

MTC TECH TALK

*For Humans
Not Geeks!*

Your resource for the latest technology updates and opportunities for your success.

How Co-Managed IT Could Fill the Gap and Save Your Business



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When you consider all the investments in your business that you can make as a CEO, you probably think to yourself, "Which investments will give my company the best ROI?" With that in mind, would you think of making a significant investment in bolstering your IT department?

It probably wouldn't be your first thought.

Many CEOs are understandably hesitant to throw a lot of money into their IT department because the ROI is more difficult to estimate. That said, though, consistently updating your company's IT services is becoming more and more crucial to the continued success, and indeed safety, of your company. Ransomware and other cyber-attacks are getting worse every day while many IT departments continue to get the short end of the budgetary stick.

While that all undoubtedly sounds horrible, you might be wondering just what you can do

about it. After all, you only have so much money you can invest back into your company's IT department.

What if there were a way that you could have access to the most up-to-date IT knowledge and software without having to shell out the upfront expenditure necessary to update your own systems, and without having to spend money and time on hiring and training more employees?

Good News! **Co-Managed IT** (or **CoMits** for short) can be your company's life preserver.

Engaging an IT Managed Service Provider for supplemental IT is a great asset for any organization. Even if you already have a (small) in-house IT staff. It happens a lot that the internal team is mostly busy putting out fire after fire, dealing with support issues. Just that alone often gets overwhelming. They know there are other things that they can and should deal with, but they simply don't

have the time. Having extra outsourced support allows them to focus on fixing the day-to-day technical issues that their co-workers are experiencing while resting assured that the backend of your business technology is securely taken care of.

Co-managed IT is a flexible system for keeping data for your company, employees and clients safe from cyber-attacks while assisting your team in your daily operations where needed.

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Think of it as “filling in the gaps” that your current IT department (try as they might) struggle to fill.

For instance, say your current IT department is great at taking care of the day-to-day fires that inevitably come up in a normal workday, but they struggle to get to the “important but not urgent” task of updating your company’s cyber security and creating data backups. Maybe it’s the other way around, where your IT department is very focused on security, but they struggle to find time to assist employees with password resets and buggy programs. Maybe neither of these cases describes your IT department, but they still need better access to the tools and software to protect your company’s sensitive information. Or maybe your company is going through a period of rapid expansion,

and you just don’t have time to build the kind of IT infrastructure that would best serve your needs.

Regardless of what your IT department’s current needs are, co-managed IT can be the perfect solution and we can help. As an outsourced **IT partner**, we can not only provide your internal team with the tools and solutions they need (but may not have access to), but we can also give them an extra pair of hands to help with (day-to-day) tasks.

A good CoMits partner goes beyond supporting your IT department only. It functions as a true partner in business. Getting involved in every aspect of business where we can help and add value. Helping companies grow their IT infrastructure and moving them forward with up-to-date technology solutions.

Make no mistake, a CoMits solution is not meant to replace your current IT leader or team. In fact, we rely on their expertise about your systems. That’s what makes up the “co” in “co-managed IT.”

We know that investing in IT does not create an obvious ROI for your company, but trust us, the consequences of not having up-to-date IT services if (or when) hackers steal your sensitive data could financially devastate your company – or even end it altogether. Take some of the pressure off your team and leverage the tools, knowledge, and capabilities of a Managed Service Provider. Co-Managed IT can be a powerful way to augment existing IT staff and bring you peace of mind.

Check out this article to find out more: <https://www.meetingtreecomputer.com/tech-tip-15-6-reasons-why-in-house-it-needs-support-of-an-mps/>

Your Tech Tip of the Month



Lower Expenses and Minimize Downtime with Virtualization

There are many advantages to Virtualization, such as cost, efficiency, uptime, and energy savings. But what is Virtualization, how does it work and is it something that could benefit your business?

This month’s Tech Tip answers these 3 most frequently asked questions:

Tech Tip: <https://www.meetingtreecomputer.com/tech-tip-65-the-top-3-virtualization-questions-and-answers>

What Repeat Tasks Could You Automate?



Do you often find yourself performing the same actions over and over again? Perhaps they're important tasks that need to be done on a regular basis. But, ugh, they're so tedious.

Think of the time you could save if you didn't have to do them. And the collective time your team would save if they didn't have to do repeat tasks.

Removing boring repetitive tasks is great for morale – both yours and your staff. So why not automate as many of these actions as you can?

When you look at task lists with an attitude of “remove it by automating it”, you'll spot lots of of repeat jobs you never need to do again. Tasks in payroll; parts of your HR; customer support; management – and even your marketing.

There are hundreds of tools available that will integrate with your current apps and systems. Like Teams, Outlook, and your CRM. They'll speed things up and save you time and effort.

Want to see how automation could help your business? Talk to us. We can suggest the apps and tools to use with your current systems, to automate more, faster.

Introducing: Windows 11

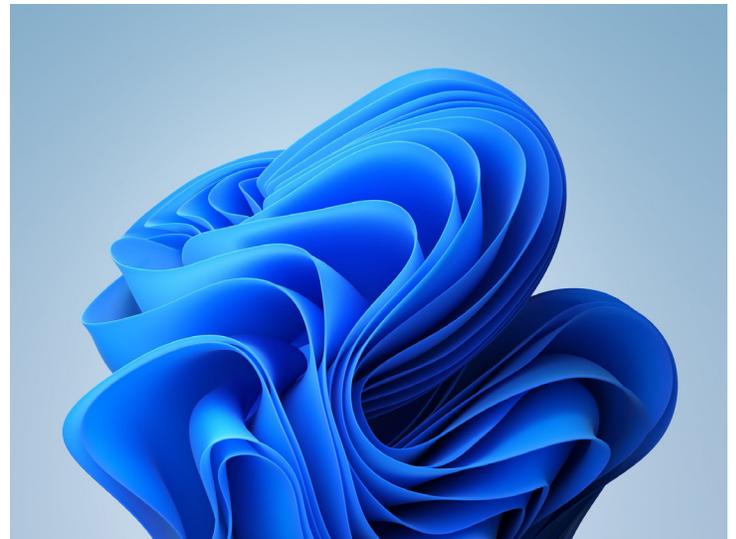
We're really looking forward to the launch of Windows 11 in the next few months. It will be introduced as a free upgrade to Windows 10, which is great, but are your devices ready for it?

Microsoft has changed the minimum system requirements needed to run its operating system if you're upgrading from 10 to 11. And that's created a headache for a lot of people.

On the plus side, the changes mean you'll get increased security, reliability, and compatibility. But it does mean that some of your devices might not be up to spec to upgrade.

Here are the minimum hardware requirements the new OS requires:

- An Intel Core processor from 2017 onwards. Or AMD Zen processors from 2019 onwards
- 4GB of RAM
- 64GB of hard drive storage
- Oh, and it all hinges on having a TPM (Trusted Platform Model) 2.0 chip



While Windows has required all its devices since 2016 to have the TPM chip, many of them haven't been activated. And that process is... technical, to say the least.

If this is all nonsense to you and you're not sure where to start, contact us and we can check your devices for you. Just give us a call at **(845) 237-2117** or drop us an email: eshanker@meetingtreecomputer.com

Would You Know If You Were Being Smished?

Ooof... you'd hope so, right? Sounds uncomfortable. But push away whatever image that word has put in your head and turn your attention to your mobile phone.

Smishing is the text message version of phishing.

What's phishing again?

It's where criminals send you an email, pretending to be someone else (like your bank), to try to get sensitive information from you.

Just like with phishing, smishing attempts are not always as easy to spot as you might think.

Most of them pretend to be sent from a recognized business - like your network provider, for example - rather than just a random number. Some look like they've come from someone you know personally.

They'll ask you to click a link to take an action, like checking your monthly bill, updating your account information, or maybe to pay a bill. It's usually the kind of message you would expect to see from that business.

But if you click that link... you've potentially given them access to your device. And that means they may have access to your data, passwords, and any other information stored on your phone.



Terrifying.

Protecting yourself is really similar to the way you'd deal with a phishing attempt on your email:

- Never click on any links unless you're certain the sender is who they say they are
- If you're unsure, contact the company (or person) on their usual phone number to verify
- And if an offer seems too good to be true, it usually is (sorry, you didn't really win the competition that you never even entered)

Consider this our **number one most important golden rule**: Never click a link if you're not expecting it. Wait to verify it with the sender first.

I've noticed a new administrator on my network, but don't know who it is ...

If you've checked around the business and no-one has created the new administrator account, speak to your IT support partner, immediately. This may be a sign that you have an intruder in your network, waiting to launch an attack.

Teams notifications are distracting me from my work, can I stop them?

Yep, just turn them off! You can set your status to Do Not Disturb, which will stop anything bothering you. Alternatively, you can now make yourself invisible, by appearing offline when you really want to get your head down and work.

A really important document has disappeared from my network. Can I get it back?

If you have a daily or continuous back-up in place it's simply a case of retrieving a copy of your document. If you don't have a back-up you may want to establish how the file has disappeared. A good IT support partner should be able to guide you through this (also, get them to sort out your back-up).



Repair Or Replace? 7 Signs That You Need A New Computer

It's always tempting to hold back on purchasing new IT equipment. Yet it can sometimes cost you more if you hang onto equipment for too long. Did you know that if a device is more than 3 years old it's cheaper to buy a new one?

- A 5 year old PC could cost twice as much to run as a new one
- A 4 year old PC suffers 55% more security incidents than in its first 3 years

It's all about getting the balance right. Between equipment that can be repaired and will happily last another couple of years - versus slow, unproductive equipment that really needs to be replaced. Read our brand-new guide now. And you'll learn 7 signs that will tell you whether you need new computers: <https://bit.ly/MTC-Repair-or-Replace-PDF>

This is how you can get in touch with us:

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