



TECH TALK

MONTHLY

YOUR MONTHLY DOSE OF
TECH & BUSINESS NEWS

WHAT'S INSIDE?

02 DO YOU HAVE A
BUSINESS IT
STRATEGY?

03 ARE YOU AT RISK OF
BEING SMISHED?



MONTHLY UPDATE FROM Kevin

This month we've learned that as well as the over 75s, the under 25s are the most likely age group to be hit by cyber-fraud.

That seems crazy. Because we perceive under 25s to be tech-savvy. After all, they've grown up with the internet, devices and social media.

But because all of this is second nature to them, they've become a lot more relaxed about their use of technology and the internet. And in turn, they're far more willing to share their personal data.

What does this mean for you? Do you employ many people under 25? And if they're more likely to fall for a phishing scam, for example, could they pose a threat to your organization and its data?

This shows that you really need to put a focus on cyber-security training for all your people; and maximize your cyber-security features too. You simply can't afford to assume that just because some of your team are younger, they're less likely to fall for a scam.

I recommend that you train all of your people regularly on cyber-security and the latest threats to look out for. The more aware you are, the less likely you are to make a very expensive mistake.

If you're looking for advice on cyber-security and training, we'd love to help. You can reach us at Info@suisc.com.

Until then, stay safe,

Kevin Smith

DID YOU KNOW?



Apple once tried to branch into another sector?



In 1986 Apple had a line of clothing, imaginatively named 'The Apple Collection'. It was launched a year after Steve Jobs resigned as chairman of the company. It wasn't a hit, as you can imagine, but it did include the very first 'Apple Watch'!

Solutions Unlimited

401 East Kennedy Street,
Suite B6,
Spartanburg, SC 29302
solutionsunlimitedsc.com
864.599.8678



DO YOU HAVE A BUSINESS IT STRATEGY?

As a business owner you already know the importance of strategy and planning.

Without it, you have no aim, no goals, and really, no direction.

While you probably spend a lot of time working on your strategy every month, quarter, or year, how much of that time is spent on your business's IT strategy?

If the answer is "not very much", it's time to change that.

Your business's IT is one of your most powerful, crucial tools in growing your business, keeping your team productive, and giving your customers a great impression of you.

It makes sense that you have a plan for how:

- **It will work for you now and in the future**
- **You will need it to grow with your business**
- **It can help take your business to the next level, faster**

If you've never created an IT strategy before, or it's been a while, here are a few of the key elements you need to include...



YOUR BUSINESS GOALS

Your IT infrastructure is there to work seamlessly alongside your business. It should complement everything you do, or plan to do, and make reaching your business goals a little easier.

Will you need additional tools to help your sales pipeline? Will it accommodate any future partnerships or acquisitions you plan to make? What about the different departments within your business; do their needs differ?

PEOPLE AND TIME CONSIDERATIONS

Who in your business is responsible for delivering your IT strategy? Will it be created and driven in-house, or will you outsource it to external experts? Internally, who needs to be involved, whether that's liaising with external experts, or overseeing elements of your plan?

And how long do you want to take to make these changes? As with any business plan, you need to take both long and short term goals into account. Do your plans rely on reaching a new level of turnover, or will they be based on your people adapting to the changes?

YOUR CURRENT INFRASTRUCTURE

How's it working for you right now? What would you change? What can't you manage without?

It's a great idea to speak to people in different departments about this, because what works for one team may be totally unhelpful for another. You can tailor your infrastructure to work well for everyone and keep all of your department feeling happy and motivated.

It may sound like a lot of work, but with a robust business IT strategy in place, you will soon start to wonder how you managed for so long without one. Need a hand? Just get in touch and we can help you get started.

A TECHNOLOGY ROADMAP

This step may be a little more difficult than the others, but it is really worthwhile.

Think about your whole IT architecture here. Your hardware, software, and any other tools that you'll want to utilize. If you need assistance here, a good IT support partner will be able to make recommendations on the best of everything to fit your needs.

Break your roadmap down into departments and include everything that each will need. This will allow you to see how everything fits together.

NEW METRICS

While your infrastructure needs to be functional, it also has to be cost effective. What's the point in making all of these changes if it's not bringing a financial benefit to you?

Look at your current KPIs and forecast how these should improve with the changes you're making. Make sure they're realistic - change won't happen immediately. Allow some time for your people to adapt to the new tools. You can not only measure performance, but your KPIs should also help you to identify issues before your end users are affected.

2

ARE YOU AT RISK OF BEING SMISHED?

It's safe to say we've all heard about phishing scams by now - if you haven't, you're not doing enough to protect your business from data theft.

But as with anything tech-related, things move on quickly.

Cyber-criminals will always try new and more powerful ways to trick you into giving away your data. And now they're targeting our phones.

Ever received an SMS that you weren't expecting, possibly from a well-known company? Maybe you received a notification that a courier attempted to deliver a package.

These kind of messages contain a link for you to click and rearrange delivery.

But when you click the link, you're taken to a spoof page which steals your information as soon as you enter it.

This allows the scammer behind it to use those details to access your online accounts. Or gives them access to your device.

This is called smishing. The cell phone equivalent of phishing. You and your people need to be aware and ultra-vigilant.



What's lead to this surge in smishing attempts? How successful it is.

98% of SMS messages are opened, and 45% are replied to. This is a much higher open rate than emails (which have an open rate of around 20%). So, it means a statistically higher success rate for the scammers behind the messages.

Beware of any unexpected SMS messages asking you to take an action by clicking a link or calling a number. If you're unsure if it's a genuine message, contact the company direct using the details on their website or any paperwork you have from them.



Make sure your whole team knows about this form of attack, too. If they're using their smart phones to access work files then a smishing attempt to their personal device is also putting your business data at risk.





WE LOVE REFERRALS

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

If your friend ends up becoming a 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 card!**

Simply introduce me via email to kevin@suisc.com 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 clients).



Special Announcement!

Last month's Newsletter introduced a new contest we started each month. All those that left feedback on their tickets got put into a drawing.

The winner for May: Martha from Snyder Corporation!

She'll be receiving the \$25 Amazon Gift Card!

If you want a shot at our monthly prize make sure you give honest feedback after each ticket is complete. This helps us to better help you. :)



NEED A LAUGH?

Whoever said that the definition of insanity is doing the same thing over and over again and expecting different results... has obviously never had to reboot a computer.



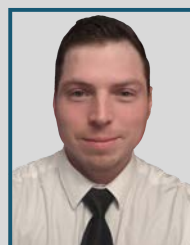
TECHNOLOGY TRIVIA



What is the origin of the word "spam" in the context of email spam?

The first person to post on our [Facebook page](#) and answer correct gets a **\$10 Amazon Gift Card!** ☐

MEET THE TEAM



Brandon Glomski

Brandon is one of the newest members of our team and has joined the admin and marketing side of things. Many of your non-tech related issues more than likely go through him.



Brandon is an avid backpacker and spends his free time hiking in different parts of the US. He has a background in sales and marketing and loves helping others. Customer satisfaction is his top priority.