



# HI TECH HUI NEWSLETTER

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IF YOU DON'T  
CREATE A GREAT,  
REWARDING  
PLACE FOR  
PEOPLE TO WORK,  
THEY WON'T DO  
GREAT WORK  
**ARI WEINZWEIG**



## OUR MESSAGE



*"Think not of yourself as the architect of your career but as the sculptor. Expect to have to do a lot of hard hammering and chiseling and scraping and polishing."*  
— B.C. Forbes

I've been using online chat collaboration tools since the 90's. From AOL to CPQ, Google Chat, Skype to Slack and now Teams, the tools and providers have changed over the years, but the purpose remains the same. We've become well versed with computer-based systems that support groups of people engaged in a common task (or goal) and that provide an interface to a shared environment.

In our more recent times of networking, we're finding that there are still so many companies who don't leverage these tools for collaboration – even with the changes to remote working. We can't help but wonder why? How are they communicating effectively and efficiently and safely sharing data and info throughout the company?

We really believe in the power of the Microsoft Teams platform (so much so we use and support it, but not just for sending emoji's to our team. Microsoft Teams is the platform for communication, meetings and collaboration. We use it for so many different things!)

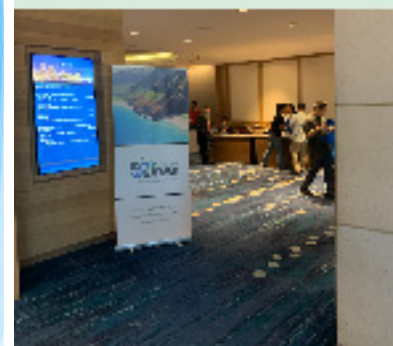
- Teams and Channels – for collaboration within departments, small groups or 1 on 1 conversations. Easily connect in chat mode, share files, or use some

of the apps to create lists, tasks and more. We can even communicate with clients and partners who also use the platform.

- Voice tools – not only do we use it for a conference call line, but as a regular phone line. The video calls are top of the line and includes several editing features for recorded calls. Very useful for trainings.
- File Sharing & Syncing– Cloud collaboration of documents in real time. There's no need for a server to work on documents within a team who may all be working remotely.
- Yammer – The social platform for our team. We share personal goals and accomplishments to boost morale and keep the team connected. We are, after all, Ohana.

Beyond what we're using these tools for internally, we also appreciate being able to share the same resources with our customers (outside our organization) with the same high level of security. Are you making the most of your tools?

- Anne-Marie Lerch



## CONNECTIONS

Connect with us on social media



Call us at  
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or email us at  
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## SHINY NEW GADGET OF THE MONTH



### The Pocket Translator: MUAMA ENENCE

It used to be science fiction, but not anymore! Now, you can translate languages on the go! The Muama Enence is the device that makes it possible. This handheld "listener" is capable of real-time translation of over 36 common languages from around the globe. Smaller than a smartphone, the Muama Enence breaks language barriers and makes travel easier than ever before, whether you're traveling for business or for vacation.

The Muama Enence is super-easy to use and ultra-portable. All you need to do is press a button, and it does the rest. Plus, with excellent audio quality, you'll be able to hear the translation, even when things get busy around you. Learn more – and get your own – at [bit.ly/37hnn8R](http://bit.ly/37hnn8R).



## How To Make Cyber Security An Ingrained Part Of Your Company Culture

Your employees are your first line of defense when it comes to protecting your business from cyberthreats. Human error is one of the single biggest culprits behind cyber-attacks. It comes down to someone falling for a phishing scam, clicking an unknown link or downloading a file without realizing that it's malicious.

Because your team is so critical to protecting your business from cyberthreats, it's just as critical to keep your team informed and on top of today's dangers. One way to do that is to weave cyber security into your existing company culture.

### How Do You Do That?

For many employees, cyber security is rarely an engaging topic. In truth, it can be dry at times, especially for people outside of the cyber security industry, but it can boil down to presentation. That isn't to say you need to make cyber security "fun," but make it interesting or engaging. It should be accessible and a normal part of the workday.

**Bring It Home For Your Team.** One of the reasons why people are often disconnected from topics related to cyber security is simply because they don't have firsthand experience with it. This is also one reason why many small businesses don't invest in cyber security in the first place – it hasn't happened to them, so they don't think it will. Following that logic, why invest in it at all?

The thing is that **it will eventually happen.** It's never a question of if, but **when.** Cyberthreats are more common than ever. Of course, this also means it's easier to find examples you can share with your team. Many major companies have been attacked. Millions of people have had their personal data stolen. Look for examples that employees can relate to, names they are familiar with, and discuss the damage that's been done.

If possible, bring in personal examples. Maybe you or someone you know has been the victim

of a cyber-attack, such as ransomware or a data breach. The closer you can bring it home to your employees, the more they can relate, which means they're listening.

**Collaborate With Your Employees.** Ask what your team needs from you in terms of cyber security. Maybe they have zero knowledge about data security and they could benefit from training. Or maybe they need access to better tools and resources. Make it a regular conversation with employees and respond to their concerns.

Part of that can include transparency with employees. If Julie in accounting received a phishing e-mail, talk about it. Bring it up in the next weekly huddle or all-company meeting. Talk about what was in the e-mail and point out its identifying features. Do this every time phishing e-mails reach your employees.

Or, maybe Jared received a mysterious e-mail and made the mistake of clicking the link within that e-mail. Talk about that with everyone, as well. It's not about calling out Jared. It's about having a conversation and not placing blame. The focus should be on educating and filling in the gaps. Keep the conversation going and make it a normal part of your company's routine. The more you talk about it and the more open you are, the more it becomes a part of the company culture.

**Keep Things Positive.** Coming from that last point, you want employees to feel safe in bringing their concerns to their supervisors or managers. While there are many cyberthreats that can do serious damage to your business (and this should be stressed to employees), you want to create an environment where employees are willing to ask for help and are encouraged to learn more about these issues.

Basically, employees should know they won't get into trouble if something happens. Now, if an employee is blatantly not following your

company's IT rules, that's a different matter. But for the day-to-day activities, creating a positive, educational, collaborative environment is the best way to make cyber security a normal part of your company culture.

Plus, taking this approach builds trust, and when you and your team have that trust, it becomes easier to tackle issues of data and network security

– and to have necessary conversations.

Need help creating a cyber security company culture that's positive? Don't hesitate to reach out to your managed services provider or IT partner! They can help you lay the foundation for educating your team and ensure that everyone is on the same page when it comes to today's constant cyberthreats.



## Microsoft Office 365



# Office 365

Mac, Windows, Mobile

*Lifetime Microsoft Office 365*



## Microsoft Office 365

Microsoft 365 gives you the tools you need in a modern workplace. HI Tech Hui offers Microsoft 365 plans to meet a wide variety of requirements, from small to enterprise companies.

Let us know if you'd like to learn more about our Office migration services or additional support options, all customized for your unique requirements, including specialized compliance and security concerns.