YOUR ICT, IN SAFE HANDS

Newsletter
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computercare

Message from Tony:

The team at Computer Care UK have been working hard over the past few months to support our sports sector clients.

With a Premier League football team and a Premier International Rugby player agency as clients we feel their highs and lows all the way through the season. For some of our other clients the pressure is on 365 days, every year. The exciting fact for all of us in the team is that we never know what the next support call will be - but we know we must try to save every goal.

Taking care of IT in Sports

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Technology is forever changing and with it so must we. In the past two years both cyber security and enhanced data protection have become hot topics. To meet this need we are training our staff to help clients prepare against cyber-attacks and to comply with GDPR regulations taking effect on 25th May 2018. The recent 'WannaCry' ransomware attack is a prime example of what can happen at any time.

Get in touch if you would like to know more.

Tony Fry
Business Development Manager
Computer Care

Business 2 Business

Miles Overton, Support Engineer
Computer Care

In this issue, we would like to discuss the importance of buying the right devices for your business. It's very easy to overspend, or worse still, under spec the machine or server to be used by a department or individual.

Brand loyalty or poor experiences can play a big part in the buying decision process. Our clients span a broad spectrum of business sectors and beyond that into very specialized service providers, and as such, not all requirements are the same. The examples listed below are based around an average business requirement.

Changing Technology Landscape

The Operating System (OS)

When considering purchasing a computer, it's important to first determine what operating system is most suitable for your needs. A laptop's operating system determines the way the interface works, looks and feels. Moreover, it can also determine how a computer is networked. There are three main operating systems worth considering, each with their own benefits, specifically Windows, Mac OS and Chrome OS. Microsoft's Windows operating system is the most widely

adopted system in the world with Windows 7 or 10 pro being the most ideal for many businesses. The second most widely used desktop OS is Mac OS X. This is the latest in the family of Macintosh operating systems and is popular within (the design/graphics community and with users looking for a more simplistic and stylish platform. Finally chrome OS is the relative newcomer to the market. It is designed by Google and utilizes Google Chrome as a simple yet effective interface. It is suitable for those looking for a simple web browsing and email solution.

The Desk Top

Whether you are a Mac or PC user two things always seem to make the experience of sitting at the screen/s better - good resolution and fast processing speed. However, not everyone needs a Ferrari or can afford one. When considering what type of computer to purchase there are several options. The desktop PC may be old-fashioned, but it's still popular both with designers and businesses. This is because of the cost effectiveness and the ability to customise their hardware. Notably, size and shape now take up much less space and can be great value for a company looking to purchase in bulk.

Two examples of great desktop PCs are the HP z440 workstation and its smaller sibling, the HP Pro Desk 600 G3 Micro-tower. Both are of an excellent quality and clearly demonstrate variety in size. We regularly supply them to our clients with great feedback.

The Laptop

Laptops are available in a huge variety of different formats and specifications, from great-value laptops for business work to powerful large screen machines for media editing. A great example of a popular Windows laptop used by many businesses is the HP EliteBook 1040 G3 with SSD hard drive. They are both fast and powerful and integrate well within existing company networks. Alternatively, if Windows is not your preference, it is also worth considering an Apple MacBook which runs their exclusive OS X operating system. They are ideal for everything from browsing the web to graphics design and are built from premium materials with a distinctive styling and enough power to run most demanding graphics software quickly and easily.

The Tablet

Whilst there are a lot of tablets on the market, sales have been slowing throughout 2017, probably because most people now own one. With that in mind there are some great offers to be had with premium end tablets being reducing significantly in price since there initial launch. One example of this is the Surface Pro 4, which offers excellent performance and build quality with the friendly windows operating system. The advantage of running this tablet over an android or apple OS is that it will integrate excellently with any business network and allow the installation of normal Windows software

In contrast if you are already using apple products, you will find an Apple iPad complementary to your existing setup. This is because it is regarded as one of the easiest to use tablets with an excellent selection of apps to compliment the experience.

If you're on a tight budget another strong contender is the updated Samsung Galaxy Tab S2, running an android based system and plenty of finger-friendly tablet apps to choose from. Android tablets can be cheaper than iPads but users should ideally look for anything running the latest version of Android (Android 7.0 Nougat) as this will maximize your online experience for watching videos and TV, for playing games, reading eBooks and browsing the web.

Security Update & GDPR

Computer Care is at the forefront of cyber security prevention.

We attended the Security & Counter Terror Expo recently. The event gave the latest security updates which included the need to comply with GDPR (General Data Protection Regulations), coming into force May 2018, and the use of

security protocols and procedures to help defend and secure EU citizens private information.

GDPR was spearheaded by the UK to help all European countries vastly improve their data protection rules and regulations. Way too much personal data has been lost and even fed to cyber criminals without any recourse. The two-hundred-page document is available from the GOV.UK website so we like many other UK companies are preparing our systems to aid compliance and reporting.

Tech Talk

**Glen Lynam, 3rd Line Engineer**
Computer Care

Back in 2014 the BBC posted an article stating that it was estimated there was public Wi-Fi hotspot for every 150 people in the UK. I couldn't find the exact number of current wireless hotspots around the country but O2 alone have around 4500. The convenience of using public Wi-Fi is there for all to see. Internet access on your mobile when you have no signal, calls over Wi-Fi to save on inclusive minutes, even working remotely with a unified communications system to work…the list is pretty much endless BUT what security risks does this pose, not only to mobile devices or tablets but laptops as well. How secure are these hotspots?

By the nature of the public hotspot generally they are open to anyone to use, yes you may have to register with O2 or buy a pint in the pub to get the key, however, they are free to use. The firewall that should be in place on the router connecting a user to the internet should enable some security for that user, but what about the devices connected internally though? Laptops have Windows firewall…your mobile device may have an Anti-Virus client installed but your devices are still susceptible. One such attack is called the 'Man in The Middle' attack (MITM).

In this scenario, the malicious device sits itself in between your device and the router that controls the public internet access acting as a relay / proxy. It allows the attacker to intercept, send, receive and even manipulate the data travelling from your device to its destination without the victim knowing. This type of attack doesn't involve any software or

virus to be installed onto the device in question, it also doesn't need to try to access the device in anyway, it just sits intercepting the data being sent from the device to the internet. Possibly better summed with this diagram found on the internet…
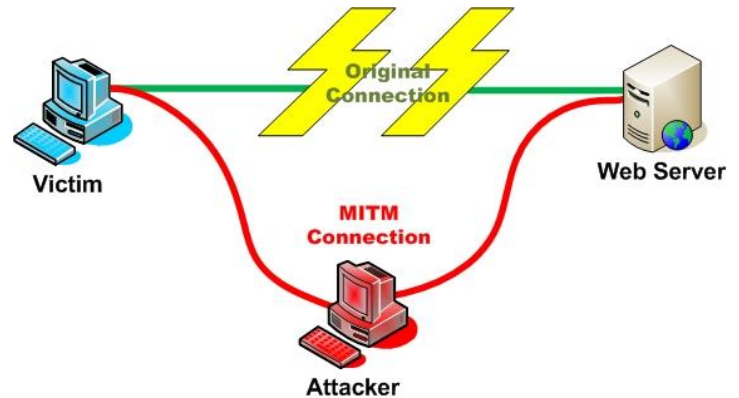
So, what can you do with a MITM attack? In its simplest form, you could use it to monitor what people are doing on their devices, what webpages they are going to, messages being sent over the data network and so on. On the flip side although far more complex it is possible to intercept transactions from your mobile banking app and manipulate the details of the receiving account.

So, next time you are attached to a public Wi-Fi please just remember this article and think whether you may be safer using the mobile network! Please don't take my word for it, click on the following link and I will demonstrate an attack to you. **http://tinyurl.com/ComputerCare-MiTM**

If you are reading our hard copy version, please go to **www.youtube.com** and search for Computer Care UK.

Vendor Profile

During the past 6 months we have been looking for another Unified Communication service to offer our clients and potential customers. The criteria for finding a solution, which would be a strong alternative/competitor to Swyx, our current UC offering, was not easy. Swyx has been at the core of our own business for many years and we are happy to continue offering and supporting Swyx.

Any solution would have to be quick and easy to install on any device but also cloud based and integrated with Microsoft skype for Business. It would need to offer large company functionality as would be expected from a

traditional PBX solution, but most importantly, must be safe and secure, operating 99.999% uptime!

Nfon AG has ticked all the boxes and with the recent announcement that Microsoft SfB can be configured to make Off Net calls into the Public Telephone Service Network (PTSN landline breakout) through Nfon meant it was the best choice.

Nfon has a large footprint across Europe with over 15,000 enterprise clients in 13 countries. We will be providing a service data sheet for potential customers over the summer and will be testing out the new SfB integration to ensure it meets the criteria for using one interface, one softphone or desk phone for all your communication and collaboration needs.

Look Forward

On the 25th of June, we will be supporting and technofying 'The Big Duck Race' in Staines Upon Thames, so please keep an eye on our social channels to see how it goes. The charity, called 'MidasPlus' helps local people, they organize and run the annual race, donations provide valuable extra help for those less able to cope with a range of difficulties. Visit www.midasplus.org for more information.

In our next issue, we will be explaining what it is we do for our sports clients including an interview with Simon about the challenges we face on match day supporting the digital needs for Crystal Palace FC.

We hope you have enjoyed this edition of our newsletter. If you have a subject, you would like us to include in future issues, please contact marketing@computerc.co.uk

Tony Fry
Business Development Manager
Computer Care

sales@computerc.co.uk   support@computerc.co.uk