Azure Horizons, Inc.
Securing Your Digital Business I. T. A$$et$

Tips To Transitioning Your Business To A Work From Home Model

In an effort to provide a quick reference for you to keep your business running while adhering to government mandated closure orders, we have put together the below tips and resources that can assist you in navigating these uncertain times.

Don't:

- Don't allow your employees to use home PCs or other personal devices without proper security. If your employee's home PC isn't fully protected, it could potentially infect your office network. If you are going to allow them to use their device, make sure it is fully protected
    - If needed, we can deploy our security package to their PC.
- Don't fall victim to cyber-crime, SPAM or other emails that are related to COVID-19. I know all of us are tired of receiving emails from every company that we have ever done business with (and provided our email address to) about how they are handling the crisis. Mixed in with those emails are hackers exploiting the 'opportunity', including some that appear to be from the CDC. It is important to be extra vigilant to look out for fraud.
    - Have a talk with your staff about the possibility of fraud, especially with wire fraud.
    - Have a plan to handle ACH, Wires and other payments that require 2-factor communication. Don't allow payments to go out just from an email.

Do:

- Allow employees to 'Work From Home' (WFH). There are several ways that you can implement this:
    - Use Remote Desktop (RDP) to access an RDP server or their own desktop at the office. Some of our clients have these already setup and ready to go. If you don't have that already, it requires some licensing and possible hardware to be purchased. This may not be the fastest options to get your employees working remotely if you don't have installed already.
    - Virtual Private Network (VPN) access to office infrastructure. For those with WatchGuard firewalls (or other enhanced firewalls), they can be configured to allow remote users to connect directly to the office network to access resources. You may need to add licenses to your device to allow access. We can get the licenses loaded up quickly so they can start working.
    - Use ConnectWise Control or LogMeIn. For those that need quick implementation of remote users, we have tools that you can use. Contact us for pricing.
- Start or finish moving to the cloud. Many applications and software applications have cloud options. We can discuss with you about specific options for your line-of-business applications.
- Signup for Zoom for Video Teleconferencing (VTC). We have deployed this internally and find it to be an easy way to connect with our staff and clients and with its cross-platform compatibility (Windows, MAC, and mobile), you can virtually 'meet' with anyone on any device. It allows for video conferencing, chat, file sharing and collaboration.

- Use Office 365 to its fullest.
    - Another fast growing VTC application is Microsoft Teams. It is another great way to quickly communicate with you with your team.
    - Use One Drive to share files. Each Office 365 has 1TB worth of storage. It is easy to upload files to One Drive and share with each other.
- Keep your sales team productive while they are at home.
    - Use web conferencing systems like Zoom which can be just as effective as in-person meetings.
- Use or switch to VoIP.
    - Most VoIP providers allow for soft-phones or move your hardware phones to home. That way you can still make and receive calls from home.
- Give your employees the ability to still be human.
    - https://bonus.ly/ allows for employees to give each other micro-bonuses for doing a great job or helping each other out. It is a way to allow everyone to still pat each other on the back – at a very safe distance.

Things to keep in mind:

- There is financial assistance available. The SBA is offering up to $2,000,000 in low interest, long term disaster assistance. Visit https://www.sba.gov/funding-programs/disaster-assistance for more information.
- Provide leadership and communicate. I think it is essential for you as a business leader to stay strong in these difficult times. The more you communicate to your employees about stability of your company, the better off you (and they) will be.

Feel free to reach out to us with any questions or help to setup any of these systems. We are here to help you stay strong and productive during these unprecedented times.

All the best,

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