



Maintaining Business Continuity During Covid-19

How to maintain business productivity during uncertain
times and beyond



Nathan Whittacre

CEO, Stimulus Technologies

www.StimulusTech.com



Thank You!



Today We're Going To Cover:

- How to stay protected during the crisis
- Different technologies that can be used to keep your employees connected
- How to stay connected with your clients even when you can't meet
- Employee engagement while working remotely
- Disaster planning
- Long term strategies for a remote workforce



Free Bonus!

DISASTER PLANNING CHECKLIST



FREE Checklist that you can use
for disaster planning (because
we're in the middle of one)



Free Bonus!

30 MINUTE CONSULTATION



FREE 30 minute consultation with me to discuss how to best move your workforce to remote access



Who Is Nathan Whittacre?

“I am a veteran technology professional, with over 24 years of experience, master’s degree in Computer Science and expert in helping companies effectively utilize technology to help their businesses grow.”

- Started Stimulus Technologies in 1995 to help businesses achieve success through technology
- Successfully worked with over 500 companies from Florida to Hawaii
- Built high-security software systems for the casino industry
- Deployed high-speed Internet service used by the Air Force, the 5th largest school district in the country, and hundreds of businesses in Nevada



Hackers are taking advantage

- Huge uptick in SPAM related to COVID-19
 - Mixed in with all those company emails about their response to COVID-19 is a significant number of SPAM messages about it
- Remote working = relying on emails
 - Have additional protocols in place for sensitive communication
 - Wire and ACH fraud



Have you seen these?

-----Original Message-----

From: Nathan Whittacre <k75383839@gmail.com>

Sent: Tuesday, March 24, 2020 5:41 AM

To: Brian Alwood <brian@stimulustech.com>

Subject: Response

Hi Brian

I'm planning to surprise some of the staff with Gifts, Your confidentiality will be appreciated however, I need you to get a purchase done, Email me once you get this .

Regards,

Nathan Whittacre

President & Chief Executive Officer

sent from my mobile device



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www.StimulusTech.com
702.564.3166

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- A computer monitor displays a word cloud of various cyber threats and crimes. A large, yellow diagonal banner with the word "CAUTION" in bold black letters is superimposed over the left side of the screen. The word cloud itself is composed of numerous terms in different colors and sizes, including: "Hacker", "Internet crime", "Email scams", "Viruses", "Phishing", "Internet fraud", "Internet sex", "Internet gambling", "Digital crime", "Email spoofing", "Spyware", "Chat room predators", "Internet addiction", "Fraud", "Credit", "Identity theft", "Adware", "Hacking", "Worms", "DoS", "Trojan Horses", "Email urban legends", "Malware", "Kiddie porn", and "Child pornography". The monitor is black with a visible stand at the bottom.



Remote Desktop Connection (RDP)

- Connect to existing desktops in the office from mobile devices
 - Use on top of a VPN or Remote Desktop Gateway for security
 - App available for:
 - iOS (iPad, iPhone)
 - Android
 - Chromebook
 - Windows and MAC desktops / laptops
 - Provides remote printing capabilities



Virtual Private Network (VPN)

- Creates a secure tunnel through the Internet from the computer to your corporate network
 - Allows direct access to files and programs
 - Best option if the user doesn't have a desktop
 - May be slower than Remote Desktop
 - Not recommended for BYOD
 - Can be combined with RDP for secure connections



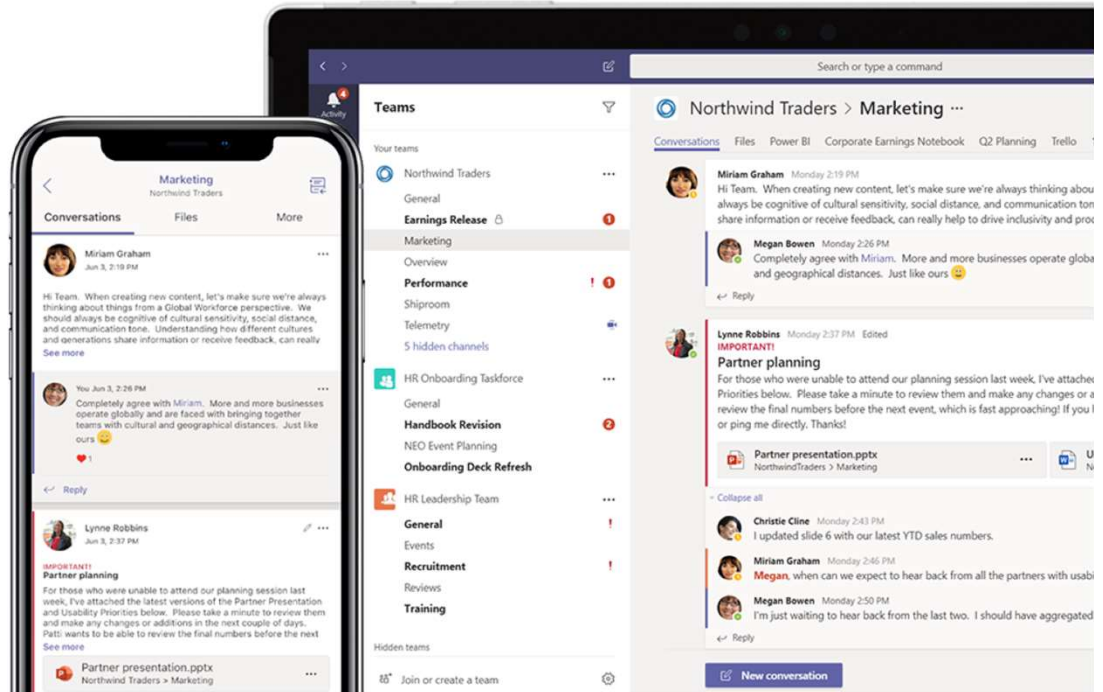
3rd Party Remote Access Applications

- Stimulus provided ConnectWise Control
 - Similar to Remote Desktop
 - Runs through our servers securely and requires 2 Factor Authentication
 - Doesn't provide the graphics scaling that RDP provides
- Other 3rd party applications
 - LogMeIn
 - GoToMyPC
 - TeamViewer
 - Beware of licensing – make sure you are using commercial licensing
 - These all run through 3rd party servers and can create a security concern
 - Hacked credentials can compromise network
 - **USE 2 FACTOR AUTHENTICATION**



Microsoft Teams

- Included with Office 365
- Collaboration tool
 - Chat
 - Video Conferencing
 - Document Sharing
 - Meetings
- Mobile and Desktop Apps
 - iOS
 - Android
 - Windows
 - Mac

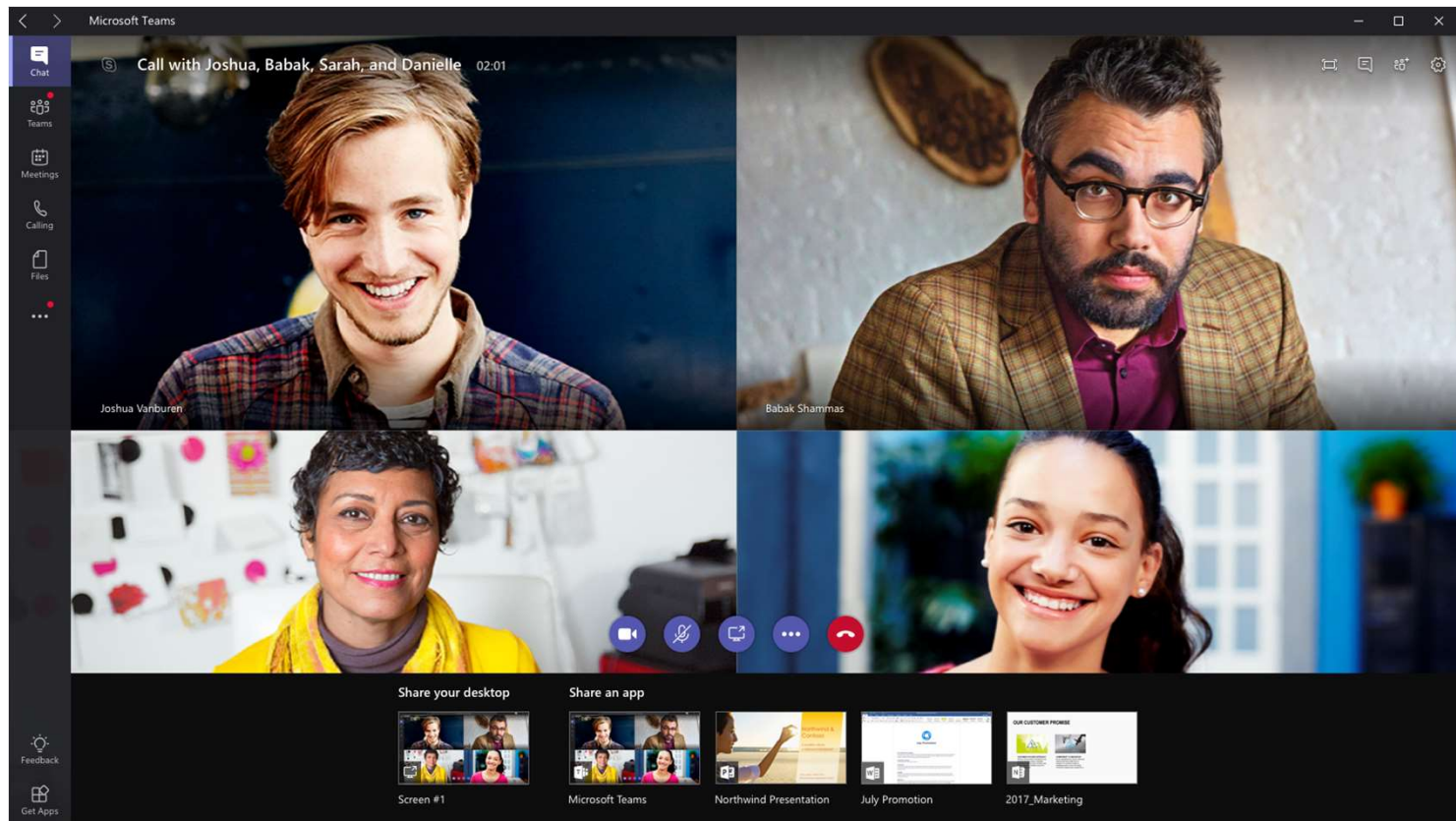


Microsoft Teams – Document Collaboration

The screenshot displays a Microsoft Teams window with a Word document titled "Alignment_Process.docx" open. The document content includes the heading "The marketing alignment process" and a paragraph: "Here's more good news: We have simplified our process for integrating with your business. The step-by-step partnership approach is organized in three phases: evaluate, plan, and execute & measure (Figure 5). Each is intended to build directly on the phase before it. All are designed to be straightforward and easy to enact". Below the text is a diagram showing three circular icons representing the phases: "Evaluate" (a person at a desk), "Plan" (a person pointing at a whiteboard), and "Execute & Measure" (two people reviewing a document). The diagram is captioned "Figure 5: The three phases of the partnership process". Below the diagram, the document provides detailed descriptions for each phase: "Evaluate: In this phase, Northwind Traders works with you to identify key strategic alignment areas, opportunities for collaboration, and potential new offerings.", "Plan: Once we've identified the targets, Northwind representatives will organize the timelines and commitments for the proposed approach.", and "Execute & Measure: In this phase, the plan is carried out and the potential benefits are realized." The right sidebar shows a chat conversation with three messages from Daniela Madera, Eric Ishida, and Babek Shammass, discussing the document content. The bottom of the Teams window shows the status bar with "PAGE 1 OF 1".



Microsoft Teams – Team Meetings



File Sharing

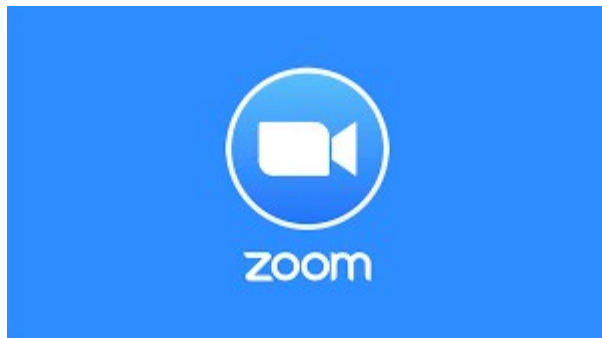
- OneDrive for Business (Sharepoint)
 - Create a place to store files for everyone to use
 - Similar to a file server
 - Works best for Office documents
 - Cannot use for programs (No Quickbooks, etc)
- OneDrive
 - Private file folders
 - Able to share outside the organization
 - Only you can see the files unless you share them



Online Meetings

- Zoom

- Plans starting at \$14.95/User
- Also options for Webinars (like this one)
- HIPAA option for Telemedicine if BAA signed



- GoToMeeting

- Business plans starting at \$16/User
- Also good for Webinars
- HIPAA compliant if BAA signed



VoIP for office phones

- Users can take the phones home
- Most VoIP phone systems have an App for cell phones to connect to office system
- Quickly add/remove devices from the system
- Providers:
 - Stimulus Technologies
 - Voice Plus
 - Ring Central
 - 8x8
 - And Many Others...



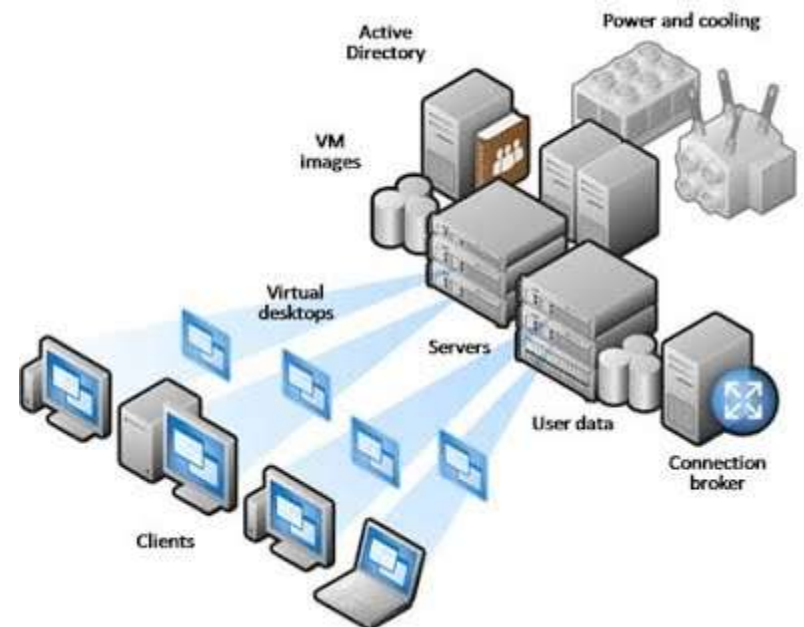
Staying Connected

- Bonus.ly
 - Allow employees to give bonuses to each other for a job well done
 - Increases engagement
- Provide Webcams
 - Gives a feel for being together
 - Still have weekly, daily or other meetings face-to-face



Long Term Options

- Virtual Desktop
 - VDI or VDA is a long-term solution
 - Eliminates the need for computers at the office
 - Fully mobile solution
 - Secure connection
 - Ultimate long-term solution
- Providers
 - VMWare
 - Microsoft
 - Citrix





Go Here for Consult:
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thank you



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