

CORPORATE TECHNOLOGIES GROUP

IN THIS ISSUE:

7 Things You Should Do Immediately After You Have Been Breached

- Here, we provide essential steps to take immediately after a data breach to protect and secure your information.

The Yin and Yang of On-Premises phone systems vs. Cloud phones systems

- In this article we provide an overview of Yin and Yang of switching to a hosted phone system and how CTG can help make the process smoother.

Fresh Off The Press: CTG Blog Updates

- Check out our most recent blog posts!

This quarterly publication is provided courtesy of Brett Harney, President of Corporate Technologies Group, Inc.



OUR MISSION:

Our mission is to provide encompassing IT solutions for our clients through a consultative and solution-driven approach.

7 SEVEN THINGS YOU SHOULD DO IMMEDIATELY AFTER YOU HAVE BEEN BREACHED



It is a certainty that you or someone you know has been a victim of a data breach within the last five years. As consumers, many of us have faced the unsettling news that a company we trust has suffered a security breach, exposing our personal information. Despite our best efforts to safeguard our data, we sometimes find ourselves at the mercy of corporate cybersecurity measures—or the lack thereof. With the recent CrowdStrike outage, it is likely that there will be a surge of hacking attempts from companies attempting to “help” you with getting back on track. A startling statistic from Statista in 2023 revealed that over half of all breaches at global organizations exposed customer personal information.

This includes sensitive details like your address, phone number, full name, date of birth, and Social Security number. Take, for instance, the recent breach at Change Healthcare this February. Which potentially affected a staggering one-third of the American population, with private data surfacing on the dark web.

As a business leader, the burden falls on you to respond to the breach, and attempt to retrieve or protect the remainder of your data. If your vendor becomes the victim of a breach, you will need to know what to do to protect your company’s data. The question then arises: what steps should you take when you’re informed that your data might now be in the hands of a cyber attacker? Here are 7 things you should do immediately after you have been breached:

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7 Things You Should Do Immediately After You Have Been Breached:

- 1. Verify the breach:** Hackers often masquerade as reputable entities to lure you into their traps. If you receive a breach notification, contact the company by phone to confirm the incident. Also, learn more about the extent of the breach and the company's response plan.
- 2. Identify the compromised data:** Engage with the company to understand exactly what information was stolen. Knowing the specifics will help you take targeted actions to secure your data.
- 3. Secure Your Accounts:** Immediately update your passwords and activate multifactor authentication. This adds an extra layer of security, ensuring that even if your credentials are compromised, unauthorized access is still blocked.
- 4. Stay Vigilant:** Keep an eye on your accounts for any unauthorized changes or transactions. This continuous monitoring is crucial in detecting signs of identity theft early on.
- 5. Report the Incident:** If you suspect that a breach has occurred or if you've been a victim of fraud, report it to the authorities, such as local law enforcement or the Federal Trade Commission, for assistance and advice.
- 6. Beware of Phishing:** Post-breach, be extra cautious of unsolicited communications asking for personal information. These could be phishing attempts using the stolen data to deceive you further.
- 7. Consider Protection Services:** In cases where sensitive data like your Social Security number is involved, think about enrolling in identity theft protection services. These services can monitor for misuse of your information and alert you to potential fraud.

Data breaches are an unfortunate reality of our digital age, but by taking these steps, you can significantly reduce the impact on your personal security.

At Corporate Technologies Group, we believe in empowering individuals to take charge of their digital safety in this ever-evolving technological landscape.



FREE OFFER:

Free Cyber Security Audit Will Reveal Where Your Computer Network Is Exposed And How To Protect Your Company Now

The first five clients that email info@ctgusa.net and respond in the subject line with **"YES, WE WANT THE SECURITY AUDIT FOR FREE"** will receive this service at no cost or obligation. Our highly skilled team of IT pros will come to your office and conduct a comprehensive cyber security audit to uncover loopholes in your company's IT security.

After the audit is done, we'll prepare a customized "Report Of Findings" that will reveal specific vulnerabilities and provide a Prioritized Action Plan for getting these security problems addressed fast. This report and action plan should be a real eye-opener for you, since almost all the businesses we've done this for discover that they are completely exposed to various threats in a number of areas.



CLICK HERE TO SIGN UP FOR YOUR FREE SECURITY AUDIT: <https://ctgusa.net/aspirin-msp/>



Choosing the right phone system for your business can feel like trying to balance the forces of nature. However, according to an article on forbes.com, some businesses are opting to go with a cloud-based or hosted phone system, and that number has been growing steadily since 2010. Currently, 31% of businesses are using a VoIP phone system as of 2024. This number includes both hosted and cloud-based phone systems.

While there are some valid reasons for businesses to keep their on-premise phone systems, few are aware of the benefits of making the switch. First, let's quickly review some of the advantages businesses may experience when choosing to upgrade to a hosted phone system:

- Cost savings
- No service call needed to make changes
- Access to advanced features
- Disaster recovery with failover and redundancy features
- App integrations such as CRM, ERP, AND Microsoft Teams

Although upgrading to a hosted or a

cloud-based phone system can offer numerous benefits, it can be a daunting task for businesses to balance what they want vs. what they need in a phone system.

Now, let's discuss some of the challenges that business owners face when considering making the switch:

- 1. Using Features:** One of the biggest issues we see with newer clients is the fact that they don't use all the features that technology offers. Cloud phones offer an inherent capability to have an alternate calling route put in or "Disaster Call Routing Plan" set up. We see that 90% of the companies we are meeting with do not have any Plan B set up when things go wrong with Internet connectivity or power outages. This is part of our onboarding process, and this will help us to keep your business up and running at a much higher level.
- 2. Loss Of Control:** Switching to a cloud phone system might make you feel you have less control over making changes to your phone system. Corporate Technologies Group can offer a cloud phone system as hybrid solution to an on-premise phone system, allowing businesses to combine the reliability and control of an on-premise system with the flexibility and reduced maintenance of a cloud-based solution.
- 3. Ongoing Costs:** Although cloud phone systems come with ongoing fees, you can choose from cost-effective plans that fit your budget. In some cases, the savings from reduced maintenance and increased productivity often offset the increase in costs. We perform regular system audits to ensure you are always getting the most out of your

DID YOU KNOW ...

"31% of businesses are currently using a VoIP (voice-over-internet-protocol) phone system as of 2024."
-forbes.com

investment. When you purchase a premise phone system and have a warranty associated (which comes standard with cloud phone systems) this makes a premise phone system total cost of ownership higher than a cloud phone system would be.

So, you think you're ready to upgrade your phone system?

We know that the process of getting a new phone system can be hectic. But having a good team behind you to make sure each play runs smoothly can make all the difference in the world.

Here's what you can do to help make sure it's a smooth transition:

- Evaluate your current phone system and look for any limitations or issues or call CTG to schedule a site survey.
- Make list of features that you have in your current system that you need to keep
- Depending on which cloud solution you choose, determine how many employees will require training
- Talk with a CTG account manager to make sure the new system will fit all your needs
- Plan the switch during a low-activity period to minimize disruptions.

Get Your Head In The Cloud

On-premise phone systems, while useful, often don't match the capabilities of cloud-based systems in several important ways. They usually don't integrate as smoothly with your CRM, ERP, or Microsoft Teams, which can make data sharing and workflow automation less efficient. Also, on-premise systems might use more

TECH TRIVIA

What should your team **not** do with their passwords in the workplace?



- Save in a password vault
- Choose a complicated password
- Write password on a sticky note
- Choose a different password for each application they use

(Answer at the end of newsletter)

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traditional VoIP setups, and businesses may find they need to purchase additional phones or even servers - should they experience growth. In addition, maintenance and updates for hosted systems may not be as seamless. Upgrading from hosted to a cloud-based phone solution offers significant benefits for small to medium-sized businesses. They can also offer lower upfront costs and reduced maintenance expenses, as the service provider handles all updates and security. Additionally, cloud-based systems are highly scalable and support remote work, making it an ideal solution for growing businesses.



Seamlessly switch between your cell phone, laptop, or desktop during your call with cloud-based features that provide high reliability and security, ultimately improving overall business efficiency.

By partnering with Corporate Technologies Group, you can painlessly transition to an updated, cloud-based phone with confidence, knowing that we are here to support you every step of the way. If you have any questions or would like to discuss this further, visit our website at ctgusa.net/contact/ or call us at 330-655-8144.



FRESH OFF THE PRESS:

CTG BLOG HIGHLIGHTS

If you haven't had a chance to check them out, here's a quick overview of our most recent posts:

- **Time Is On Our Side - NOT!** In this post, we address the critical issue of how time management can factor in with technology.
- **Money!** Learn how CTG enabled a client to meet cybersecurity demands and enhance network performance without overspending
- **What Does The Great Firewall of China Have To Do With Your Communication?** In this blog post we explore how we helped a client overcome significant communication challenges in regions with limited technology options.
- **The Legendary University of Michigan Football Coach Always Said, "The Best Defense Is A Good Offense." How Would Bo Schembechler Handle Today's Cyber Landscape?** Here, we look at some of the cyber threats facing SMBs and the importance of a proactive defense strategy.
- **Let's Play Jeopardy! The Answer Is Elon Musk...The Question Is: Who Is Turning The Internet Best Practices On It's Ear?** See how we were able to help a client reduce costs and enhance network reliability.
- **The Password Is...Commando** See what we were able to do to help a client locate a gap in their cybersecurity strategy caused by something as simple as a password.

TECH TRIVIA ANSWER

What should your team **not** do with their passwords in the workplace?

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Writing your password on a sticky note at work is risky because it can be easily seen, stolen, or lost. Using a password vault, choosing a complicated password, and using different password for each application are all good ways to keep your passwords secure. Follow us on [LinkedIn](#) for more tech tips!