passion - and leverage and integrate it seamlessly. So that people are more engaged, more enthusiastic about their output and added value.

Get in touch

If you have questions about any of the articles in this weeks news roundup - or would like to talk to us about your own specific Business Application and IT related challenges then please do not hesitate to [contact us](#).

That's all until next month !!