



COMPUTER DEPOT BUSINESS SOLUTIONS

Tech Bits and Bytes to Help You with Your Business

Computer Depot Inc. Business Solutions Newsletter

March 2022



Thomas Hill, President & Founder

"Team-Focused Action is another one of our core values. We work together to figure out tough issues and produce creative solutions."



The 3 Options For IT Support And How To Choose The One That Fits Your Business

If you're a business owner or planning to open a new business, chances are you have looked into IT support options. For those unfamiliar with the world of IT support, it can be confusing trying to figure out which option is best for your business. You might be interested in the most cost-efficient option but worry that it won't offer enough support. Maybe you have looked at more extensive options and wondered what is truly necessary for your company's needs.

It can be problematic to look at cost alone to decide which option is best for you. When determining IT needs, there are three predominant options – that all come with different benefits and drawbacks – to consider before factoring in the cost of the company.

Time And Materials

Those in the industry who use the time-and-materials option are often referred to as "break-fix services." This essentially means that you pay an agreed-upon

hourly rate for a technician to "fix" a problem when something "breaks." Many people like this option because it is the most straightforward and simple way to pay for IT assistance, but it often doesn't work in your favor and can even lead you to pay more for basic services.

The only time that I would recommend the time-and-materials approach is if you already have a competent IT person or team proactively managing your IT and you need additional support for a problem that your current IT team doesn't have the expertise to handle. This is less than ideal for several reasons. Under the break-fix model, you'll find a fundamental conflict of interest between you and your IT firm. The IT company has no immediate need to stabilize your network because they are getting paid hourly. Computer networks absolutely need ongoing maintenance and monitoring to stay secure – something the break-fix model cannot supply.

Continued on pg.2



Daylight saving time begins March 13

TRIVIA

No Winner



Sadly, we had no correct answers to February's trivia. In case you are dying to know, according to EarthSky.org the Earth is closest to the sun every year in early January.

TURN TO PAGE 3 FOR THIS MONTHS TRIVIA



networks absolutely need ongoing maintenance and monitoring to stay secure – something the break-fix model cannot supply.

Managed IT Services

In this option, the IT services company takes over the role of your in-house IT department for a fixed and agreed-upon monthly rate. They'll install, support and maintain all of the users, devices and PCs that are connected to your network on a routine basis. They will even take care of your hardware and software needs for an extra cost. This model works for many businesses because it allows them to plan for IT services in their monthly budget and provides the business with routine maintenance and IT support that they will need. With managed IT services that are offered by managed services providers, you need to pay attention to the services they deliver for their monthly fees. Sometimes your needs may cost extra or the services you truly need are simply not offered.

It's my sincere belief that the managed

"Computer networks absolutely need ongoing maintenance and monitoring to stay secure."

IT approach is undoubtedly the most cost-effective and intelligent option for any business. Managed IT services are

all about protecting your business from IT-related problems while keeping your systems up and running. In our current age, cybercriminals are working around the clock, trying to gather valuable data. Hiring a managed services provider will help protect your business and prevent common "disasters" such as rogue employees, lost devices, hardware failures, fires, natural disasters and a host of other issues that can interrupt or outright destroy your IT infrastructure and the data it holds.

Technology As A Service

The final option that you will run into on your hunt for IT support is companies offering technology as a service. These companies offer everything that managed IT services offer but with the addition of new hardware, software and support. This service ensures that your business is always up-to-date with the newest technologies. You'll need to read the fine print, though since many of these companies do not cover third-party software. The greatest benefit of technology as a service is that you'll avoid the heavy cost of new hardware and software when you need it, but you will be paying far more for the same hardware and software over time.

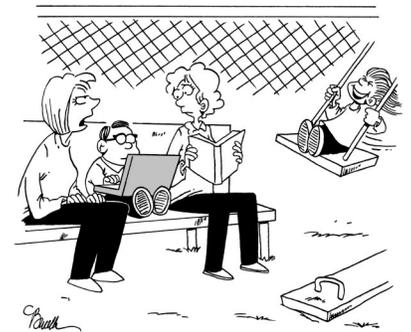
Choosing the correct form of IT support for your company is incredibly important and something you want to attend to. Mistakes could have disastrous effects on your business. If you're unsure of which model will

"I appreciated the security of knowing help is only a phone call away and Computer Depot Business Solutions response time is fabulous. It is good knowing that if something goes haywire I can get help quickly and without feeling bad about calling. I don't have to wait and wait if I have a computer that is down. The technicians are right on it!"

**Jeannie Allen,
Business Operations Manager
Log Cabin Pancake House**

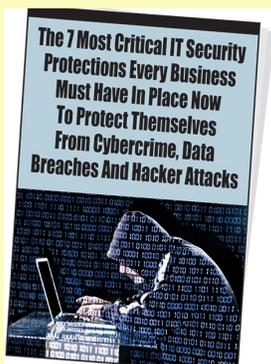


work best for you, give us a call. We'd be glad to help you find the perfect IT support for your business. To set up a free 10 minute discovery call go to <http://www.ComputerDepot>



"Jeffrey didn't like coming to the playground until he found this Wi-Fi hotspot near the seesaw."

FREE Report: The 7 Most Critical IT Security Protections Every Business Must Have In Place Now To Protect Themselves From Cybercrime, Data Breaches And Hacker Attacks



Eighty-two thousand NEW malware threats are being released every day, and businesses (and their bank accounts) are the No. 1 target. To make matters worse, a data breach exposing client or patient information can quickly escalate into serious damage to reputation, fines, civil lawsuits and costly litigation. If you want to have any hope of avoiding a cyber-attack, you MUST read this report and act on the information we're providing.

Claim your FREE copy today at

<https://www.ComputerDepotBusiness.com/7security>

**CONTACT US WITH
YOUR SPECIFIC
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Phone: (865) 909-7606

thill@ComputerDepotOnline.com

Ask About These:

- Flat Rate IT Support
- 24/7x365 Network Monitoring
- Secure Email Access from any web browser
- Anti-Virus, Anti Spam Spyware Protection
- Small Business Phone Systems
- HIPAA Compliance Service
- Data Back-Up Service
- 24x7 Help Desk
- Online Training
- Encrypted VPN Solutions
- Office 365

We are Partners with:

- Lenovo
- Microsoft Certified
- Sophos
- Intel Technologies
- HIPAA Secure Now
- Seagate Certified
- Xerox Business
- Cytracom Business

This Month's

TRIVIA

The "fail whale" was a graphic that appeared whenever technical difficulties affected which social networking site?

Email your answer to
RHill@ComputerDepotOnline.com

A winner is randomly selected from all correct responses.

Over \$100 Billion In Pandemic Relief Funds Stolen

The Secret Service estimates that roughly \$100 billion, (billion with a "B") in

COVID-19 pandemic relief funds have been stolen by individuals and organized crime rings. Through the Coronavirus Aid, Relief and Economic Security (CARES) Act and other measures, the American government has pumped more than \$3.5 trillion (trillion, with a "T") dollars into the economy, meant to provide relief for individuals and businesses alike. No surprise there are those who will work hard to steal or misuse these funds.

So far, more than \$2 billion in funds have been recovered. Interestingly enough, financial organizations, such as Green Dot



and PayPal, have taken a lead in uncovering and reporting fraud. These organizations have proactively identified suspicious transactions, and when appropriate, they've handed information over to authorities.

It's not just the federal government that has to watch out for scammers. The Federal Trade Commission (FTC) reported last March that scammers had bilked individuals out of nearly \$400 million, hawking fake cures and illegitimate vaccines, among other things. More recently, some scammers have set up fake COVID-19 testing sites, complete with signs, tents, hazmat suits, sample collection and more.

The FTC advises folks to ignore robocalls and to not click on or engage with emails and texts you don't recognize. Before buying or donating, make sure you double-check that you're working with a reputable party. But as a faithful reader of the Computer Depot Business Newsletter, you already knew that.



Just Because You've Been LUCKY Enough To Avoid A Cyber-Attack Doesn't Mean You're Not At Risk

Call (865) 909-7606
To see how you can STOP leaving your network's security to chance.

Ransomware Attacks Disrupt Key Infrastructure

Ransomware continues to be a plague on private and governmental operations, even threatening health care.

HIPAA Journal found that ransomware cost the American healthcare system roughly \$21 billion in 2020 with at least 91 healthcare organizations suffering attacks, up from 50 a year prior.

Energy companies, local governments, and various other organizations have also been taken hostage in recent months. In May, the largest pipeline system in the United States, the Colonial Pipeline, was knocked offline by ransomware, causing fuel shortages across the South.

Global consulting giant Accenture was recently hit by hackers as well. The criminal group LockBit allegedly stole 6 terabytes worth of data from Accenture, demanding \$50 million in ransom and threatening to publicly release the data if the company didn't ante up.

Cybersecurity firm Sophos has found that total ransomware recovery costs per attack surged from \$761,106 in 2020 to \$1.85 million in 2021.

Criminal groups sometimes pay for Ransomware-as-a-Service, using already-built ransomware software and agreeing to give ransomware developers a cut of any loot. This may have led to a proliferation of ransomware attacks.

Cybersecurity firm Sonic Wall reports that at least 304.7 million ransomware attacks were attempted within first six months of 2021, already surpassing the 304.6 million attacks attempted in all of 2020.

The federal government is working alongside the private sector to develop more robust security solutions and better protocols. Still, experts warn that some governments and other organizations are woefully unprepared.



March 2022



Look What's Inside...

- **The 3 Options For IT Support And How To Choose The One That Fits Your Business?**
- **Hurry-You could WIN this month's Trivia and this** 
- **Over \$100 Billion in Your Tax Dollars GONE**
- **Why Ransomware Attacks Disrupt Key Infrastructure**
- **Meet our Pet of the Month — and then go enter your best furry (or not) friend to win!**



COMPUTER DEPOT BUSINESS SOLUTIONS - AFFORDABLE IT HELPDESK AND CYBER SECURITY SUPPORT IN 20 MINUTES OR LESS

Meet Knox: March Pet of the Month

We are pleased to introduce to you this month's Pet of the Month, Knox. Knox is a 4 year old Golden Doodle and his person is Sam Jefferies. Sam is the grandson of Sandra Colberg, bookkeeper at Baldwin Construction.

Knox's favorite toy is a toy duck and according to Sam, the best thing about his doodle is how soft he is. Sam and Knox are pictured below when Knox was just 6 months old.

What cuties, both Sam and Knox!



Is your mutt marvelous? Is your feline fabulous? Would you like to shower your best friend with more than \$40 in treats and toys?

Then enter our Pet of the Month contest for your chance to win some goodies! To enter, provide a few photos of your pet and answers to the following questions:

- What is your pet's name?
- Does her/his name have a special meaning?
- What breed is your pet?
- How old is your pet?
- How long have you had your pet?
- Do you bring your pet to work?
- What is his/her favorite toy or activity?
- What is an interesting fact about your pet?
- What is the BEST thing about your pet?
- Do you have a funny or interesting story about your pet?

Email your answers and a picture of your furry friend to Rebekah at RHill@ComputerDepotOnline.com.

Or go to our blog on www.ComputerDepotBusiness.com

Contact Us

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