

Your bi-monthly newsletter, written for humans not geeks

MAY-JUNE 2023

Channel Partner
EUROPE
LONDON

BITS & BYTES



Your IT has just been named one of the top Managed Service Providers (MSPs) in the world!

We received this prestigious recognition at the MSP501, the 'Oscars' of the IT support world, in a ceremony held at County Hall in London.

The MSP 501 is the largest and most comprehensive survey and ranking of managed service providers and IT companies in the technology industry. It's a big deal! Every year, partners from all over the world submit applications hoping to be named a Channel Futures MSP 501 winner. The data collected during the application process helps Channel Futures provide in-depth coverage of market trends, challenges, and opportunities in the MSP space.

The companies on this list are true leaders, providing innovative and influential managed services to demanding customers worldwide. It's incredible how they stood out among a staggering number of applicants who all boast about their technical expertise, growth-focused business models, and strategic partnerships with top vendors and tech suppliers.

Being included in the MSP 501 is a tremendous honour, as it's considered one of the highest and most prestigious accolades in the entire channel.

The application process is rigorous, ensuring that only the best of the best make the cut. Managed service providers who achieve the highest levels of performance based on their financials and business model focus are recognised.

Bob DeMarzo, Channel Futures' VP of content, emphasized the extensive research involved in creating the list. They carefully reviewed numerous applications from MSPs worldwide. Bob explained that while it's relatively easy to determine a list of MSPs based on revenue, their approach goes much deeper. They ask questions about the MSP's business model, including aspects like employees, productivity, and profitability. This unique approach makes the MSP 501 list truly special.

This year, a record number of entries were received, and 40 European MSPs made it onto the 2023 list. Your IT performed exceptionally well, securing the 15th spot in the UK, the 16th spot in Europe, and an impressive overall ranking of 232nd.

Congratulations to all of the Your IT Team for this fantastic achievement! It's a testament to their dedication, hard work, and commitment to delivering exceptional managed services.

DID YOU KNOW...

about Microsoft Edge flags?

Microsoft Edge flags are an experimental feature that can enhance your browsing experience. They make scrolling smoother, enable multiple items to download at once, and even allow you to choose a colour profile for your browser.

Enable them by typing `edge://flags` in your address bar and selecting the flags you'd like to trial.



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Technology update

Are you wasting money every month on unused software licences? Many businesses are, according to new research.

The study looked at more than 30 popular software tools and discovered that a huge 50% of all licences were not being used. Some of the most commonly lapsed licences are for Tableau, Trello, and Spotfire.

If you're not sure how to scan your network to check, get in touch and we'll help you.

INSPIRATIONAL QUOTE OF THE MONTH

"Get closer than ever to your customers. So close that you tell them what they need well before they realise it themselves."

Steve Jobs, Co-founder of Apple

Tech Facts

1

Nokia is famous for its phones, but it started out as a paper manufacturer in 1865

2

Think robots are androgynous? Think again. 'Android' comes from the Greek for male-like. The female equivalent is 'Gynoid'

3

NASA's internet speed is 91GB per second. That's about 13,000 times faster than most business's speed



NEW TO MICROSOFT 365

Working hours and location

New options are coming to Outlook that allow you to set more flexible working hours each day and specify where you're working from.

Everyone can see this so there's no confusion over when you're working (and when you're not.)

IT'S TIME FOR THIS MONTH'S TECH QUIZ

Yes, it's quiz time again!

What's the loser's forfeit this month?

- 1) What's the most widely used coding language for web development?
- 2) What do lots of people wrongly think Wi-Fi is short for?
- 3) What's the main function of a router?
- 4) What's the most widely used operating system in the world?
- 5) What do we use an IP address for?

The answers are below.

- 1) Javascript
- 2) Wireless fidelity. (Apparently, it doesn't actually mean anything!)
- 3) To direct traffic between networks
- 4) To address fidelity. (Apparently, it doesn't actually mean anything!)
- 5) To identify a device on a network



Don't forget your phone security

It's common for people to rely on their personal phones to keep in touch at work.

That's not always the best idea, and there are lots of good reasons to provide company phones to your team (would you want to own the number and block access to sensitive data if somebody left?)

But whoever owns the device, you need to make security your top priority. Cyber criminals know how much valuable information lives on our mobiles, and they're making phones a target.

If you don't already have a mobile security and management strategy in place, it's time you did. **Here are our top 5 ways to keep phones secure:**

Set minimum upgrade requirements

Cyber crooks and device manufacturers both work in three-year cycles. That means that, as threats evolve, so do the protections that address them. Upgrade devices to follow this cycle, and even if you're using BYOD (bring your own device), enforce this rule if employees want to use their personal phone for work.

Implement Mobile Device Management

MDM allows you to track the location of devices, lock/wipe their data remotely, and can help you access remote support

for any issues. That means your data stays safe, even in cases of a lost or stolen phone. You can also create a list of apps that are to be blocked for security reasons.

Set up MFA (Multi-Factor Authentication)

Make sure all devices have biometric locks requiring facial or fingerprint ID to open them, and that all apps require MFA to log in. Only allow employees access to the software and files they need for their job.

Always update everything

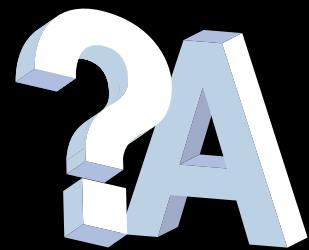
Like all your devices, phones need to have the latest updates installed as soon as they become available. If you have MDM in place, it's possible to schedule updates across the entire team at the same time – ask us for more info.

Regular awareness training

You should hold regular cyber security training for your team that includes mobile devices. Your people are your weakest link when it comes to security. Keeping them up to speed on security risks can improve compliance.

It's easy to overlook mobile devices when it comes to keeping your data secure, but it's a vital step in protecting yourself against cyber attacks.

For any help or advice, get in touch.



Q: I've deleted an important file – can I get it back?

If you've checked your recycle bin and it's not there, don't panic. As long as you have a working backup, your file should be recoverable. Just don't do anything else... call an expert (we can help).

Why do I keep losing connection to the office Wi-Fi?

It may be that your router is overloaded. Restart your device and try again. If that doesn't work, try connecting on another device – this should tell you if it's a device or router issue.

Business gadget of the month

Smeg DCF02BLUK Drip Coffee Machine

An office without coffee is like a day without sunshine... it's a lot less productive, that's for sure.

This Smeg filter coffee machine has a great retro look, and keeps the coffee hot for up to 40 minutes, making it a quick job to grab a fresh cup (if the last person to use it remembers to refill it!) Time saving, productivity boosting coffee? **Yes please!** Widely available, around £170



I've noticed a new Admin account appear on my network. How did that happen?

If no one in the business has created this account, you may have an intruder in your network. Contact your IT support to investigate it immediately.

This is how you can get in touch with us:

CALL: 0115 8220 200 | **EMAIL:** info@your-itdepartment.co.uk

WEBSITE: www.your-itdepartment.co.uk

