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Yes or No: Smart Tech Investments for Your Business

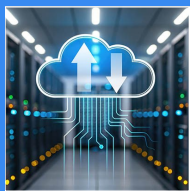
The 3 Pillars of a Modern Data Backup System

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The 3 Pillars of a Modern Data Backup System



A good data backup system is like having insurance for your data. Yes, you hope you

never have to use it, but you'll be glad to have it if you do. Today, we want to cover three of the biggest components of any modern data backup system and how we can use the latest...



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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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AI Could Be Your New Secret Weapon for Operational Excellence



You hear a lot about Artificial Intelligence these days. It can sound a bit like something out of a sci-fi movie, maybe even a little daunting. However, what if I told you AI could be working quietly behind the scenes in many businesses, acting like the most efficient, data-savvy coworker you've ever had?

The real power of AI when it comes to making your business run smoother is all about smart automation, giving you super helpful data insights, and freeing up your team to focus on what really matters: growing your business.

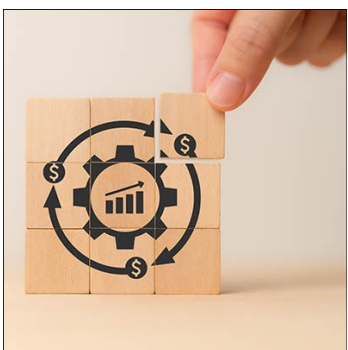
The Magic of Automation

Think about all those daily tasks that just eat up your valuable time. Things like data entry, processing invoices, scheduling, and other chores that don't actually bring in revenue. AI-powered systems can completely take these repetitive jobs off your plate, and they'll do them with amazing accuracy. Imagine an AI that can read, understand, and sort invoices, automatically sending them off for approval. This not only speeds up your accounts payable process but also significantly cuts down on human errors and those costly delays that can come with them.

This isn't some far-off dream. It's happening right now. The idea of machines learning and doing tasks on their own has been around for a while, but today's AI

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Yes or No: Smart Tech Investments for Your Business



Nowadays, technology isn't just an advantage; it's an essential part of everything you do; and with endless new tools appearing, how do you decide which tech investments are genuinely good for your business and which are just distractions? Saying yes to everything can drain your budget, while saying no to the right innovation can leave you behind.

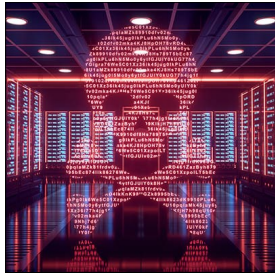
Navigating this is difficult and needs a smart approach. Here are key tips to help you know when to embrace new technology and when to politely decline:

Start with Your Business Goals

Before looking at any tech, clearly define your business objectives. Are you aiming to boost efficiency? Expand markets? Improve customer experience? Reduce costs? Every potential tech investment must directly support one or more of your main goals. If it doesn't help you reach your objectives, it's likely a no.

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Unpacking the True Cost of a Cyberattack



The Internet is more than just a tool; it's the very foundation upon which many organizations are

built. From managing customer data to facilitating global operations, our digital infrastructure is indispensable. What happens, then, when that foundation crumbles under a cyberattack? Unfortunately, we've seen firsthand the devastating effects hackers can have. This month, we talk about the problems associated with a hacking attack.

The Financial Fallout

When you hear of a cyberattack, your mind might jump to ransomware, the digital shakedowns where criminals encrypt your data and demand a hefty sum for its release. While ransomware is a serious threat, with some estimates predicting it could cost over \$265 billion annually by 2031, the financial damage extends far beyond a single payment.

Consider the average cost of a data breach, which, according to the IBM Cost of a Data Breach 2024 report, has now reached a staggering \$4.88 million globally. This isn't just about paying off attackers. This figure encompasses:

- **Incident response and investigation** - The immediate scramble to contain the breach, identify the source, and assess the damage. This often involves hiring expensive forensic experts and cybersecurity consultants.
- **Downtime and lost revenue** - If your systems are shut down, your business effectively grinds to a halt. Imagine a grocery distributor like United Natural Foods, which recently experienced a cyberattack that led to up to \$400 million in lost sales due to halted deliveries and empty store shelves.
- **Legal fees and regulatory fines** - Depending on the nature of the breach and the data compromised, your business could face lawsuits from affected parties and hefty fines for non-compliance with data protection regulations

like HIPAA or GDPR. The average cost of legal and regulatory fees can be astronomical.

- **Customer notification and credit monitoring** - If sensitive customer data is exposed, you're often legally obligated to notify those affected and potentially provide credit monitoring services, adding another substantial cost.

Did you know that the average time to identify and contain a data breach is 277 days? That's nearly a year of potential disruption and escalating costs!

Reputation and Trust

Beyond the immediate financial drain, a cyberattack inflicts damage that can be far more insidious and long-lasting: the erosion of trust and reputational harm.

In business, trust is the currency of commerce. When a company suffers a data breach, it's not just a...



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Identify the Problem You're Solving

Technology should be a solution. What specific issues or inefficiencies will this tech fix in your current operations? For example, if manual data entry slows your sales team, a CRM system might be a yes. If your communication methods cause misunderstandings, a new collaboration platform could be the answer. If you can't pinpoint the



problem the tech solves, it's a warning sign.

Calculate the Potential ROI (Return on Investment)

This is crucial. While not every benefit is purely financial, try to estimate the tangible returns. Will it save money long-term? Increase revenue? Free up employee time for more productive tasks? Think about both direct financial gains and indirect benefits like better morale or customer satisfaction. If the projected ROI is unclear or nonexistent, be very cautious.

Assess the Total Cost of Ownership (TCO)

Beyond the initial price, what are the ongoing costs? Consider:

- **Implementation** - Installation, set-up, data transfer.
- **Training** - Getting your team up to speed.
- **Maintenance and support** - Subscriptions, licenses, help desk.
- **Integration** - How well does it...



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systems are way more advanced and are getting smarter every single day.

AI as a Strategic Partner

Making operations smoother with AI goes way beyond just automating simple tasks. It's about really understanding your business and making smarter, data-backed decisions. Here are some ways AI can strategically boost your business:

- **Optimized supply chains** - AI can look at huge amounts of data—everything from weather patterns to what customers are buying—to predict demand with incredible accuracy. This means you're less likely to have too much or too
- **Proactive problem solving** - AI can act as your business' early warning system against all sorts of threats. By constantly keeping an eye on your machinery, computer systems, and processes, it can spot potential problems before they

little stock. When your inventory levels are just right, your organization is in a really good spot.

turn into major headaches. This proactive approach prevents downtime, saving you time and money.

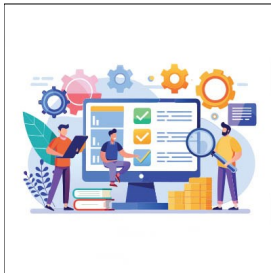
Proactive Support for a Smarter Future

At Indevtech, we truly believe that technology should be a huge help, not a source of stress. We're experts at getting businesses the right technology that can seamlessly run the processes needed for operational success. We're all about building efficiency, because when things run smoother and take less time, you just get more done.



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3 Tips for Seamless Software Integration



Putting new software into your business can feel just as tricky as any other action you are going to

take. If it doesn't go well, it can lead to headaches, confused employees, and wasted money. Here are three simple tips to help you add new software without the stress.

Make a Good Plan First

You wouldn't build a house without a plan, right? The same goes for new software. Before you start, you need to map everything out.

Think about how the software will affect every part of your business. Most importantly, talk to the people who will actually be using it every day. Your sales team knows what they need, and your office staff knows what they need. Getting their

ideas early can stop problems before they start.

For example: One company we know bought a new system for tracking products, but they forgot to ask their own warehouse workers about it. They later found out the new scanners didn't work with the warehouse Wi-Fi; a complete travesty. A little bit of planning with the whole team could have saved them a lot of trouble.

Clean Up Your Information

When you get new software, you have to move your old information into it. This is the perfect chance to do some spring cleaning!

Over time, you end up with old customer info, copies of files, and other clutter. Don't move all that junk into your shiny new system. It's like moving into a new house and bringing all your old clutter with you.

Take the time to sort through your information. Keep what you need and get rid of what you don't. Starting with clean, organized information will make your new software work better from day one.

Teach and Support Your Team

The best software in the world is no good if your team can't use it. Good training is key. Training shouldn't just be a single meeting. People learn in different ways. Offer a mix of hands-on practice, helpful videos, and simple guides they can look at anytime.

It's also a great idea to pick a few people on each team who really understand the new software. They can help their coworkers with small questions. This helps everyone feel more comfortable and confident with the change.



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Cutting-Edge Technology That Moves the Needle



Businesses need to innovate and there are

many ways in which they can do so today. There are new solutions emerging all the time, and this month we thought we'd introduce you to three that are really moving the needle.

Artificial Intelligence for IT Operations (AIOps)

Imagine an IT system that not only tells you when something's wrong but can often predict and even fix issues before they impact your operations. That's the power of AIOps. This isn't just about simple automation; it's the application of Artificial Intelligence (AI) and Machine Learning (ML) to big data generated by IT operations.

AIOps platforms ingest massive amounts of data from your logs, metrics, network traffic, and more. Then, using sophisticated algorithms,

they can detect patterns, usual or unusual, that could help your business as well as find potential problems before they impact your operations.

This means faster problem resolution, reduced downtime, and an IT team that can focus on strategic initiatives rather than constantly fixing problems.

Cybersecurity Mesh Architecture (CSMA)

In the past, cybersecurity often focused on building a strong, singular perimeter around your network, like a medieval castle. With remote work and cloud services, that traditional perimeter has effectively dissolved. This is where Cybersecurity Mesh Architecture (CSMA) comes in.

CSMA is a decentralized security approach that moves away from a single protective perimeter to your network. Instead, it creates security perimeters around every individual device or user. This strategy features:

- **Identity-centric security** - Security policies are defined based on the identity of the user or device, not their location on the network. This aligns perfectly with zero-trust principles, where no user or device is inherently trusted, regardless of whether they are inside or outside the traditional network perimeter.
- **Distributed security controls** - Security controls are pushed closer to the data and assets, whether they're on-premises, in the cloud, or anywhere, really.
- **Interoperability** - It emphasizes integrating various security tools and services into a cohesive ecosystem, allowing them to share intelligence and collaborate on threat detection and response.

This adaptive, flexible framework is crucial for protecting modern, distributed IT environments against increasingly sophisticated...



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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.



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Tech Trivia
Did you know that PDF is an acronym for Portable Document Format?

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