phrixus
TECHNOLOGIES

TECH TALK
MONTHLY

**YOUR MONTHLY DOSE OF
TECH & BUSINESS NEWS**

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MONTHLY UPDATE FROM MARK

It's tough at the moment. We don't know whether things are getting better or getting worse. It feels like we're all stuck in limbo.

Personally, I'm choosing to ignore the mainstream media constantly reminding me about things I can't control. And, instead I'm doubling down on things I can control that will make the world a better place.

Things like: Working on my business to deliver an even better level of service to our clients, helping our clients work ON their business and helping our team improve their skills - ready for the recovery.

If you'd like to map out a plan for working more ON your business and how to better use Technology to be faster, more efficient and more innovative when we hit the recovery, give me a call on **02 9457 6416 option 2** and let's have a chat.

Until then, stay safe,

Mark

Mark and the Team at Phrixus Technologies

DID YOU KNOW?

Google rents a herd of 200 goats to keep the lawns mowed at their Mountain View HQ. I wonder who picks up all their dung? 🙂

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NEWS FROM THE COALFACE

02 IS YOUR IT STEALING YOUR STAFF'S TIME?

We can make a video call anywhere in the world, from an affordable and always connected supercomputer that we carry in our pocket!

At some point in the last six months, maybe you've been on a Zoom call or chatting away in Microsoft Teams. And you've wondered what would have happened if Covid had come along in the 1980s or even 1990s.

Let's be honest... the world would have totally shut down. Business would have completely ground to a halt.

We couldn't have done the last 6 months without the amazing technology that we now totally take for granted.

Depending how old you are, what we can do easily today was literally the stuff of dreams just 20 years ago.

But as much as great IT has made working from home easier and enabled many businesses to keep going, we also must remember that bad IT can still be a massive time thief.

We've all become so reliant on computers that we've forgotten how to perform simple tasks ourselves. And we go into panic mode when they stop doing what we expect of them.

Most businesses find that even the most committed staff in the world will jump at the chance for a little bit of office down time. So, when computers aren't doing their job that's a great opportunity to down tools and do very little.

If they're in the office, people sit around chatting or go home early, whilst every second your business is losing money.

That's not to say that all employees want to take the easy way out. There will be others who like a challenge and want to try their best to make things better, using their own limited IT knowledge or good old Google to guide them.

Unfortunately, IT set ups are complex. And if you don't really know what you're doing you could end up digging a far bigger hole for you and your entire organisation.

Well-meaning staff, no matter how lovely and helpful they might be, can cause more problems than you could ever imagine.

Just like you wouldn't want someone who did a biology class 20 years ago to perform open heart surgery on you, you really don't want someone who's just watched a couple of YouTube tutorials fixing your business's computer system.

**This is what we do, day in, day out. And we're the local experts.**

If you want to ensure that your workforce doesn't grind to a halt when things stop running smoothly, it pays to invest in experts who can:

a) Stop most things from going wrong in the first place, and

b) When they do go wrong, get you back on track quickly and reliably

That means minimal downtime, less chatting and more Getting Things Done.

Staff onboarding information required

When you have new staff come onboard, please provide our team with all the relevant information. We supply an onboarding email template to capture this information. If your new team member arrives at work and their system is fully configured to their new profile on day 1 with all company data accessible it means they are more productive from the start.
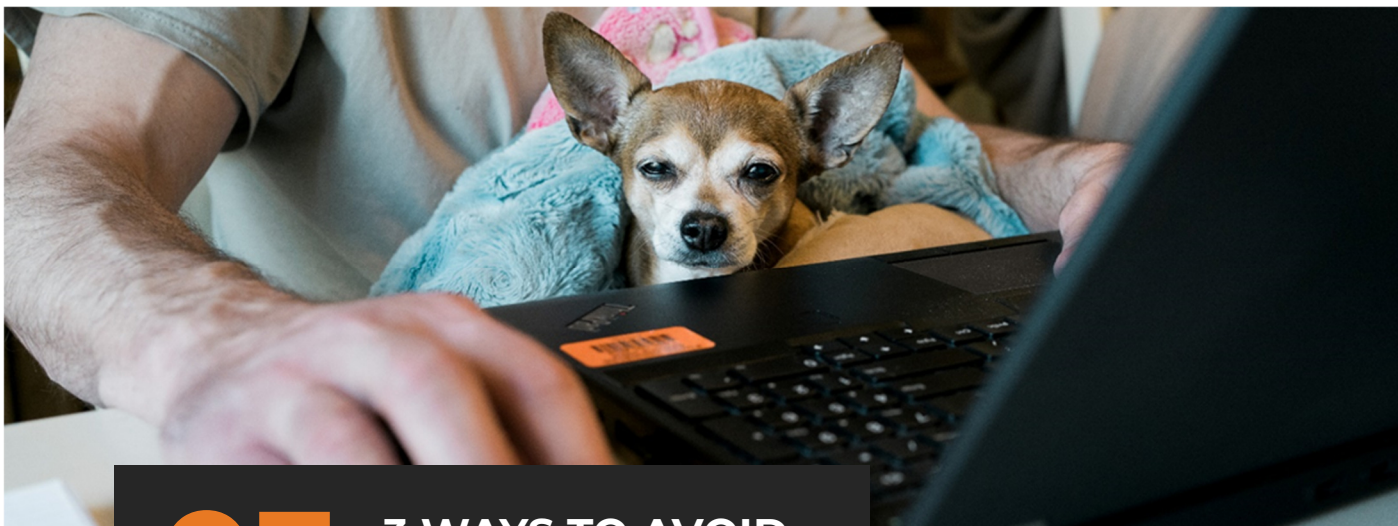
03 3 WAYS TO AVOID WFH BURNOUT

The lines between work and non-work have blurred for so many people.

For those who are still working from home (WFH), they may now be in their sixth consecutive month where there's little balance between what they do professionally, and personally.

Because when the work is sitting there in your personal space, it's far too easy to work early, or late – or both. Accidentally spotting that "urgent" email just before you're about to go to bed really is incredibly damaging.

Added pressures of childcare have made this worse. Some parents feel that working all hours is the only way they can make up for the perceived reduced quality in their work.

The stress of constantly working (or constantly thinking about work) is dangerous. Our bodies and minds simply aren't designed to be "on" all the time.

This is bad for our mental health. Which can easily have a negative effect on our physical health too.

Have you used our online shop?

Our online shopfront **shop.phrixus.com** imports the daily stock feeds from the top 12 IT distributors in Australia and presenting them in an easy to navigate online store. If you have not used it before, give it a try by searching for your replacement toner or ink for your printer, by either using the ink and toner finder or by part number.

As IT specialists, we've been working remotely for years. Here are our top 3 suggestions to avoid WFH burnout.

1) Have physical ways to transition from personal you to work you, and back again:

The easiest way to do this is with a dedicated workspace that's strictly only used for work. Even a specific seat at a table can be dedicated to work, even if you sit in other seats to do other things, like eat or play games. Some people dress for work each day, so they can change their clothes to mark the end of the working day.

2) Set strict work hours and stick to them:

9 to 5 might be impossible. But you can still have set work times, even if they're scattered throughout the day. Make sure your family knows when you're working or not working. This is where having a set physical space can really help. In your non-work hours make sure you only do non-work things. And *do… not… check… your… email* 🙂

3) Prioritise what really matters:

The other downside of sitting surrounded by work all the time is that there's always something else that can be done. There's no point working on minor tasks at 11pm at night, because the chances are, you're not actually achieving anything meaningful. Assume you have 3-4 hours of truly productive time each day. And make sure you get and stay organized to achieve the most important things in this time.

TECH TIP: WHAT EXACTLY IS THE CLOUD? AND IS IT SAFE?

It's the kind of question you'd think would be easy to answer, until someone asks you: What exactly is the cloud?

Put simply, it's using someone else's computers over the internet to do things we used to do in our own computers. Like run software or store data.

When you run software in a tab in your browser, that software is still running on a computer… it's just not your computer. That means you can run very powerful applications without needing a powerful computer.

Excellent.

So, is the cloud safe? The answer is that it depends.

Whilst there's no technology that is 100% safe - working with the larger cloud providers is often safer than running things on your own network. Simply because they have dedicated teams of security experts.

You should also focus on making sure your business's use of the cloud is safe too.

Such as by:

- Never ever sharing logins (even amongst your team members)

- Making sure you use randomly generated passwords protected by multi-factor authentication and

- Keeping all devices 100% up-to-date at all times with Updates and Next-Gen Anti-Virus tools

05 WHAT WILL COMPUTERS AND PHONES LOOK LIKE IN 2030?

This is a fun game to play. Because none of us knows what our relationship with technology will be like in a decade's time.

But we can make some educated guesses. There are our 3:

1) Our phones will be even more important than they are now

We'll rely on them more and more. And they'll get smarter, automating more of our lives for us. Little things like, your phone will unlock your car automatically as you walk to it, because it's read your calendar and knows you need to head out. Perhaps it'll even load the route into the sat nav for you

2) Artificial intelligence (AI) will be everywhere

It won't be the kind of AI that we talk to. But the kind that makes our lives easier. We'll constantly be pushing for more apps to just talk to each other and pass information to make things easier for us

3) All our data will be in the cloud

So long as we've got fast enough internet to access it quickly, more and more data will be in the cloud, because it'll be more convenient for us to access it there.

What do you think business technology will look like in 2030? Shoot me an email at mark@phrixus.com and let me know!

WE LOVE REFERRALS

The greatest gift anyone can give us is a referral to your friends. Referrals help us keep costs down so we can pass the savings to our clients.

If your friend ends up becoming a client - we'll gift them their free first month of service (for being a friend of yours) AND we'll gift you $500 cash Simply introduce me via email to mark@phrixus.com and I'll take it from there. I personally promise we'll look after your friends business with a high level of care and attention (just like we do with all our clients).

What is the difference between a shutdown and a restart with Windows 10?

This is a question that we are coming across more and more when we advise clients to restart their systems if they experience an issue that requires them to restart. Microsoft introduced a feature in Windows 10 called fast start-up, essentially what it does is when you click Shut Down it puts your system into a hibernation-like mode instead of shutting it down properly. It is designed to enable you to be up and running much quicker when you next turn on your computer.

Unfortunately, there are side effects to this. It means that everything is more or less being put on pause rather than stopping completely, so if your system has background services that need to be restarted to solve a potential problem or after an update, it will not happen if you select the Shut Down option.

In general, your system will be quite happy doing this. However, if you start experiencing issues with your system and contact us for support, one of the first things we will do is check your system uptime and it will tell us if your system has had a proper restart or not within the last week or so. If it hasn't this will generally always be the first piece of advice we give as quite often it will solve the problem.

Our advice is, once a week, select the Restart option instead of shut down to make sure your system stays fresh and functioning as it should. It could save logging a ticket with helpdesk and keep you more productive.

NEED A LAUGH?

Me: Knock Knock.
You: Who's there?
Me: Control Freak.
You: Con...
Me: Ok - now you say *"Control Freak Who?"*

TECHNOLOGY TRIVIA

Social Media platforms like Facebook, LinkedIn, Twitter and Instagram are a HUGE part of our world now days.

But did you know the first social media site started way back in 1994?

Can you guess what it was?

(if you're old enough, like me, you might even have used it)