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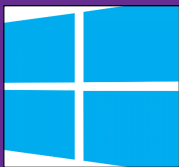
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How to Navigate Windows 10 and Find the App You Need



Your workstation is equipped with all of your necessary software

solutions, but sometimes it can be challenging to find a specific app. If you want to see a list of all applications on your device, Windows 10 makes it easy. The key to doing so lies in the Start menu. Now that the Start menu...



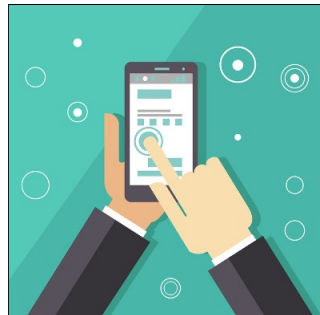
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Want to Go Mobile? Make Sure Your Device Management Software Has These 3 Features



Now that mobile devices have taken over the workplace, you need to consider the security of your business's data more than ever before. You need to think about which devices access certain data, as well as what they do with that data. In particular, you need to make sure that only your employees can access corporate information, and there are several ways to do so.

Here are three features that you need for your next mobile device management solution, and why they're important.

Remote Wiping

What would happen if your employees were on a business trip across the country, but lost their smartphone on a subway or plane? Chances are that you'll probably never see that device again. If you encounter this problem, what happens to the data that's stored on that device? Can you trust that whoever finds the device won't sneak a peek at its contents? Absolutely not. This is why you need cloud-based remote wiping built into your mobile device management solution.

You'll need the ability to remotely wipe your devices, especially in the event that you lose a device or have it get stolen on you. After all, you can never guarantee that the person

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How Much Time Do Your Employees Waste on Social Media?



Social media is a phenomenon that has invaded the business world in more ways than one. While it might be a great way to endorse your brand and communicate with your local prospects, it can be a huge distraction for your in-house workers. A new study by communications agency, We Are Flint, claims that 84 percent of adults in the UK use social media, and two-thirds of them use it every day--be it at the office or at home.

The provided statistics come from a report that assesses the United Kingdom's use of social media, though we think it's safe to say that the rest of the Western world has similar statistics.

- YouTube is the most commonly used social media site at 85 percent, while Facebook trails it at 78 percent.
- As for daily uses, people use Facebook (59 percent), WhatsApp (28 percent), and YouTube (27 percent) most commonly.
- Young people (18-29 years old) still use mostly Facebook and YouTube at 92 percent and 96 percent accordingly.

While this may not seem like such a shock, another survey from People Per Hour has shown that some workers are wasting away their workday on social media sites. Five percent of

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3 Ways Managed IT Can Benefit Any Business



Your business relies on technology to keep operations moving, but your technology relies on you to stay

functional. While many small businesses will choose to forsake an in-house IT department in favor of a self-service model, this is a costly maintenance practice that could put your IT in jeopardy. Instead, your organization should invest in our managed IT services, which have the possibility to show your business an entirely new way of managing technology assets.

Instead of taking a break-fix approach to IT, managed technology services take preventative measures to keep problems from escalating into major disasters. Here are three ways that managed IT services can help your business.

Cost Savings

One of the biggest ways you can save on your IT is by implementing managed

services. Due to the way managed services work, you get a service for a monthly fee. Now, compare this to the usual way of managing technology. When your technology breaks, instead of reaching out to a company that can diagnose and fix your problems for a steep cost, a managed service provider can administer the care needed as per your service level agreement.

Furthermore, the majority of problems can be prevented through careful maintenance and management, which is something that a break-fix IT provider won't tell you. After all, they profit from your technology consistently breaking down. Managed IT providers want to save your business money through preventative maintenance. This means minimal hardware replacements, as you'll only need to replace technology that's in danger of an imminent failure.

Less Wasted Time

Chances are that you don't have an internal IT department, and even if you do, it's probably buried in work that nobody has time to get to. When there's

too much work that needs to get done, it's easy to accidentally cut corners in order to guarantee that something of critical importance doesn't go unanswered. One of the most frequent cut corners could include the administration of patches and security updates, which are crucial if you want to keep your business safe from online threats.

Managed IT services give your administration or internal IT department a break from constant technology maintenance. Instead, the responsibility is outsourced to an MSP whose sole responsibility is the upkeep of your technology solutions. This lets you stay focused on operations without worrying about your technology.

Peace of Mind

We mentioned that some companies leave the management of technology up to their employees, but we failed to mention how dangerous this can be...



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who finds your phone will be a good Samaritan and return it to you. Granted, not everyone who finds your phone will be of a hacking variety, but you can never be certain, either. With remote wiping, you can clear any lost or stolen device so that you can know, with certainty, that your data won't be compromised.

Whitelisting and Blacklisting Applications

The fact that your employees are using smartphones and tablets to access corporate information should be enough for you to think about how this data is accessed by applications. For example, you don't want applications to access information that's unnecessary for their performance. Furthermore, you need to be cautious of malware that is

potentially distributed through the Google Play or iTunes store--especially for apps (like flashlights) that access information like contacts and text messages when they clearly don't need to.

A mobile device management solution lets you address this issue by whitelisting and blacklisting apps, restricting the flow of data to only the applications that you trust to handle your information. Applications will only be allowed to access data that's necessary for their function.

Cloud Syncing

The cloud is a great asset for businesses of all shapes and sizes, and it's logical to think that any organization which uses mobile devices can also take full advantage of the cloud's many features. You want your cloud solution to allow

for access to mission-critical data and applications, but to also distribute applications to those who need them.

Most importantly, you need to ensure that your mobile devices are all synced properly with the rest of your data. Your files could be edited by many users at the same time, so you need measures put into place to ensure that everyone is looking at the same version of the file. This means real-time cloud syncing should become a top priority.

To get started with a comprehensive mobile device management solution, reach out to Pulse Technology Solutions today.



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How Much Time Do Your Employees Waste on Social Media?

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men and 11 percent of women spend over 45 minutes of every hour using social media sites while in the workplace. In particular, Facebook is a major culprit—54 percent of workers post Facebook updates from the office. Yet, despite the incredulous amount of time wasted on social media, only five percent of workers have ever received warnings regarding their use of social media at work.

So, we'd like to ask the question again. How much time does your business waste on employees using social media? Chances are that it's a significant amount that needs to be addressed in

some way, shape, or form. Ultimately, it depends on what you, as a business owner, deem to be wastes of time. Marketing personnel likely need access to social media in order to do their jobs properly, and not all employees use social media in a wasteful manner. Therefore, it comes down to identifying problematic employees who aren't getting work done, but have plenty of time to tweet about an adorable cat video they just watched.

A content filtering solution is ideal for this purpose for multiple reasons. For one, it allows you to block access to social media on a per user basis. This means that you can designate who can

access sites like Facebook and YouTube, allowing your employees to do their jobs while keeping problem employees in check.

Furthermore, a content filtering solution can keep your employees from visiting dangerous websites that may try to steal sensitive information. It's a win-win, bolstering productivity and security in one fell thrust.

To learn more about content filtering, reach out to us at 239-362-9902.



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4 Ways a Unified Threat Management Can Help Your Business



The online business environment is a dangerous place, especially with threats such as viruses, malware, and worse, all hiding

in plain sight. Organizations need to take advantage of comprehensive security solutions that can cover all modes of attack, but finding an affordable enterprise-level solution can be challenging for SMBs. Thankfully, a Unified Threat Management (UTM) solution provides comprehensive coverage that today's businesses need.

To help you out, we'll discuss the four key UTM features in detail, including how each part contributes to your overall network security.

Firewalls

You can think of a firewall like a bouncer for your network. A firewall is essential for every user to have, especially those handling corporate data. Firewalls analyze the data flowing into and out of a network. This helps to ensure that only data that's safe enters your organization's IT infrastructure, while keeping threats locked out and promptly

eliminated so as not to spread across your network.

Antivirus

In comparison to the firewall, antivirus solutions focus on eliminating threats that have already made their way into your network infrastructure. With the proper threat definitions, antivirus can detect and eliminate most known variants of threats, such as viruses, malware, spyware, and more.

Content Filtering

Content filtering is another preventative measure that focuses on keeping threats from entering your infrastructure. Content filtering looks at which sites your employees are accessing in order to determine whether or not dangerous content is being accessed. This includes sites that host malware or other malicious code on their web pages. Furthermore, content filtering can be used to limit user access to specific sites, which is exceptionally useful for problem employees who can't stop browsing social media or watching pornography in the workplace.

Spam Blocking

Again, this is another preventative measure that keeps threats out of your email inboxes. For hackers, email is the

preferred mode for a variety of attacks. Malware and viruses, and in particular ransomware, are all spread via infected email attachments or malicious links found within the body of the message. Spam blocking solutions keep these messages from hitting your inbox in the first place, practically eliminating the risk of user error.

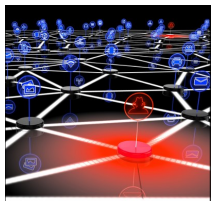
Considering how a UTM takes advantage of these four solutions by consolidating them into one convenient package, it is without a doubt the best way to protect your organization from the threats found on the Internet. The end result for businesses is a much more secure network that's suitable for getting work done.

Of course, due to the fact that no one solution can fully cover the security needs of every organization, you'll first want to have IT professionals assess your network's needs before implementing a solution like UTM. Pulse Technology Solutions can do this for you and equip your network with the right-sized UTM model, or even point you toward a different security solution altogether.



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Too Many Smart Devices Have Dumbed-Down Security Protocols



In both the home and the business, security cameras are be-

coming more and more commonplace as a means of preserving security. However, some malware can turn these devices, and others, into cyber security threats.

In October, 2016 the Mirai malware made headlines for doing just that. Utilized in the attack on Dyn, a company that hosts, manages, and maintains a substantial part of the Internet's infrastructure, Mirai operates by attacking Internet of Things devices, gradually forming a botnet of zombified smartwatches, printers, and other Internet-connected "smart" devices to fuel a Distributed Denial of Service attack. These attacks essentially function by assaulting their target with so much traffic that the target shuts down. This brought down dozens of sites including Twitter, Netflix, Reddit, CNN, and many more in one of the largest-scale cyber attacks to date.

These DDoS attacks were once primarily powered by the familiar desktop computer, but with the boom in popularity of IoT devices, these devices

are becoming a much more popular vehicle for the attacks.

"Unfortunately, there's little that a user can do to protect their IoT device from infection. However, the industry is gradually catching on and taking steps toward protecting these devices from external threats..."

This rise in popularity is due to a few factors. Firstly, the use IoT devices has been spreading both in popularity and in implementation, as was mentioned above. Therefore, zombifying them to be a part of a botnet boils down to basic tactics--there's strength in numbers, so it makes more sense to utilize as many devices as possible. So, if there are seven IoT devices in a household that share one laptop, a botnet that utilizes one of the IoT devices will have six more devices at its disposal than it would have otherwise.

Secondly, there's the matter of the security built into the devices themselves. How

much thought would you think a manufacturer would put into the cyber security of a refrigerator? However, with refrigerators that now have "smart" features through Wi-Fi connectivity, cyber security is something that needs to be considered, and too often isn't.

As an example that's tinged with just a bit of irony, a security researcher decided to put the security of a particular IoT device to the test by monitoring a newly-purchased security camera. It took less than two minutes (closer to a minute and a half) for Mirai to infect the camera, despite the researcher's precautions.

Unfortunately, there's little that a user can do to protect their IoT device from infection. However, the industry is gradually catching on and taking steps toward protecting these devices from external threats, so hopefully the trend of IoT botnets will be relatively short-lived.

What precautions do you take? Share your story with us in the comments.



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We partner with many types of businesses in the area, and strive to eliminate IT issues before they cause expensive downtime, so you can continue to drive your business forward. Our dedicated staff loves seeing our clients succeed. Your success is our success, and as you grow, we grow.



James Ritter
Founder & CEO

Tech Trivia

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Pulse

12611 New Brittany Blvd.
Bldg# 18 Fort Myers,
Florida 33907
Voice: 239-362-9902

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