

NEWSLETTER



Has Your Email Been Hijacked?

A common complaint by many users in recent months has been spam emails appearing to come from their own accounts. Despite not knowing why, reports of friends, family, and contacts receiving spam email that appears to come from them has worried many people.

Some have had their accounts suspended or shut down by their service providers as a result. For many, this experience can be highly disruptive. It's a problem that can cause many issues in both your professional and personal life.

The key to defense is learning how these attacks happen, and figuring out what you can do to protect yourself and your contacts against them.

Hackers Using Your Email Against You

Scammers that send out spam messages are continually looking for ways to make the process faster, cheaper, and more efficient. It's the best way in which they can make more money every day by scamming unsuspecting victims for even more cash.

One of the most efficient ways they do this is by hijacking ready-made, trusted email accounts like your own. Hackers have several tools at their disposal to attempt to hijack your accounts.

Some of the principles which make email fast and easy to use means that details, such as those in the 'from' field, are easy to fake. A hacker might change

the information supplied to make it appear as if the email comes from anyone.

There's not much you can do to defend your email against such an attack. However, you can work to verify that an email, even one you expect to receive, does come from the person you believe it to. If your email provider flags up an incoming email as 'suspicious', or 'untrustworthy', it may well be.

Stolen Credentials

Hackers often buy large bundles of email addresses and passwords from the dark web. Leaked emails are often put up for sale following hacks of major companies and service providers.

The value of these details comes from passwords being unlikely to have been changed, the details attached to them are trusted, and often get hackers access to additional services too.

How To Detect an Email Intrusion

It can take a long time before you're aware that malicious hackers are using your details. You might even be the last person in your contacts to know.

The first sign to look out for is a large number of unexpected emails in your inbox. These are likely to be replies to emails you never sent in the first place. Out of office, automatic responses, people complaining about spam, and people responding to the email as if it were genuine may all come to you first.

Keep a close eye on unexpected emails appearing suddenly in either your inbox or outbox. A hacker may be spear-phishing someone that you do business with or trust. By acting as you, using your address and details, they may be able to divert payments or confidential information to their accounts instead.

Protecting Yourself Against Hackers, Attackers, And Hijackers

Sometimes your computer might have been compromised to give hackers access to your services. Malicious software may have infected your machine to steal data and infect your contacts.

Take extra care to change your passwords if you believe your email has been accessed by hacker. Use a different, more secure password for your email than you do for every other service. Your email account is often the key to accessing many of the services you use most.

Run a virus scan and maintain security updates if you think your computer could have been infected. Have your machine and services looked at by a professional if you believe there is a risk your data is being used.

If you think your email could have been hijacked, or your details used elsewhere, give us a call at 229-446-9641 to clean up today.

“MSPs can eliminate the drawbacks, sharpen up your systems, and allow your business to grow.”

What Can An MSP Do to Kickstart Your Business

Business today relies on technology in a way which we have never seen before. It makes up the core of almost every firm currently in existence. Today going digital impacts small companies more than large ones; it can make new opportunities possible and accelerate your path to success.

The advantages of modern technology to small business is likely to be present already within your firm, but so too are the disadvantages. Faster transactions, quicker payment, accurate inventory, and improved customer outreach serve to boost our capabilities. While complex set-up, systems management, and ever-present security threats hold us back from our full potential.

Managed Service Providers (MSPs) can eliminate the drawbacks, sharpen up your systems, and allow your business to grow to its full capacity in the modern business landscape.

What An MSP Does For You - There are a staggering number of systems a modern business is expected to keep tabs on today. Accounting, inventory, and timekeeping; on top of customer-facing services such as maintaining a website, managing social media, and processing online orders. It's simply impossible for every small business to keep up.

An MSP is an expert in the field, managing your IT services to give you the confidence your business is on the right track. If the core of your business relied on maintaining a fleet of vehicles, you would hire a mechanic to keep each one in top condition. Building your firm on modern technology should employ a similar strategy.

For your company, an MSP exists to keep your systems in their best shape to

generate maximum mileage for your business.

Tailored to Exactly What You Need - The key to unlocking near unlimited growth in your own company is to find out precisely what you need to operate to capacity. An MSP can provide consulting services to your firm to find out how your business can improve. Simple tweaks and minor changes are often all it takes to create a more streamlined, more productive, working environment.

Almost always, the smallest changes in the right places make the most significant differences. Working with technology, rather than fighting against it, provides your firm with the competitive edge to put you in control.

Technology That Helps Without Getting in The Way - An MSP can both enhance and protect your business by providing backup and recovery services that will safeguard your data and services against any disaster.

The nature of IT failures means they can appear to happen at any time. Whether hit by a natural disaster, criminal break-in, or IT outage; a severe failure at the wrong time can cost customers, money, and reputation. A high quality, effective MSP works in the background to guarantee uptime, recover from adverse events, and increase security against threats.

Technology That Keeps You in Business - A huge number of businesses, both high-profile and small owner-operated firms, have suffered massive client losses as a result of missing deadlines, losing data, or

exposing their customers to unnecessary threats. Clients are often left with little choice but to choose a firm that takes their data and privacy seriously.

One of the most significant benefits to managed services is regular, predictable support costs. Making regular and fixed payments to keep your IT in good shape protects against major and unexpected blow-outs in the monthly budget.

By monitoring systems, diagnosing issues, and maintaining technology, many of the problems that cause unexpected downtime and data loss can be avoided altogether. Preventing problems before they happen saves you money, but more importantly maintains your business reputation too.

An MSP Working For You - Increasing your potential, reducing your costs, and protecting your reputation are all great reasons to incorporate a managed service provider into your business. You can effectively add a whole new department to your business without adding unnecessary management overhead.

By eliminating IT distractions that take you away from your core business, you are free to pursue activities that make your company great. Take up an MSP and return to doing what you enjoy most, the part of the firm you are great at, the reason you got into your business in the first place.

Let us do the IT we are great at, so you can build and run the business you have always wanted. Give us a call at 229-446-9641 to manage your IT services for you.





Is There A Safe Way to Use The Cloud?

“Storing data in the cloud means having easy access and very regular backups.”

Cloud technology has grown to new heights in recent years. Ten years ago 'the cloud' was jargon almost nobody was aware of, today it is a phrase used almost daily in offices worldwide. More and more businesses today are taking advantage of the huge benefits cloud services have to offer.

The sudden and widespread adoption of this new technology has raised questions too. Some want to fully understand what the cloud is before committing their vital company data to it. Most want to find out what the cloud can do for them. Everyone wants to know, is it safe?

What Is The Cloud?

The Cloud is an abstract name for an engineering principle that allows you to store, retrieve, and work on your data without worrying about the specifics of precisely where or how it is kept. Storing your data on the cloud essentially means saving it on a server without worrying about the fine details.

Your data may be stored on a single computer, or distributed across multiple servers all around the world. Most often it's stored across one or more data centers as close as possible to your physical location.

From the perspective of the end user, the big idea behind the cloud is that where data is stored ultimately doesn't matter to you. Your cloud server takes care of retrieving your data as quickly and efficiently as possible.

With cloud technology, you are free to forget about the specifics and worry only about the bigger picture.

Safety In The Cloud

Many people are concerned by the idea of their confidential data being distributed worldwide. Often, people imagine small unguarded computers being responsible for vital company information. In a cloud setting, almost nothing could be further from the truth.

The reality is more like many hundreds, or thousands, of computers stacked up multiple stories in height. Data centers make storing and securing data their entire business, meaning they employ high-level cybersecurity and back it up with top of the line physical security too.

Today, digital assets are treated with security previously used only for cash, or precious metals such as silver and gold. Walled compounds, security gates, guards, and CCTV protect physical servers from unwanted access. Redundant power supplies even protect services against unplanned outages.

A modern data center is many times more secure than an office server in your own building. The difference could be compared to storing your cash in a highly secured bank vault versus a lock box on your desk.

State of the art digital security encrypts data, secures transmission, and monitors services for intrusion too.

Cloud Convenience

Storing data in the cloud means having easy access and very regular backups. Staff across the entire firm can work on documents at the same time, save files, and transfer documents without

worrying about redundant copies and saving over previous versions.

The cloud acts, for your firm, as the ultimate productivity and security tool. Many firms haven't known they needed it until they started using it.

User Security

The most significant threat to your cloud security comes from the users. Creating a weak password or reusing an old one to access your cloud services, opens up your data to easy access by hackers.

Falling for a phishing scam, or accidentally installing malicious software on your computer gives attackers the single opportunity they need to strike.

Attacking a fortified, secure data center is almost impossible. Attacking a user with common attacks and weak passwords is comparatively simple. These issues can be guarded against and prevented with staff training, awareness, and simple security tools. A simple password manager can guard against a large number of the biggest threats to your firm.

In today's modern tech environment, the cloud is not only safe, it's very likely the safest, most reliable, and most secure way to store your critical data.

We offer a variety of cloud services to help your business. Give us a now at call at 229-446-9641.

Remote IT Will Create Tech That Works for You

There are few things as frustrating as IT issues getting in the way of your work. Even the simplest of problems can break your flow, ruin your productivity, and waste your time. IT should be working to boost your day instead of slowing you down.

Tripping up on a computer glitch can happen at any moment. Working to fix one can take hours. You might try a few steps that have worked before, ask a colleague for help, or try a web search to see what turns up. All of these take time from you or your colleagues, and often make the original problem worse.

When you outsource your help desk, your IT problems become our IT problems. We take charge of righting the ship to keep your tech on the right track.

Setting Up Your Business for Success

Many businesses try a break/fix model to deal with IT issues. This means waiting for problems to happen before contacting IT to resolve them. Break/fix adds costs and downtime to every IT issue as they happen. To us, this makes it an unacceptable long-term solution for business.

The process of scheduling a mutually suitable time to visit, diagnosing the issue, and resolving every issue on a case-by-case basis is massively time-consuming. Both IT technicians and in-house staff waste productive hours dealing with, often trivial, problems.

We think that time could be better spent building your business instead.

Your Personal Help Desk

When you outsource your IT help desk, you get a custom service dedicated to resolving your issues fast. Technicians with the knowledge and experience of years in IT can work without creating new problems or making the original issue worse. In modern IT, knowledge and experience is the key to successful solutions.

Many of the issues we resolve on a day-to-day basis are problems we have seen many times before on many different systems. IT is our business, and we know it very well.

How Outsourced IT Works For You

Outsourcing your IT means simply submitting a ticket to have issues taken care of. Having your own help desk to rely on means having help available exactly when you need it. Waiting on a local firm, or nearby technician to become available should be a thing of the past.

Queueing for an 'advisor', waiting on hold, and spelling out your problem over and over again is no fun for anyone. There should be better ways your time can be spent. There are certainly many ways firms can benefit more from ours.

Submitting an electronic ticket to resolve your issue is an easy, one step, process. Detail the problem once, email the ticket, and you can return to your work. We'll call you back to work on a solution when the timing best works for you.

Managing Problems Remotely

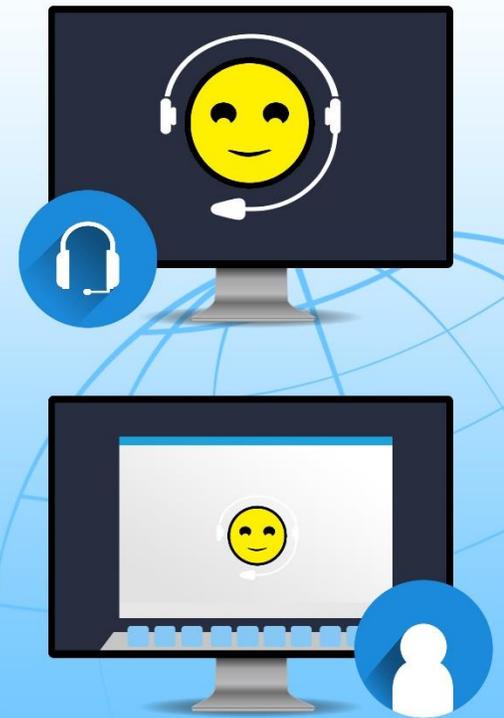
To resolve system issues, diagnose, update, or maintain systems, we often log in remotely and take ownership of the problem personally. We've found there is little advantage to wasting time asking staff to find menus, click on links, and tell us what they see. We get straight to the heart of the problem and fix it there and then.

Problems that tie up one or more machines for a long time can be scheduled for out-of-hours, holiday, or weekend fixes. Large, system-wide updates or upgrades can be done remotely when they won't get in the way.

For staff, updates appear to happen without anyone around to see them. You would be forgiven for thinking the IT is fixing itself.

Our golden rule is to make sure IT works for you, not the other way round. If you are wasting staff hours on hold, arranging meetings just for your tech, or structuring your day around simple problem solving, your firm could be upgraded in a flash.

Call us at 229-446-9641 or just submit a ticket and we'll sort out the rest.



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