THE DOWNLOAD

GLASSEN TECHNOLOGY SERVICES

From the Desk of Curtis Glassen

Though it seemed it couldn't get worse, 2020 is already shaping up to be the year of Ransomware. Businesses and municipalities everywhere are being hit with Ransomware and experiencing days or even weeks of downtime.

I strongly encourage all of our customers to take advantage of our free cyber security training. For those who have run through this training and want to take it a step further, we also have the ability to perform "simulated phishing attacks" on your organization to help indicate which staff members may need to brush up on their training.

Dedicated to keep our customers safe-

~Curtis Glassen

SECURITY SPOTLIGHT:
The Importance of Laptop Encryption

Encryption is the coding of information – often for the purpose of making the data unreadable by an unauthorized user. The only way to access encrypted data is with a password and decryption key. Data encryption is a fairly straightforward and transparent process. We suggest that every mobile device be encrypted as a simple, yet highly effective measure of network security.

Why Encrypt My Laptop?

If your laptop is lost or stolen, you aren't just out an expensive device. Whoever has your device has access to all your information – even if it's password protected. An attacker can remove the hard drive, put it into another computer, and access your data - no password required.

If the culprit gains access, they have your personal information and your company's private data. Furthermore, it's likely that they can break into your email. With access to email, they can hack any other accounts associated with it.

Bitlocker Encryption

Bitlocker is an encryption system that comes with Windows 10 Pro. It turns all your computer's data into jumbled codes. The codes are only decipherable with the decryption key. So, even if a criminal gets your device, they can't access your data without the encryption or login password.

Login & Encryption Passwords

When creating a password, it's important to make it something that isn't easily guessable. When we setup the encryption password - which is a long random key that is seperate from your login password, we save this within our documentation. Just like any company computer - please make sure company data is saved on the company network drives to ensure that it's backed up!

We can help with the encryption of your mobile devices. The process doesn't take long and can be scheduled for your convenience. Ready to encrypt your device? Email: support@glassen.net

Share Your Experience on Google

Google reviews help perspective clients gain insight before actively persuing a new business.

Do you have a few spair minutes to share your experience with Glassen technology Services?

Visit Glassen.net/review

And to say *thank you*, we'll stop by your office with freshly-popped popcorn!

Pop Corn

Enjoy Freshly popped popcorn for your whole office!

Monthly Phone Bill Savings:
$820/month

Project ROI:
14 months

~Stats courtesy of Mike Wentz
CFO, Korndoerfer Homes

Korndoerfer Homes: Sturtevant, WI

Korndoerfer Homes is a Wisconsin-based home builder, specializing in single-family home design. We've had the pleasure of handling the IT systems for the Korndoerfer team for nearly 5 years. When they wanted to move away from their TDS VoIP phone system, we were there to assist with a new 3CX VoIP phone system.

Switching to a 3CX VoIP Phone System

Monthly Phone Bill Savings: $820/month
Project ROI: 14 months

In addition to incredible monthly savings, they also gained many new phone features. Additions include (but not limited to):

- Remote phone capabilities
- Mobile phone clients
- Headset connectivity
- Call recording for customer assurance

Are you interested in switching to 3CX?
Call us today for a free quote: (262) 806-7286

HELPDESK TECH TIP:

Should I Remove Local Admin Rights?

The security and preventative maintenance of your IT system is our number one priority here at Glassen Technology Services. Rather than simply fixing a problem once it arises, we strive to create solutions that stop downtime in its tracks. One key tool in this process is the restriction of local admin rights.

Why We Advocate Against Local Admin Rights

When given local admin rights, a user can add/delete just about anything on their workstations. Given this freedom, employers are opening the door to viruses and ransomware, installation of unauthorized software or malware, and ultimately- causing downtime to the system when repair becomes needed.

Local admin rights also allow users to install remote access software without company authorization. Businesses that don't provide users admin rights have proven higher levels of security. The switch may seem painful at first, but the reward in doing so far outweighs the trouble.

We understand that many employers and their staff don't want to "lack control". That's why we're here to debunk the idea that doing away with local admin rights means eradicating the control that you have over your IT systems.

Common Customer Concerns

"We need them in order to load our programs."

As your IT service provider, we can add any needed programming. Most often, IT security breaches are caused by an employee who unknowingly downloads or installs viruses or malware. System invaders can hide in the form of programs that you believe to be safe. By leaving the installation to us, you can maintain confidence in programs' legitimacy. Additionally, we prevent the downloading of unauthorized software.

Photo: Weighing the pros and cons of local admin rights

"We need to install updates."

Installing system updates is a part of our management IT services. We regularly check for updates and install them when you are away from your workstation.

"It's our network. We don't want to feel held hostage."

We have no interest in holding anything "hostage". We fulfill all requests to provide access to our documentation platform that holds all equipment passwords etc. We're here to assist with anything you would like to gain access to, download, or remove from your workstations.

In Conclusion

Please remember that we're here to assist at any time. By taking the minor extra step of going through us, you can help us continue to preserve the integrity of your IT systems. Our job is to implement best IT practices while keeping your system current, secure, and up and running- and we promise to continue doing so.

If you have any further questions about local admin rights, or to check on the status of your company's local admin rights, contact our team: support@glassen.net

Photo: Plantronics wireless headset and base

Plantronics Wireless Headset System

Are you a fan of wireless freedom? With the right tech, you can cut the phone cord and take your important calls anywhere in the office. One of our favorite phone accessories is the Plantronics Savi wireless headset system.

Features

- Link your desk phone, PC and cell phone with 3-way connectivity
- Take calls from up to 350 feet away from the charging base
- Can be used with the 3CX computer softphone
- Features a noise-canceling mic, premium audio, smart mobile routing
- Seamlessly transfer audio between headset and cell
- Includes wireless security measures like 64-bit encryption
- Variety of headset styles

3CX Releases Voicemail Transcription

3CX has released a useful new feature – voicemail transcription to email. Many customers already use the voicemail to email feature which sends the recorded voicemails to their inboxes. Now, 3CX has come together with Google Speech services to transcribe voicemails and deliver the text to your inbox along with the sound files.

Transcription allows you to check voicemails quicker than ever. Simply skim through text rather than listen to an entire message.

Transcription services are free for up to 60 minutes of VM per month, and $0.006 per 15 seconds thereafter. To set up VM transcription, email: support@glassen.net
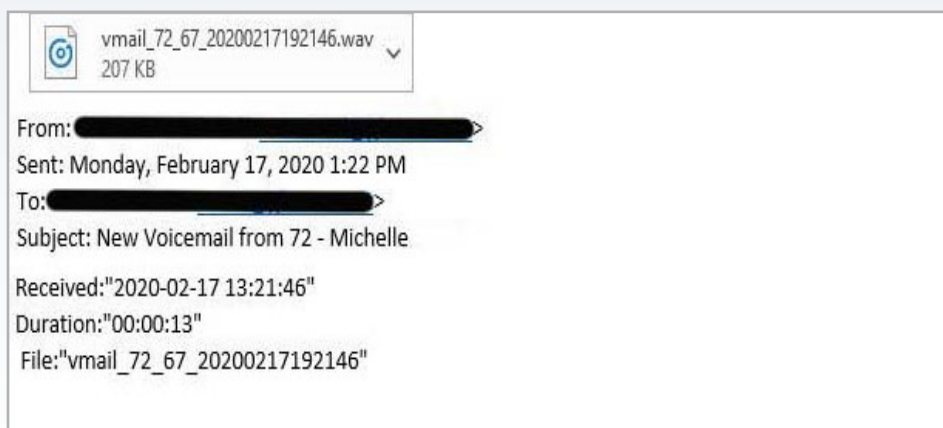

Photo: Transcription and sound file of VM sent to email

3CX Mobile App

The 3CX phone app is available on Android, iOS, Mac and PC. Bring your business phone anywhere- and never miss an important phone call again.

- Personal cell number is separate from 3CX extension
- Transfer calls to colleagues
- Perfect for remote employees
- Set your status to 'available', 'away', or 'out of the office'
- Secure and encrypted

Need assistance? We manage mobile apps- contact us today.

✉ info@glassen.net   📞 262-806-7286   f GlassenTechnologyServices   in Glassen-Technology-Services