BTP have expanded services and our company is growing

Sorry ! We haven't sent out a newsletter since early last year.

So what exactly have we been doing?
BTP has employed 5 extra highly skilled South Australians since the last newsletter to manage our ever expanding folio of wonderful customers. Thank you.

Some of these names will be familiar to you (As some have been here a little while) but they still deserve an introduction.

Who are the new BTP team members?

- George Moungos - Engineer
- Bill Balnaves -Engineer
- Toby Lovell –Engineer
- Tony Wallace - Engineer
- Jodie Campbell – CSO

The new members of the team bring experience from Westpac, TafeSA, Microsoft and more.

Bio: So who is George?

George joined us from Westpac Support. He has joined the Blue team. He is passionate about IT and works hard to make sure clients get everything they need and more.

George is a dedicated problem solver and a great asset to our wider team.

George has been here a while now and settled in well.

What is BTP's focus?

Small Business. We might be getting a little bigger but we are still small. We know the pains small business have. We understand the pressures. We don't aim to look after very large enterprises. We are expanding to look after more small businesses however our mentality is the same.

We are not going to change the way we work or our focus.

Microsoft Outlook Tip
Ctrl+R: reply to email
Alt+R: reply to all in email or switch to the work week calendar view
Alt+W: forward email or switch to the weekly calendar view
Ctrl+M/F9: Send/Receive all
Alt+S: Send email
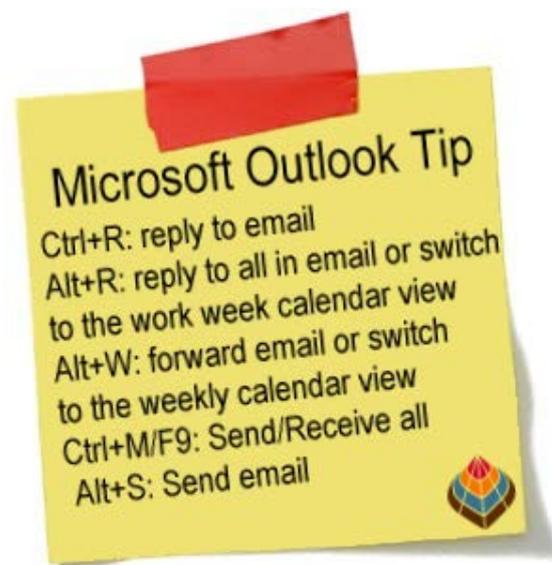
The BTP Group introduces Business Telecommunications Partners.

Yes, that is right. We have another BTP. Look out for the new brightly coloured Telecommunications cars.

Have you seen our other vehicles?

Have you seen our vehicles out and about? After many years of suggestions from our clients, we have taken the plunge. Our cars are bright and out there. We have the cars labelled with red for IT and labelled with blue for Telecommunications. We have a slightly more decorated 4x4 and do look after regional clients. If you know someone outside of the metro area that you think we can help, let us know.

New links with Microsoft and Trend Micro

Michael is at it again. Michael is the Asia Pacific Representative for the Microsoft rMVP group. The MVP's (Microsoft Most Valuable Professionals) are IT people Microsoft recognises have the best Microsoft based IT talent in the world. Michael works with the MVP's, the Microsoft team and retired MVP's. Michael was an MVP 5 years in a row. This connects Michael to Microsoft and the technical community in unique ways that helps enhance our offering.

BTP are also research partners with Trend Micro. This is more than identifying viruses, tracking them and pulling them apart. It also means we perform enhanced services such as forensics and handle reports to the police. We have had a lot of success with the help of the Federal police and Interpol in recovering stolen money and tracking hackers.

What is the difference between a purpose built server and a PC server?

Did you know purpose built servers are engineered? They are not just assembled from various part vendors into a box.

They are designed for airflow, robustness and to have a long lifetime whilst running 24x7. They have redundant parts that are designed to serve you, not to be used locally as a PC.

The parts are normally more expensive and the upfront cost is noticeable however, they provide the fastest hard drives, processors and ram. They are designed for server software applications and using Hewlett Packard (HP) we can keep them under contract (warranty) for up to 7 years. We have retired some old servers (As the clients outgrew them) at 11 years in service.

Servers are an investment. They are not designed to be changed for new hardware, every few years. They have redundant parts allowing for failure, without taking you offline. The parts are superior. Workstations are sacrificial.

Servers are designed to give the best experience to those using it over a network. Servers are not designed for a local person to sit at them.

Workstations (PC's) are designed to give you the best experience at the user end. They can't hope to serve others on the network as well as a server. PC's are made up of cheaper parts and have lower "Mean before failure" values. Pc's are designed to be replaced.

The next time you are thinking about a server, ask us what they can do for you.

Printers, Copiers and Toners

BTP is your one stop shop for many brands of printers, MFP's (Multi-Function Printers) and all size copiers and toners.

Give Johnny at BTP a call for pricing

Did you know?

BTP supports local SA Scouts annually with their Jamboree on the internet? BTP is a believer in being active in the community. We supply internet, servers and resources for this event.

We encourage the team to help out and be active in the community.

Michael Jenkin assists with food collection for Second Bite via Pathway (On weekends) and recycles wasted food from large shopping corporations, back into the hands of the needy.

Microsoft Word

Did you know you can compare two word documents ?
Goto Review > Compare
(Select "Compare", Compare 2 versions of document.)
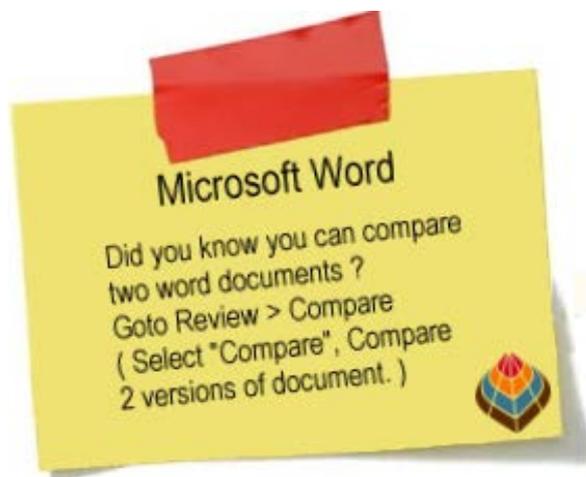
What's New?

Test and Tag

Since we let you all know that we offer Test and Tag, we have been inundated with requests. Not only can we install cabling, check and tidy your cabling but whilst we are at it, we can test and tag for you.

Contact us to book Brian in.

Electronic "Kiosk" Display Stands

We now sell Kiosk stands that you can run from your tablet, laptop or phone. If you want to know more call Johnny.

Piracy

Software companies audit businesses all the time. Last year 12 businesses were caught out for piracy in Australia with settlements totaling $825,000. BTP can do an audit to see if you are compliant.

If you receive contact from Microsoft or the BSAA and are being audited, feel free to let us know and we can assist.

The NBN and your Phone System

We have heard on the grapevine that some unscrupulous phone salespeople are telling businesses that once the NBN comes in their phone system won't work.

In 99% of cases this is complete nonsense. If you want free unbiased advice call us.

Microsoft News

Windows 10

Microsoft is now only supplying Windows 10 to computer manufacturers. This means that computers with Windows 7 are coming to an end.

Due to changes in the way computers are made, the chip manufactures and Microsoft are removing the ability to run older versions of Windows on Newer PC's.

If you are looking to change your fleet of computers, please call us.

Microsoft Office 2016

The latest Microsoft Office is now 2016. Outlook in this Suite will not work with some of the older Windows Small Business Servers out there. When ordering a new computer with Office, it is important to discuss what can be done to make your Microsoft Outlook collect your email. It may mean buying an "Open" licence with Microsoft.

Windows 2003/2008 end of support

Windows Server

Windows Server 2016 is now here and with that we are finding a lot of third party software is not compatible.

Using "Open" licences we can still obtain Windows server 2012 R2. If you are looking at a new server, let us know. We will audit your software and contact the vendors to see what can be done.

Server 2008 and 2003 are now termed "End of Life". They are no longer officially supported by Microsoft.

Facebook

For the latest IT news as it happens see our Facebook page or "Like us" for automatic updates

Just search for "Business Technology Partners Pty Ltd"

Malware

Malware and viruses are a nuisance. They can cause everything from slow PC's with popups through to Ransomware. The Trend Micro solutions we sell covers many technologies including machine learning. BTP also try and educate users via the email alerts, when a specific treat arises (If you are not on the alerts list and wish to be, please contact us).

To generally avoid malware, remember these two main things

1) Free does not mean free. A free invite into a lottery, a free software tool, a free phone ring tone … they are all paid for in some way.

2) If you receive an attachment in email, do You know the person? Does it have spelling errors? Are you expecting the email? Is it in broken English? Does it have weird links ? Do you subscribe to their service ?

Don't trust it "Free does not mean Free !"

SAPOL

BTP Forensics has worked on cases that have been through the criminal courts. We are able to assist with the correct procedure for supplying/ collecting the compromised computer equipment, maintaining the chain of evidence, able to recover the actions of a user, document everything and provide a final copy to the police and lawyers.

We have had a number of wins recently and so have many clients. From recovering deleted files

to tracking hackers across the globe. It's just one more tool in our tool box.

BTP Online Store

BTP has an Online store accessible through our web link http://store.btponline.com.au/store where you can buy online services.
In addition we are a Microsoft partner and can supply all Office 365 solutions.

Using our store you can purchase

- *Hosted email systems*
- *Website domains*
- *Hosted servers*
- *Web certificates*

The BTP office is addressing the elephant in the room – SA's power

Our power in South Australia has been very unreliable. Whilst our teams are mobile and out seeing clients, they are still hindered if back of office we lose power. BTP have invested in Generators and battery systems to make sure our helpdesk is not offline. We are committed to being here for you!

Cyber Insurance

Do you have Cyber Liability Insurance?
Please talk to you insurance vendor. Call us if you need assistance or a vender recommendation.

BTP can assist you in answering insurance companies IT questions.

We can also assist with backup testing, Disaster recovery plans and Business continuity plans.

(See the special BTP partner page at the end of the newsletter for more)

EOFY

Don't forget to take advantage of the Small Business Tax Deductions of eligible purchase up to $20,000 before June 31st 2017

The Latest in Samsung Phone Systems

Samsung have released a brand new handset for your office desk.

Call us to change over to the best integratable phone systems in the world.

Backups

Do you have a backup plan?
What happens if you are hit by a virus like Cryptolocker?

BTP can provide backup software and solutions. We have seen the damage and stress that it can cause.

BTP can supply onsite, offsite and cloud backups. We have partner companies whom can attend your site and pick up your backups and take them to a secure location. We have solutions to suit all needs and budgets.

Act now! Without it, you are a Sitting Duck
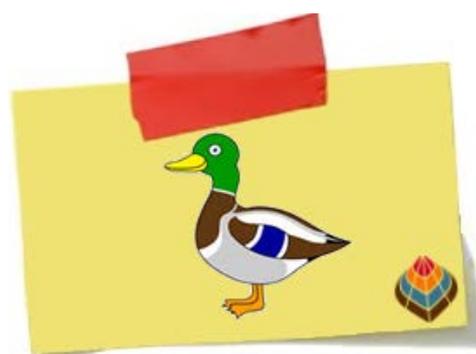
Phone Bill Tip

Did you know that phoning or faxing a 13, 1300 or 1345 number can cost you 40c a call.

You could save money if the recipient is in your own state by calling or faxing their normal number which will probably be only 10c

BTP knows about phone and VOIP lines. Ask us for advice

Calling 13,1300,1345 numbers cost you money !

Alerts

Micheal Jenkin emails regular alerts about Malware, Crypto, Scams etc.for you to read and share with anyone you know, not just other staff.

If you are not getting them please let us know and we will add you to the list.

These alerts have saved many customers from potential disasters.

Offsite

You don't want to have servers onsite?
We can help.

You have questions about the cloud ?
We can help.

Don't want to take back-ups home every night?
We can help

You will be surprised how many other Small Businesses across the state share your concerns and pain.

In closing

We hope as we approach June 30, you have had a great year. Let's all work towards an even better financial year next year. If you need anything quoted before EOFY, now is the time to do it!

BTP Email contacts

helpdesk@btponline.com.au (It Support)
solutions@btponline.com.au (For all quoting etc.)
remit@btponline.com.au (Payments, accounts questions)
Samsung@btponline.com.au (Any phone questions / quotes)virus@btponline.com.au (For virus sample submissions]
Privacy@btponline.com.au (Discuss our privacy statement)
editor@btponline.com.au (Newsletter submissions)
hr@btponline.com.au (Submit resumes)

BTP Partner page

BTP have clients in almost every vertical market.

We work with manufactures, store fronts, distributers, winery's, accountants, lawyers, plumbers, mechanics, vets, hospitals and more.

This page is a chance for a partner to speak out and tell South Australia what they do.

If you want to be involved in our partner page, we encourage you to email editor@btponline.com.au

We strongly believe in SA businesses and in using local resources.

This newsletters partner is

Perrymans General Insurance Brokers

Given how much Cyber hacking has occurred and the increase ransom incidents, we pose the question on Cyber Insurance.

Do you have Cyber Insurance? Should you ?

What if you couldn't access your Data tomorrow?

Australia continues to be a target of persistent and sophisticated cyber attacks and data breaches. Our dependence on technology such as mobile devices, online banking, computer networking and electronic filing makes an attractive target for serious and increasingly sophisticated cyber criminals. Data is increasingly being compromised through human/software errors, rogue employees and lost/stolen devices further increasing your cyber risk.

No business is immune from of a data breach or cyber attack and the probability of your business being impacted is increasing dramatically. According to PWC's 2016 Global Economic Crime Survey 65% of Australian businesses responded that they had experienced a cybercrime, having increased from 33% in 2014. The Australian Institute of criminology found that in 2015 the average cost in Australia of a cyber crime was $276,323. Such incidents are increasingly impacting the profitability, competitiveness and reputation of Australian businesses. According to a study by the U.S. National Cyber Security Alliance 60% of small companies are unable to sustain their businesses over 6 months after a cyber attack.

While it is imperative that you consult with Business Technology Partners and implement appropriate security protocols, cyber liability insurance offers an additional layer of protection for your data. Cover extends to a broad range of network, privacy and multimedia related exposures and is an essential component of your business cyber risk management. Some of the key benefits of a Cyber Liability Policy include:

- **Business Interruption Loss -** Coverage for income loss or loss of profits as a result of interruption to your computer system.
- **Data Recovery Expenses -** Coverage to recover and/or replace data that is damaged, altered, corrupted, distorted, stolen, misused or destroyed.
- **Privacy Regulatory Costs and Penalties -** Coverage for defence costs and fines/penalties (where insurable) as a result of a privacy/security breach or breach of privacy regulations.
- **Cyber Extortion -** Extortion monies and expenses as a result of an extortion threat.
- **Liability** - Coverage for third party claims arising from transmission of malware, alleged infringement of intellectual property, defamation, invasion of privacy, denial of service and privacy breaches.

In this increasingly hostile environment the two main questions to ask yourself are 'Could my business continue trading without its IT systems' and 'Can I afford to not have cyber insurance to protect my business'?

For more than 40 years Perrymans have been delivering insurance broking services to professionals, business and corporate sectors. Perrymans are specialist insurance brokers for cyber liability and continue to develop a range of innovative, cost effective insurance and risk management solutions that also address market, environmental and regulatory changes. We welcome the opportunity to work with you to protect your business.

For assistance please contact:
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Business Development Broker
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