CTTS TECH TALK

YOUR TECHNOLOGY NEWSLETTER

NOVEMBER 2026


JOSH


SARA


KURT


MICHELLE


CHAIM


KEN


KURT


CORNELIUS


SARONNA


ALEX


JENNY


DANNY



A well-planned IT budget should do more than account for next year's expenses. It should help your business avoid unexpected costs, eliminate wasteful spending, and make smarter technology investments.

Unfortunately, hidden expenses and overlooked security risks can make that difficult.

Inside this issue, we explore how a simple technology audit can uncover savings and strengthen security, reveal five hidden costs that may be draining your IT budget, and explain what your IT service provider should help you forecast for the coming year.

The takeaway is simple: Better IT budgeting isn't just about spending less. It's about planning ahead, reducing surprises, and making every technology dollar work harder for your business.

INSIDE THIS ISSUE

TECH NOTES



The Audit That Pays for Itself

PAGE 2

ADVANCED TECH



The Hidden Costs
Quietly Draining Your IT Budget

PAGE 3

BIZTECH



5 Things Your IT Service Provider
Should Help You Forecast

PAGE 4

CTTS, Inc. 557 S. Interstate 35, Suite 201, Georgetown, TX 78626
www.CTTSonline.com | (512) 388-5559



TECH NOTES
FROM JOSH WILMOTH

The Audit That Pays for Itself



"You cannot protect, or budget for, what you cannot see." Josh Wilmoth, President and CEO, CTTS

Fall finally arrived in Central Texas. The mornings in Georgetown are crisp, the evenings in Round Rock are perfect for a porch and a cup of coffee, and the air conditioner finally gets a break. I hope you are enjoying it.

Now let me ruin your coffee, just a little.

Researchers reported this month that attackers are using AI agents to automate cyberattacks. In one campaign, a single hacker reportedly targeted more than 1,200 websites and compromised over 100 organizations for about $50 per successful break-in. Check Point Research also reported AI-assisted ransomware attacks against 62 organizations, often using stolen credentials.

Nikkei and technology company PingCAP also disclosed breaches involving compromised login credentials. These attacks did not require sophisticated Hollywood-style hacking. They started with accounts nobody was watching.

Why This is a Budget Story, Too
Cybersecurity costs are rising because threats are evolving faster than ever. Attackers use AI to move quickly, which is why the security tools we manage monitor unusual behavior around the clock.

But technology alone is not enough. You also need to know what you are paying for and who has access.

Managing software licenses is simple with 10 employees. At 50 or 100, things get complicated. Employees leave, responsibilities change, and unused subscriptions keep renewing. With Microsoft raising prices on many plans this summer, wasted licenses cost even more.

Every forgotten account represents two potential problems: unnecessary spending and another opportunity for attackers.

The Three Step Plan
You do not need a major project. You need a consistent process.

1. Establish a baseline. Review licenses, subscriptions, and administrator accounts. Match each one to someone who actually needs it.
2. Close the gaps. Remove inactive accounts, eliminate unused licenses, and limit access to what employees need.
3. Make it routine. Schedule regular reviews to prevent unnecessary expenses and security risks from returning.

Our inside sales account manager, Jenny Jones, incorporates license and access checkpoints into your quarterly business reviews. For deeper conversations about AI, 2027 technology budgets, or business applications, our CTO, Kurt Rinear, provides vCIO services to help align technology with your goals.

Three Questions for Your Next Leadership Meeting

- When did we last compare our software spending against actual usage?
- Can we identify everyone with administrator access and explain why they need it?
- Are regular access reviews scheduled, or do we wait until something goes wrong?

If you cannot answer confidently, it may be time for a closer look.

What I Am Thankful For
As Thanksgiving approaches, I am reflecting on 2026 and the many things I appreciate. I am thankful for our clients who trust us with their technology, our dedicated CTTS team, and the opportunity to serve businesses throughout Central Texas.

I hope your Thanksgiving includes family, great food, and at least one good nap.

Let's make sure technology is not costing you sleep this holiday season.

Schedule a free strategy session with CTTS.
Visit **CTTSonline.com** or call (512) 388-5559.

Josh Wilmoth
President and CEO, CTTS

ADVANCED TECH

The Hidden Costs Quietly Draining Your IT Budget



As you prepare your technology budget for the coming year, don't assume every expense from last year still belongs there. Unused subscriptions, duplicate software, and outdated equipment can quietly drain money that could be better invested elsewhere.

Here are five areas worth reviewing before finalizing your IT budget.

Unused Software Licenses

Employees leave, responsibilities change, and subscriptions get forgotten. Review your software licenses regularly to make sure you're only paying for active users and applications your business actually needs. Even small monthly charges can add up to significant annual expenses.

Duplicate Technology Tools

Different departments sometimes purchase applications that perform similar functions. Review your company's software inventory to identify overlapping tools, such as multiple video conferencing, file-sharing, or project management platforms.

Consolidating applications can reduce expenses, but make sure each department's operational needs are considered before eliminating anything.

Software Plans That No Longer Fit

Are you paying for premium features, additional storage, or advanced capabilities nobody uses? Or has your business outgrown a basic plan? Review subscription tiers to make sure you're getting the right features at the right price. The goal is value, not simply the lowest monthly payment.

Forgotten Accounts From Former Employees

When employees leave, their software subscriptions, phone lines, and cloud accounts sometimes remain active. These accounts waste money and may create security risks if access isn't properly removed. Make account deactivation, license recovery, and equipment collection part of every employee offboarding process.

Aging Technology That Costs Too Much to Maintain

Keeping old computers and servers running isn't always the most economical choice. Frequent repairs, slow performance, and unexpected downtime can cost more than a planned replacement. Compare ongoing maintenance expenses and lost productivity against the cost of upgrading before deciding to keep aging equipment.

Spend Smarter, Not Necessarily Less

An effective IT budget isn't about cutting every possible expense. It's about making sure your technology investments support productivity, security, and business growth.

Before carrying last year's technology expenses into another year, take time to identify unnecessary spending and plan for future needs.

CTTS can help you uncover hidden IT costs, reduce waste, and develop a technology strategy that makes better use of your budget.

Call (512) 388-5559 or visit CTTSonline.com to schedule a conversation.

Help Us Celebrate November Birthdays at CTTS!



SARONNA



CORNELIUS

BIZTECH

5 Things Your IT Service Provider Should Help You Forecast



Your IT budget shouldn't start with a blank spreadsheet and a collection of educated guesses.

Your IT service provider already knows a great deal about your technology, including equipment age, recurring problems, software subscriptions, and upcoming support deadlines. Combining that knowledge with your business plans can help you avoid unexpected expenses and create a more reliable budget.

Here are five things your IT partner should help you forecast.

1. Equipment That Needs Replacing
Computers, servers, and networking equipment eventually wear out or become unreliable. Your IT provider should track equipment age, warranty coverage, and performance to identify what may need replacing within the next 12 to 24 months.

Planning ahead helps you prioritize purchases instead of facing several expensive replacements at once.

2. Technology Approaching End of Support
Older software may continue working after manufacturers stop providing security updates. Unfortunately, that can leave your business exposed to new vulnerabilities.

Windows Server 2016 reaches end of support in January 2027, while Office 2021 reached its deadline in October 2026. Your IT provider should identify these deadlines early and help budget for necessary upgrades.

3. Upcoming Renewals and Subscriptions
Software licenses, cloud services, cybersecurity tools, and equipment warranties all have renewal dates.

Your IT partner should help track these expenses, identify potential price increases, and review whether you're still using everything you're paying for. Eliminating unnecessary subscriptions can free up money for more important investments.

4. Recurring Problems That Are Costing You Money
Repeated computer repairs, slow systems, and unreliable networks can quietly drain your budget.

Your IT provider should recognize when ongoing repairs and lost productivity are costing more than a permanent solution. Forecasting those improvements helps you avoid expensive emergency replacements.

5. Technology Needed for Business Growth
Hiring employees, opening locations, or introducing new services often creates additional technology expenses. New employees may need computers, software licenses, security protection, and support. A new office could require networking equipment and connectivity.

Sharing your business plans early helps your IT provider account for these expenses before they become surprises.

Build a More Confident IT Budget
A good IT service provider doesn't just fix today's problems. They help you prepare for tomorrow's expenses.

At CTTS, we help Central Texas businesses identify upcoming technology costs, prioritize investments, and build budgets that support long-term business goals.

Ready to plan ahead? Call CTTS at (512) 388-5559 or visit CTTSonline.com to schedule a 10-minute discovery call.

Help Us Celebrate November Anniversaries at CTTS!



SARONNA

Central Texas
Technology Solutions

CTTS, Inc. 557 S. Interstate 35, Suite 201, Georgetown, TX 78626
www.CTTSonline.com | (512) 388-5559