



eSudo Technology Solutions, Inc | 408-216-5800

Innovations

3 Horrifying Issues That Creep Up When You Implement New Technology

Have you ever caught yourself listening to one of those silly iHeart radio ads and thinking to yourself, "That software package actually sounds like a dream." Next thing you know, you've spent your evening on your phone researching the program and you're ready to convert right away. Take a look at these three horrifying facts about implementing new technology and how to buffer these issues so you can move on.

1. An uproar in operational flow. This is a common issue for a variety of businesses. They often know they are suffering and the new solution will resolve things, but they cannot see how to implement it without derailing the company's operational flow, frustrating clients, and ultimately losing money.

Integration solutions that really work.

When you find that wonderful piece of new technology that will better suit your business needs, consider a roll-out plan. Make sure to assign a



point person within your office to take charge of the project and talk with all your employees early on to listen to their ideas about the topic. Involving the users in the design phase will increase their satisfaction and help you gain critical buy-in. Early discussions, project management, and a gradual implementation will allow your entire company to accept the new technology, learn how to use it, and support the transition.

2. Data loss. This is everyone's greatest fear.

What if the implementation goes great, but your data won't load? Or the backup becomes corrupt? Or something is incompatible? Then what? Can you even revert back to

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Spooky Insight

It's Halloween, it's Halloween! The moon is full and bright and we shall see what can't been seen on any other night.

Skeletons and ghosts and ghouls. Grinning goblins fighting duels. Werewolves rising from their tombs, witches on their magic brooms.

In mask and gown we haunt the streets and knock on doors for trick or treat. Tonight we are the King and Queen, for oh tonight it's Halloween.

Halloween Urban Myths

Halloween is an age old celebration for young and old. This unique holiday has a dark history of superstitions and urban myths with origins you won't believe.

Black cat superstitions. The actual origins of the old superstition about black cats crossing your path is a true mystery. Their bad reputation dates back to the dark ages when witchcraft was common. Black cats owned by solitary women, often labeled as witches, were believed to be "familiars" or demonic animals provided by the devil. Other medieval myths told of a time when Satan even used the form of a black cat to socialize with witches on earth.

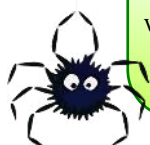
Jack-O-Lanterns. While carving a Jack-o-lantern these days has become an art, it actually gained popularity through a quite sinister fable. Celtic folklore explains this age old

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3 Horrifying Issues That Creep Up...

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the old way of doing things?

Back it up before you start. Whenever you start a project to implement anything, make sure you have a full backup of your system before you begin. It's best to expect that something will go wrong and roll out contingency plans before there are surprises. Implementing a new piece of technology is always stressful

for your business. However, with a planned approach it can be successful with minimal disruptions to operations.

3. Look for a good support system.

When you're considering a new piece of technology, consider the vendor relationship. Take time in the planning phase to dig into how they will support your company. What does your purchase include? The more the vendor invests in their clients, the more value

you will receive from your investment.

Think about the future for your company before you buy. Evaluate whether the vendor can support your company as it grows. Make sure the vendor is stable and will be there for you to assist when you need them most. Aside from vendor support, draft an IT professional to evaluate the technology you're considering and clearly define the implementation process. This will help you determine what consulting time to expect and how much of it will be included from your vendor.

Embrace change. Many people do not embrace change because it is generally associated with fear. Immediately our minds go to the fear of failure, the fear of the unknown, or even fears about conflict or resistance. Don't let these fears stop you. Innovation fuels your growth. Face it, the world is changing fast. New technology innovations are constantly improving the way we do business.

Sill worried? If you're ready to upgrade your computers, implement a new

Gear S3: Fierce Competition

The Apple watch actually has some good competition these days. Have you seen the Samsung Gear S3?

Samsung's Classic and Frontier smartwatches

hit the shelves and they are definitely top notch. They actually look like watches, which has been a complaint with many new wearables and they come with a variety of standard fitness features.

Fitness is paramount. The new Gear products come with an optical heart rate monitor, accelerometer, barometer, gyroscope, and built-in GPS.

Physically this new watch looks a lot like its predecessors, but it does measure in a bit larger at 1.8 inches around and .5 inches thick. This handy watch feels hefty and comfortable. The band is swappable and Samsung even offers a nice leather band with suede on the backside.

Face it. You have your choice of displays too. You can keep the standard watch look or use your app library to face your device.

Third time's a charm. Thank you Samsung for the ex-



Office Hazards

We all have those moments where we just want to start chucking clutter out the window. Take a look at these quick tips to avoid common office hazards.

Falls are the most common. Office injuries generally involve workers being struck by or against something and then falling down. Some simple changes in your workspace like encouraging good habits to close drawers, cabinets, doors, etc. can help prevent these hazards.

Standing on chairs often ends in disaster. Many workers use office chairs as step ladders. These are not sufficient height or structure to support our climbing needs. Invest in a few step ladders to avoid these dangerous falls.

Power struggle. Tripping over power cables is more common than you think. Make sure to announce your need to

Halloween...

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tradition as a tale that began with a drunken farmer named Jack. This farmer tricked the devil, but his actions actually caused him to be shut out of both heaven and hell after he died. This left Jack with no choice but to wander in the darkness of purgatory. Jack made a lantern from a turnip and used it to guide his soul. Celts believe that placing Jack-o-lanterns outside help ward off evil spirits and guide lost spirits back to their homes when they wander the streets on Halloween.

Creepy spiders!

So, this one resonates greatly with me. I hate spiders! Fortunately, this is a common source of fear. They are a creepy crawly Halloween staple that is difficult to avoid. The superstition states, if a spider lands in a candle and is consumed by the flame then witches and evil are nearby. On a more positive note, if you spot a spider on Halloween, don't kill it. The superstition held here is that you've got a relative's spirit watching over you.

Dressing up.

Did you know that Halloween costumes were actually created by Celtic folks to fool the evil

Protect Yourself: Hackers Dress Up As Support Agents

Hackers are relentless these days. They are even using pop-ups to scam Microsoft users. Learn about these important ways to identify the scam and spread the word to your friends, coworkers and family.

Things that go bump in the day?

While that saying generally says, bump in the night, we thought this would at least draw your attention. The truth is, an attack can come through day or night and simply sit dormant on your computer until you're hard at work. Hackers aren't bias and they have some patience if it means they can wiggle their way into your internal network.

What to look for with this scam.

Many users have reported a mysterious pop-up that just appears on their computer screen. It's labeled from Microsoft and claims that the computer is frozen and the user needs to call a specific number on the screen to fix the issue. Here's what happens:

- The number on the pop-up dumps you into what sounds like a call center.
- The person on the phone claims they work for Microsoft and can help you resolve this issue.
- The support representative will ask to take control of your machine to run diagnostics and find the issues.

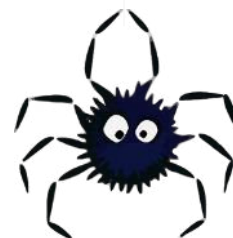
- They will request a nominal fee to repair your systems.
- Your computer will never work the same again and your network will be left open for theft.

Halloween fears and phobias, ha! Data loss is truly frightening.

Con artists are not just posing as Microsoft agents, they stand in as Apple technical support, too. This scam kicked off originally in 2014, but is reappearing in a big way this year. Microsoft alone has heard from over 175,000 customers who have reported these types of support scams. The con artists ask for payment in order to fix your computer and ultimately take everything they can.

Protect yourself with these easy steps.

The first step, don't ever call a phone number on a pop-up. These phone numbers are generally not trackable and lead you to some mystery person you'll never truly identify. Secondly, never give anyone access to your computer unless they have verified your account with them using an account number or previous invoice number and amount. Third step, if you get some crazy questions, don't be afraid to hang up. Some



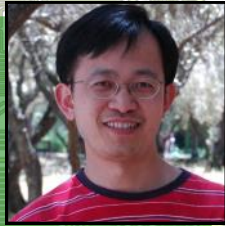
What The Devil Is Going On Inside My Firewall?

How does a firewall really protect my business? A firewall is a piece of software or hardware that limits your exposure online through permissions. Firewalls are the gatekeepers for a business network. They keep the bad guys out of your internal network and allow you to continue working.

How do I know it's working? Go find it! If you are a small business, you may have a firewall built into your router. If you are a larger organization with over 5 computers, you probably have a larger individual unit. Firewalls require regular updates and patches from the manufacturer. These updates give your unit the most up-to-date information about threats online.

Configuration. We recommend checking in with your IT service provider for configuration details. If you do not have one, Google your firewall manufacturer to learn more about your specific unit and contacting your Internet service provider for further assistance.

Test your network quarterly. Run a network vulnerability scan every three months. This will help you identify weaknesses and address concerns promptly without exposing your company to costly down-time.



“We make all of your computer problems go away without the cost of a full-time I.T. staff”

Ask us about our fixed price service agreements — Computer support at a flat monthly fee you can budget for!

~ Matthew Kaing, Director, eSudo Technology Solutions



Inquiring Minds...

Artificial Intelligence Grows Up With Some Bumps Along The Way.

Suppose you let your toddler hang around a bunch of Internet trolls and then told the trolls to teach the baby to talk. Imagine what they would teach it. That is what Microsoft did with its Artificial Intelligence bot named Tay. Within hours of its debut on Twitter, poor Tay spoke like a promiscuous racist with a taste for marijuana, according to CNet. Microsoft promptly grounded Tay, who no longer makes public tweets.

Parenting zombies can be a bumpy road. In the case of a Russian robot, the problem was literally a road. Promobot IR77 was being tested for mobility. Seems the robot was assigned to move freely about the room for an hour and then return to a designated spot. Instead, it escaped and was caught, then escaped again and was found playing in traffic. Russian researchers said in a somewhat unnerving statement that they couldn't explain it. The robot was shut off.

Some scientists are jumpy about the quantum leap of dumb robots to smart ones. Famed scientist Steven Hawking worries that AI represents the end of civilization. One Washington Post writer put it this way:



You design a smart robot to make paper clips. You tell it to make the maximum amount of paper clips. The robot starts making paper clips out of everything. Then the robot makes everything in the world a paper clip. End of the world.

For all the worries about the future of artificial intelligence, it is helping humans right now.

Cell phone assistants, like Siri, are simple AI inventions. But more complex AI systems already function in computer games, learning about the player, and analyzing the game environment. Online customer support is another area where most people have interacted with

artificial intelligence -- mostly with mixed results. At one time, asking the Apple service bots if they were robots, ended the conversation. According to beebom.com, sales are getting smarter with big online retailers predicting what you will need when you need it. Self-driving cars, fraud detection, security systems, and more all use Artificial Intelligence.

Happy Halloween! May your day be filled with pumpkins and sweets, cute costumes, and lots of Halloween treats! We wish you lots of giggles, and lots of fun.



eSudo™

PEOPLE • TECHNOLOGY • SOLUTIONS

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Technically Misfortunate?

Surely there are no black cats crossing your path in the office. There are no ghosts in your machines. So, why does everything that could go wrong keep happening? If you're truly starting to believe you're just technically misfortunate, think again.

Network slow-downs, stalling programs, and those nasty infections can be a thing of the past with the right IT solutions in place.

Call today for your FREE Network Assessment. We will review your entire network to uncover the roots of all those evil disruptions.

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