Amidst the disruption and uncertainty related to coronavirus, please be assured that CTTS is here and ready to help meet your business technology needs.

As a critical partner to your business, we understand that limiting any impact this health event could have on our service to our Clients is imperative. We are intensely focused on our efforts to maintain a safe, healthy work environment for our employees and to sustain our business operations.

Security, safety and well-being is integral to our products, business processes and infrastructure. We have a robust Business Continuity Plan in place that is committed to keeping our operations running smoothly so that we can provide you with the best possible service.

In this special edition of our Technology Monthly Newsletter, we're bringing you the top technology tips an insights to help you and your company during this difficult time, so that your business can not only survive, but thrive.

For a more information and free resources for your company, visit our website at: **https://www.cttsonline.com/covid19/**

Contact us anytime: (512) 388-5559
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This monthly publication provided courtesy of CTTS, Inc.

How To Quickly Shift To A Work-From-Home Business Model To Maximize Productivity In Today's Coronavirus Environment

As a business owner today, you are now facing unprecedented challenges to help deal with the coronavirus pandemic. You are asked to self-isolate and practice social distancing to "flatten the curve." You are asked to allow your employees to work from home to reduce possible exposure and slow the spread of COVID-19.

These are all reasonable requests. However, as a business owner you also need to maximize productivity, bring in revenue and try to grow your business in these demanding times. How can you accomplish these goals when your office is now a ghost town and productivity has fallen off a cliff?

The answer lies in setting up your office to function remotely. If you've never implemented a work-from-home policy before, it may seem like a whole different world.

Managing an entirely remote workforce goes far beyond giving your employees a laptop and reminding them to check in every once in a while.

After all, there are many factors most business owners haven't ever had to consider, such as:

- What technologies do I need?
- How can my employees work from home without compromising the security of our network?
- How can I make this new work environment as easy, comfortable and productive as possible?

We understand these are unique times. We know that "business as usual" is going to be quite different for an undetermined amount of time. But together we can help you adjust to today's new normal by giving you the tools, technologies and insights to create a secure and productive work-from-home business environment. Here are three important considerations to getting you set up and running a successful work-from-home business:

1 Don't allow employees to use home computers or devices. Their mindset may be, "Well, I'm working from home so I may as well use my

home computer." This is a dangerous mistake. Our team works hard to ensure your company computers and network are secure and protected from malware, viruses and cyber-attacks. Their home computers and devices could be littered with tons of downloaded music, videos, images and more. Because it's more exposed, it can invite malware into your network. Rather, provide a company-approved and secured computer/laptop for employees to use at home.

2 **Secure their WiFi access point.** Without a secure WiFi access point, you're essentially leaving a back door open to hackers. That's because WiFi signals are often broadcast far beyond your employees' homes and out into streets. Yes, drive-by hacking is popular among cybercriminals today.

A few tips for securing your employees' WiFi access points:
• Use stronger encryption and a more complex password
• Hide your network name
• Use a firewall

These security measures are not difficult to set up. But if you have any questions or need assistance, we will be happy to help get your employees set up remotely.

> **"because we have the technology and infrastructure in place, we are still surprisingly productive."**

3 **Use a two-factor authentication VPN.** VPN stands for virtual private network. It's essentially a private, encrypted tunnel that goes direct to your IT network in your office. Ideally, you'll want your VPN to support two-factor authentication. This means it's doubly secure because your employees will need to call in to access the network. If you don't have a VPN for your employees to use, you can consider

other services, such as GoToMyPC or Zoho. While these products are not as secure, at least they keep your home network from being exposed.

As business owners ourselves, we too are having to pivot and work differently than we ever have before. However, because we have the technology and infrastructure in place, we are still surprisingly productive.

Our team wants to help your business survive and thrive during today's unique environment. If you and your IT team need extra hands right now…or solutions to help your employees work SECURELY from home…we have software tools, expert staff and resources we'd like to offer you to keep your business as productive as possible.

Here's my direct line if you wish to book a quick 10- to 15-minute call to discuss: (512) 717-9061 or feel free to send me an email: Josh.Wilmoth@CTTSonline.com.

Please know that this is not a sales call but simply an outreach to help a fellow CEO stay afloat.

FREE REPORT:
Critical Facts And Insider Secrets Every Business Owner Must Know Before Installing A 'Virtual Network' To Allow Employees To Work From Home, On The Road, Or From A Remote Office
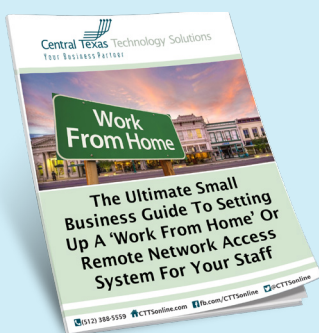
As government agencies are recommending social distancing as the nation's #1 defense against the spread of COVID-19, we know that many companies will be taking these precautions by allowing employees to work-from-home.

In light of this unexpected situation, we have created a report to offer some insight for the ultimate work from home gameplan!

I encourage you to take advantage of this report and act on this information today.

To download your free work from home gameplan, visit: www.CTTSonline.com/covid19/ or call (512) 388-5559

5 Steps To Rise Above The Fear Of COVID-19 And Focus On Growing Your Business

In a matter of just a few short weeks, we have gone from living how we've always lived to changing just about everything we do. Schools are out for weeks if not months; cruises have stopped sailing and air transportation may be next; bars and restaurants are closing; sporting events are nonexistent and so many people are now unemployed. If you watch the news or follow social media and see the number of infected keep rising, you can't help but wonder when (or if) life will return to normal.

As a result of these unprecedented life changes in such a short amount of time, so many people today are frozen in fear. They don't know what they can do and what they can't do. They're numb, fearful and questioning everything.

I believe that the accomplished and determined business owners in our world are facing a unique brand of fears: Will I lose sales and revenue due to the coronavirus? What if I have to lay people off? How can I keep my team and keep them working hard? How will I continue to provide for my family? How long will this last?

Here are five steps you can start taking now to stop being frozen in fear and move forward with your business, your family and living your life.

Step #1: Communicate Often
You should make an effort to constantly communicate with all of your stakeholders. From your employees to your customers to your partners and vendors, stay in communication with them to share how your business is doing and how you can continue to serve them.

While in-person visits may not be ideal at this time, you can always resort to the good ol' phone, e-mail, videos or webinars. You can bet that if your customers aren't hearing from you, they are hearing from your competitors.

Step #2: Be a Valuable Resource
While money is always important, now is the time to be a trusted resource and friend to your clients and prospects. People today need bold solutions. If you're actively bringing solutions to your clients, you become a valuable resource. If they're simply writing a check and never hearing from you – especially in today's environment – you'll be first on the chopping block when they have to cut expenses.

Step #3: Lean on People
It's ironic that the one time we need people more than ever before, we are supposed to socially distance ourselves and stay in our homes. Through video conferencing and web conferencing, work together with your team, your partners and your Accountability Groups to lean on one another. Because nobody has gone through anything like this before, nobody has all the answers. But as a collective group, you will find most every answer you need.

Step #4: Be MORE Than a Businessperson
They may be your employees, your colleagues and your clients. But they are PEOPLE first. And just about everyone you interact with in your business world has endless stresses when the workday is done. Their kids are home from school all day getting into who knows what. They're worried about going to the supermarket and if there will be meat and toilet paper. They're concerned about keeping themselves and their family healthy.

When your clients and prospects start to see you not just as an IT services provider, but as a friend and someone who truly cares, that's when they want to do business with you for life.

Step #5: Be Informed But Not Obsessed
People were glued to their TVs for weeks after 9/11. As a result, although they were informed, they were also more stressed, depressed and fearful. Don't do that to yourself. Yes, it's prudent to know how to "flatten the curve" and protect your family, but watching too much news or social media right now can dominate your thinking and actions. That can negatively impact your business.

During this otherworldly pandemic, it's good to have a little fear. To keep us safe. To keep us making good decisions. However, if you want to ensure your business is stable and growing, to help your family cope and get through this, you should take these steps to rise above the fear.

If you need immediate IT support or if you need help in setting your business up so your employees can work remotely from home, contact us today: (512) 388-5559.

Cybercriminals Are Counting On You Letting Your Guard Down During This Global Pandemic – Here's How To Stop Them

While it may feel like the entire world is slowing down during this pandemic, there is one group that is not slowing down at all. Cybercriminals and hackers are probably working overtime to strike during a global crisis while the world is distracted trying to make sense of this new normal. We fully expect that in the upcoming weeks the headlines will change from COVID-19 accounts to stories of a frenzy of cyber-attacks on corporations and small businesses.

Here are solutions you can implement now to help protect your business data, money and productivity:

1. Be More Suspicious Of E-Mail.
Because people are scared and confused right now, it's the perfect time for hackers to send e-mails with dangerous malware and viruses. At this moment, your in-box is probably filled with "COVID-19" subject lines and coronavirus-focused e-mails. Always carefully inspect the e-mail and make sure you know the sender. There's a cdc-gov e-mail address out there now that's not legitimate and is spamming in-boxes across the country.

Avoid clicking links in the e-mail unless it's clear where they go. And you should never download an attachment unless you know who sent it and what it is. Communicate these safeguards to everyone on your team, especially if they are working from home.

2. Ensure Your Work-From-Home Computers Are Secure.
Another reason we expect a rise in cyber-attacks during this pandemic is the dramatic increase in employees working from home. Far too many employers won't think about security as their team starts working at the kitchen table. That's a dangerous precedent.

First, make sure your employees are not using their home computers or devices when working. Second, ensure your work-at-home computers have a firewall that's turned on. Finally, your network and data are not truly secure unless your employees utilize a VPN (virtual private network). If you need help in arranging your new work-from-home environment, we would be happy to get your entire team set up.

3. Improve Your Password Strategy.
During crises like the one we are all facing right now, your passwords could mean the difference between spending your time relearning how to grow your business and trying to recoup finances and private data that's been hacked. Make a point now to reevaluate your passwords and direct your team to create stronger passwords.
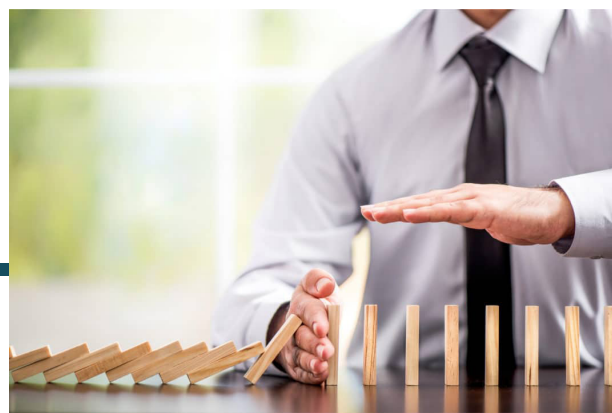
Also, while it's so convenient to save your passwords in your web browser, it also lessens your security. Because web browsers simply require their own password or PIN to access saved passwords, a skilled hacker can bypass this hurdle. Once they access your saved passwords, they can steal as much as they want – credit card information, customers' private data and more!

Instead, you should consider a password manager to keep all of your passwords in one place. These password managers feature robust security. A few options are [LastPass, 1Password and Keeper Security Password Manager].

You, your team and your family have enough to concern yourselves with in regards to staying healthy, living a more isolated lifestyle and keeping your business strong. There's no need to invite in more problems by letting your computer and network security slide during these times.

If you need additional security advice or would like to have a consultation to discuss how to keep your data safe, simply connect with us today.

Tech Tip #165:
6 C's To Make Working From Home Work For You

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Tech Tip of the Month:
6 C's To Make Working From Home Work For You

As we all continue to work from home, we'd like to help make sure everyone has a productive, safe, and efficient work environment.

Here are 6 tips to make working from home a simple and secure experience...

By Jamie Myers

Read it Here: http://bit.ly/Tech-Tip-165