

Your Small Business Technology Information Source!

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Modern Businesses Frequently Rely on These Three Communication Tools



While various solutions support organizations in their interactions with both employees

and customers, three pivotal solutions have become indispensable for today's businesses. Let's explore these three key solutions.

Voice over Internet Protocol

VoIP has emerged as a great option for growing businesses as it...



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About Indevtech Incorporated

We are the IT department for many small businesses in Hawaii, across different verticals such as healthcare, legal, financial, and manufacturing concerns.

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Listing Some of the Worst Scams Your Business Could Deal With



Small businesses, like any other entities, can be vulnerable to various computer scams. Scams can have an unsettling effect on how your business runs, as it always keeps doubt—even if you do everything you can to mitigate risks—to whether you are going to be the victim of a horrible Internet-based scam. Here's a list of common computer scams that small businesses should be aware of.

Phishing Attacks

The predominant form of phishing is email phishing. This is when scammers send users fraudulent messages that appear to be from a reputable source, tricking them into revealing sensitive information or clicking on malicious links. There are all different types of phishing attacks. One of the most common is called spear phishing. These are attacks against specific targets that are customized for the recipient, which can be very sophisticated.

Ransomware

Ransomware is malicious software that works to encrypt a user's or organization's data and demands payment, usually in cryptocurrency, for their release. Nowadays, ransomware seems to be almost pervasive and can be deployed through multiple means; although

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Tap Into the Knowledge of Professional IT Consultants



Obtaining professional insights is invaluable and it can be difficult to do as fees for consulting have shot through the roof. IT consulting plays a pivotal role in providing businesses with a profound understanding of their technological environment. Here are various ways in which IT consulting enhances a business' approach to technology, fostering informed and strategic decision-making.

Technology Evaluation

IT consultants conduct thorough assessments of the existing technology infrastructure, encompassing hardware, software, networks, and security systems. This evaluation reveals strengths, weaknesses, opportunities, and potential threats.

Alignment with Business Objectives

IT consultants strive to comprehend the overarching business goals, ensuring that technology strategies harmonize with these objectives. This alignment is crucial for maximizing the impact of technology on overall business outcomes.

Cost Optimization

Consultants identify areas where technology costs can be streamlined. This involves scrutinizing existing contracts, proposing cost-effective solutions, and ensuring that technology investments align with business priorities.

Risk Management

IT consultants assess the current cybersecurity measures in place and recommend enhance-

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Controlling Support Costs Requires a Team Effort



Businesses are relying on technology more and more. As they implement more technology, controlling their support costs is

important for any organization if they plan to manage their budget effectively. With between three and six percent of a business' revenue being spent on technology, going over the monthly budget can have negative effects on your business' ability to spend elsewhere.

Here are some strategies to help you control IT support costs:

- **Prioritize and Plan** - Start by prioritizing your IT support needs. Identify critical systems and services that require immediate attention and focus on those. Create a strategic IT support plan to address these priorities efficiently.
- **Proactive Maintenance** - Implement regular, proactive maintenance routines to prevent issues before they occur. This includes software updates, hardware checks, and security patches. Preventive maintenance can reduce the need for reactive support.
- **Remote Support** - Utilize remote support tools and techniques. Many IT issues can be resolved without the need for on-site visits, which can save time and money.
- **Self-Service Resources** - Develop knowledge bases, FAQs, and user manuals for your staff and customers to access. Empower your employees to troubleshoot common issues on their own. This reduces the dependency on IT support for routine problems.
- **Training and Education** - Invest in comprehensive training and education for your staff. Well-trained employees are less likely to encounter issues, and when they do, they may be better equipped to resolve them

independently.

- **Inventory and Asset Management** - Maintain a detailed inventory of your IT assets, including hardware and software. This helps in tracking maintenance schedules, warranties, and licenses to avoid unexpected costs.
- **Documentation and Reporting** - Maintain comprehensive records of IT support activities and costs. Use this data to identify trends and areas for improvement.
- **Continuous Improvement** - Continuously evaluate and refine your IT support processes. Use feedback and data to make informed decisions and streamline operations.

At Indevtech, we offer a solution to runaway IT costs with our comprehensive managed IT services. Our certified and knowledgeable technicians provide complete proactive IT support, and through our numerous vendor relationships, we can assist you in customizing and implementing solutions that make it possible to affordably drive your business forward. Our IT services platform also includes:

- Help desk
- Vendor management
- Remote monitoring
- Network security

...And more!



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Tap Into the Knowledge of Professional IT Consultants

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ments to mitigate potential risks. This includes evaluating the organization's security posture, implementing best practices, and ensuring compliance with relevant regulations.

Technology Roadmap

Consultants play a key role in developing a technology



roadmap, outlining a strategic plan for the gradual adoption and integration of new technologies. This roadmap enables businesses to stay ahead of technological advancements and ensures a systematic approach to technology implementation.

By harnessing the expertise of IT consultants,

businesses can build a comprehensive perspective about the technology they use, and the technology they could be using to make their business more effective.



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phishing remains the most common infection vector. As ransomware becomes more and more common, hacker strategies have varied quite a bit, but the end result is always encrypted files and extortion.

Business Email Compromise

It doesn't sound like it would be so dangerous with a name like that. Unfortunately, that's not the case. BEC is when cybercriminals compromise business email accounts to conduct unauthorized transactions or gain access to sensitive information. With as much as a quarter of the American workforce working remotely, organizations can't afford to have a crucial communications system like email compromised by fraudsters.

Fake Invoices and Billing Scams

Shameless opportunists will do whatever they can to get over on you. Scammers send fake invoices, often mimicking legitimate vendors, and trick businesses into paying for goods or services that

were never provided. This type of scam is typically caught, but all it takes is one payment going in the wrong direction to put your business at risk.

CEO Fraud

The CEO fraud is especially audacious. This scam includes the impersonation of top executives or CEOs through email to request urgent financial transfers or sensitive information. So effectively, combating this fraud is much the same as combating phishing. Users need to verify that any correspondence they get that demands immediate action is being sent from the person it claims to come from.

Malware and Spyware

Malicious software that can infect systems, steal sensitive data, or enable unauthorized access. Most of the time these malignant strains of code are allowed onto a business' network through successful phishing attacks, but there are a myriad of ways malware and spyware can cause havoc.

Social Engineering

Social engineering is the act of manipulating individuals within an organization to divulge confidential information or perform actions that may compromise security. This happens over time. The scammer will find out personal information about an individual and then set out to get them to provide access to company-hosted technology. Many people that fall for a social engineering scam will never know it was them who was compromised.

To protect against these scams, small businesses should prioritize cybersecurity measures, such as employee training, regular software updates, strong password policies, and the implementation of reliable security software. You will also want to stay informed about the latest cyberthreats to ensure that you know how scammers will come at you.



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4 Ways We Can Help Your Business with Network Security



Security is a hot topic among businesses, especially where technology and data are concerned. If you want to ensure

that you are doing all you can to protect the important assets and customer data on your infrastructure, you'll want to work with a managed service provider who can offer all the services you need to make security a top priority. Here are just a few of them.

24/7 Monitoring of Your Infrastructure

It can be difficult to focus on what's going on with your network while you're going about your day-to-day business. That's why it's helpful to have an MSP on your side; we can monitor your infrastructure at all times to ensure nothing fishy is going on. With so many crafty phishing threats out there, you can

never be too careful with who has access to your network, so leave the security monitoring to an MSP so you can focus on your work with peace of mind.

Updates, Patches, and Maintenance

Similarly, your business has to keep its operations moving forward, so stopping to patch, maintain, and upgrade your equipment is often placed on the back burner until something truly catastrophic happens, like a hacking attack or a hardware failure. This is counterproductive and can often lead to more issues like downtime. We can remotely deploy most patches, updates, and maintenance to ensure that your organization experiences minimal disruption to its day-to-day operations.

Powerful Security Features

We can help you deploy solutions like firewalls, antivirus software, encryption, antimalware, virtual private networks, and content filtering to keep your

network as safe as can be. Furthermore, these robust security features can be managed, maintained, and updated without an on-site visit so you always have the most up-to-date threat definitions at your disposal.

Compliance Assistance

Depending on your industry, compliance will be a hot-button issue that needs to be addressed in the context of your technology infrastructure. If data governed by regulations is exposed to security threats, your business will have to pay hefty compliance fines. Working with us can help you determine which compliance regulations apply to your business and how you can maintain a security infrastructure that protects governed data.



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Three Ways You Can Confront Runaway Printing Costs



Printing has long been an integral aspect of doing business. In recent years people have witnessed a significant decrease in the necessity for printed materials. Despite this trend, many businesses continue to spend unnecessary resources on superfluous printing. Like every business, cost is a factor. We'll offer you three valuable recommendations for consistently decreasing your printing expenses.

Encourage Digital Workflow and Paperless Practices

Creating a workplace culture that places value on paperless processes has never been simpler. Encourage employees to reconsider the need for physical prints and explore alternatives that reduce paper consumption. Some effective alternatives include:

- **Digital documentation** - Store, share, and collaborate on documents digitally, reducing the reliance on hard copies.
- **Email and electronic signatures** - Implement electronic signatures and email for approvals and contracts, eliminating the need for

printing, signing, and scanning.

- **Cloud-based storage** - Utilize cloud-based storage to access documents from anywhere, reducing the demand for physical copies.
- **Use PDFs** - Share documents in PDF format, as it is more convenient for electronic viewing and sharing.

Implement Print Management

Today, software plays a pivotal role in streamlining and automating various aspects of business operations. Managing your company's printing endeavors becomes notably more efficient when you have the ability to oversee and control printing activities, establish printing quotas for employees, and define guidelines for printer usage in the workplace. Print management solutions offer a range of advantageous features, including:

- **User authentication** - Mandate employee authentication before printing, discouraging unnecessary or unauthorized printing.
- **Print job tracking** - Monitor who is printing what, when, and where, allowing you to pinpoint areas where

cost-saving measures can be applied.

- **Print job routing** - Direct print jobs to the most cost-effective devices, such as black and white printers for text documents and color printers for marketing materials.
- **Print quotas** - Enforce limits on the number of pages or color prints each user or department can produce, fostering responsible printing practices.

Invest in Energy-Efficient Printers

While some printing remains unavoidable for certain businesses, you can make substantial cost-saving strides by investing in energy-efficient printers and sourcing recycled resources. Key considerations include:

- **Energy-efficient printers** - Opt for modern printers designed to minimize energy consumption in standby mode and during operation. Look for printers with Energy Star certification and other energy-efficient features.
- **Duplex printing** - Choose...



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Indevtech has been serving Hawaii since 2001, providing end-to-end managed IT services to small- and medium-businesses. Our philosophy is very simple: we strive to be the best at what we do, so that you can succeed at what you do. We have a proven framework that, when deployed with a solid commitment from our clients, provides an unshakable foundation on which our clients can build their businesses.

Tech Trivia

Fittingly, "teh" first word ever autocorrected was "the."

Indevtech Incorporated

Pacific Guardian Center, Mauka Tower
 737 Bishop Street, Suite 2070
 Honolulu, Hawaii 96813-3205
 Phone: (808) 529-4605



newsletter@indevtech.com



blog.indevtech.com

Visit us online at:
newsletter.indevtech.com

