



CTTS TECH TALK

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Summer is a time when business leaders want to step away, recharge, and trust that the company can keep moving without them. But that same season can also create risk when key people are out, routines change, and employees are left making quick decisions without clear guidance.

In this month's TechTalk, we are looking at how to build a business that runs safely and efficiently when you are not in the room.

Inside this issue, you will find practical guidance on protecting your company while leaders take time off, using AI to reduce routine work, and putting the right guardrails in place so your team can move faster without creating unnecessary risk.

The goal is simple: help your business stay productive, protected, and prepared, even when summer schedules pull people in different directions.

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TECH NOTES FROM JOSH WILMOTH

Can Your Business Run Without You This Summer?



“The companies that get breached this summer will not be taken down by some genius hacker. They will be taken down by a helpful employee who did not want to bother anyone while the boss was out.” Josh Wilmoth, CTTS

It is June, which means a lot of you are hoping for a real break. A few days where the phone stops buzzing, the inbox can wait, and someone else carries the load.

I want that for you. I also want you to come back to a business that is exactly where you left it.

When You Slow Down, They Speed Up

Attackers know summer schedules create openings. People are out, teams are thin, and nobody wants to interrupt a vacation over something that “seems routine.”

That is exactly when social engineering works. Many recent attacks did not begin with brilliant code. They began with a phone call from someone who sounded official, created urgency, and talked a real person into handing over a login.

Small and midsize businesses are not too small to matter. They are often targeted because defenses are thinner, updates are behind, and employees are stretched.

Let AI Carry The Routine. Just Do Not Let It Carry Your Secrets.

AI can take real work off your plate. It can help answer routine emails, summarize updates, organize information, and keep work moving while you are gone. But speed without guardrails creates risk.

A customer list gets pasted into a free tool. Financials get dropped into a chatbot. Nobody means any harm. They are trying to move faster and do good work. But private data can quietly walk out the door.

The Real Fix Is Boring, And It Works

Stepping away safely is not about being reachable every minute. It is about having systems, people, and rules in place before you leave.

That means watching for strange logins, training your team to verify requests, using approved AI tools, keeping updates current, requiring extra login protection, and making sure backups actually restore.

Three Questions Worth Asking Before You Book The Trip

If a stranger asked for a login, would my team know to stop and verify?

If my team is using AI, do I know what information they are putting into it?

If something went wrong while I was unreachable, would it get caught quickly?

How CTTS Helps

CTTS helps businesses across Austin, Round Rock, Cedar Park, and San Marcos move from reacting to problems to preventing them.

We watch the systems, train the people, put guardrails around your tools, and make sure that when you step away, nothing important steps away with you.

Your Next Step

Schedule a quick discovery call with CTTS and let us pressure test what happens to your business the moment you log off.

Visit CTTSONline.com or call us at (512) 388-5559.

ADVANCED TECH

Cybersecurity Protection When Business Leaders Take Time Off



This does not mean your team is careless. It means people make the best decisions they can with the information and process they have. When the usual decision-maker is unavailable, employees may feel pressure to act quickly, avoid bothering leadership, or solve the issue on their own.

That is exactly what hackers count on.

Your business should not depend on one person being available to stay secure. A strong cybersecurity plan should continue working whether you are at your desk, in a meeting, on vacation, or offline for the afternoon.

A more resilient approach includes:

- Continuous system monitoring
- Clear escalation procedures
- Multi-factor authentication
- Employee cybersecurity awareness
- Regular software updates and patch management
- Strong backup and disaster recovery planning
- Documented approval processes for sensitive requests
- Proactive IT support that does not wait for something to break

The goal is not to make leadership available 24/7. The goal is to make sure your team knows what to do, your systems are being watched, and potential threats are addressed before they become business-disrupting problems.

Before your next vacation, conference, or extended absence, ask one important question:

Would our cybersecurity plan still work if I were unavailable?

If the answer is unclear, it may be time to strengthen your defenses before a hacker finds the gap.

Schedule a 10-minute discovery call with CTTS and learn how your security coverage holds up when you step away.

Help Us Celebrate June Birthdays at CTTS!



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Every business leader needs time away from the office. You cannot be everywhere, answer every question, approve every request, and monitor every system at all times. Your business should be able to keep moving when you are traveling, attending a conference, taking vacation, or simply stepping back for a few days.

The challenge is that cybercriminals often look for those exact moments.

When key leaders are less available, normal oversight can slow down. Employees may hesitate before reporting something suspicious. Decisions may take longer. A strange login, questionable email, or unusual vendor request may not get the same immediate attention it would receive during a normal business day.

That small delay can create a big opening.

Cybersecurity incidents often begin quietly. A phishing email lands in an inbox. A fake payment request appears to come from a trusted vendor. A login attempt happens after hours. An employee clicks a link that looks legitimate. None of these situations may seem like a major emergency at first, but when no one is sure who should respond, the risk grows quickly.

A delayed response can lead to downtime, lost productivity, exposed data, compliance concerns, or financial loss.

BIZTECH

5 Tasks You Should Stop Doing Yourself and Let AI Handle



Many business owners lose valuable time to small, repetitive tasks that feel necessary in the moment. You answer the same emails, follow up on routine requests, check the status of projects, and create basic communications from scratch.

Each task may only take a few minutes, but together they pull you away from the bigger work your business needs from you. **AI can help.**

The goal is not to replace your judgment or remove the personal touch from your business. The goal is to let AI handle predictable, repeatable work so you and your team can focus on strategy, customer service, sales, and growth.

Here are five tasks worth handing off first.

1. Routine Email Responses

Many inboxes are filled with the same types of questions every week. Customers ask about availability, next steps, service details, appointment confirmations, or basic updates.

AI can help draft or respond to common emails using approved language and clear instructions. You still stay involved when a conversation needs your personal attention, but AI can reduce the daily interruption of routine messages.

2. Customer Inquiry Triage

When every customer request has to come through you first, response time depends on your availability.

AI can help review incoming inquiries, sort them by topic, and send them to the right person or department. That helps customers get faster responses and keeps you from becoming the bottleneck.

3. Internal Follow-Ups and Reminders

If your team depends on you to keep every task moving, your business becomes harder to scale.

AI can help track routine follow-ups, remind team members about deadlines, and prompt next steps at the right time. This improves accountability and gives you more time to focus on leadership decisions.

4. Basic Reporting and Status Checks

Most businesses have plenty of data, but it is often spread across email, spreadsheets, software, dashboards, and project tools.

AI can help collect and summarize important updates so you can quickly see what needs attention. Instead of spending time digging for information, you get a clearer view of what is happening and where action is needed.

5. First Drafts of Content and Communication

Starting with a blank page slows people down.

AI can help create first drafts of emails, proposals, blog posts, social media updates, internal announcements, meeting summaries, and customer FAQs. You provide the direction, review the draft, and make sure the final message sounds right.

AI gives you a strong starting point, but you stay in control of what gets sent.

Ready to build a more efficient AI-powered business?

Reach out today and schedule a 10-minute discovery call to find out how we can help.



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