



PLANNING AND CONTROLLING YOUR TECHNOLOGY

Overview

VITEC Solutions, LLC
info@vitecsolutions.com
Tel: (800) 333-1075



AGENDA

- Introduction
- Assessment
- Securing your home environment
- Securing your work environment
- Moving forward from here
- Discussion / Q&A

INTRODUCTION

About VITEC Solutions

Since 1982, VITEC has delivered IT solutions to organizations throughout the Northeast. Drawing on deep industry expertise and a portfolio of solutions, VITEC blends strategic design and proven technology to proactively manage our clients' IT environments and maximize returns on their IT investments. Through our collaboration and long-term relationships, we have enabled our customers to control costs and cultivate growth, as well as achieve and sustain measurable results.



INTRODUCTION

Presenting

Jim Higgins

Vice President of Sales and Marketing at VITEC Solutions

Aaron Weise

Systems Engineer at VITEC Solutions



FEATURED PRESENTER

Aaron Weise

Systems Engineer at VITEC Solutions

Experience:

US Air Force

3 years Help Desk Real Estate Agency

CS degree University of Pittsburgh

3 years small MSP in P.A.

4 Years Large Credit Union

1 Year (so far) VITEC



IT Assessment (Work and Home)

Every business owner at some point, should go through an internal IT assessment. IT is a utility.

Technology is opportunity to:

- Find efficiencies
- Reach new demographics (an app?)
- Reduce overhead, and operational costs
- Prioritize processes and procedures
- Securing your environment

Efficiencies

Is there an IT answer to this process?

- Web Based program?
- Is Excel data entry the best process?
- Is our network too slow to keep up with processes?
- Is there a newer version of this software that would be faster and more feature rich?

Demographics

Is there an untapped demographic that we can reach?

- Did the demographic of people that utilize your service/business change?
- What is their preferred method of interaction?
- Is it cost effective to add or switch to a new method?
- What is the ongoing cost to engage this demographic?

Operational Costs

Can we reduce the operational costs or overhead with technology?

- Do we need the same square footage?
- Can we reduce the electric bill?
- Can we reduce the man hours spent?
- Building maintenance, commute, lost/captured “settle in” time, happier employees?

Prioritization

Prioritize processes and procedures

- What IT driven processes REALLY matter?
- What IT based processes are needed at each staffing level?
- How long can we operate with technology-X not working? (Email, Phones, CC processing)
- What can we still do if X is not working.

Securing your home environment

- A. Implement a secure router/firewall
 - Separate your business from your family and guests
- B. Implement a good (PAID) EDR software
- C. Separate wifi
- D. Noise cancelling headphones
(for your peace of mind/sanity)

Securing your work environment

- A. Have your office assets monitored
(especially if no one is responsible for them)
- B. Backup to the cloud with a monitored service
- C. Have managed security on ALL machines
- D. Monitor employee productivity

Moving forward from here

- A. Consider porting as much as is reasonable to the cloud
- B. Make your passwords hard
- C. Guard against all scamming techniques
 - Phone calls
 - Emails (check who it is from)
- D. Keep your devices (even home) up to date
- E. **Change your DEFAULT passwords**

Discussion/Q&A

- A. What have been your work from home challenges?
- B. Have you received any suspicious phone calls or emails?
- C. Open questions

THANK YOU

