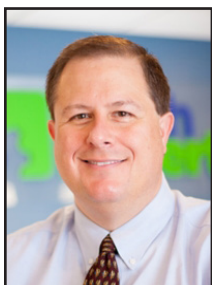


How Tech Solves Managerial Problems In Small Business



Thomas Fox is president of Tech Experts, southeast Michigan's leading small business computer support company.

Before the digitalization of the business sector, it was impossible to comprehend how easily you can perform business tasks today.

Every business industry is drastically changing by integrating new and advanced tech tools. The way you communicate with clients and other employees is different from how it used to be. This is possible because we now have tools capable of solving our problems in a better way. Here are some ways in which technology is solving managerial problems in small businesses:

Resource Planning

Whether you are a small business or an enterprise, you will agree that managing your resources is a challenge. Especially when you are a start-up, you need to visualize your business process and create effective resource plans. Integrating an Enterprise Resource Planning tool into your business infrastructure is an efficient way to solve departmental problems including finance, sales, marketing, and accounting.

The management team is responsible for solving problems for all the departments and streamline the

coordination between front and back offices. An ERP program offers solutions to problems and helps the management team to make better decisions using insights.

Collaboration Tools

Many businesses have different outlets or locations that function independently. Sometimes, these branches collaborate on a project or share information from headquarters to follow the same standards and stay on the same page. A manager integrating a collaboration tool can streamline the communication between both ends. These tools are not only beneficial for enterprises, but small businesses can also solve their problems. If you manage a small business, you can effectively collaborate with your clients and instantly share data.

These tools are also helpful for employees working remotely. That way, they can consistently stay in touch with their team. Furthermore, you can also utilize collaboration tools for time management and project management. It also enables you to improve the customer-client relationship and simplify the workflow.

Business Analysis Tools

In an enterprise, management can create and run an entire department for business analysis. However, that is not possible for small businesses with limited resources. Therefore, as a small business owner, you should consider integrating business analysis tools.

Without hiring a professional team, you can crunch the data with this automation tool.

It helps improve the productivity of your employees by generating accurate insights for improved decision making. Many employees ignore the micromanagement practices, and it's a huge drain on management. By using a tool that produces insights about employees' productivity, you can achieve your business goals.

You can also enhance the relationship between staff and the management with this data-oriented system as it eliminates personal opinions in favor of objective data. An analysis tool helps your employees meet their deadlines and keep new projects in line based on the priorities.

Decision Support System

A decision support system or DSS helps operational management to gather the data and generate insights for better decisions. This tool saves a lot of time for the management team, enabling them to solve complicated problems.

They can reduce decision cycle time and increase employees' productivity. This tool also helps with collaboration and communication and helps share facts and assumptions with the employees. With these tools, your business management team can learn new techniques and concepts. As a result, they can come up with productive ideas and implement new practices based on data.



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Reduce Workplace Stress Using Technology

“You should reduce workspace stress for numerous reasons. To know the importance of reducing stress, you must understand how it affects your employees’ physical and mental health. Consequently, it will impact business activities, hindering any progress towards long-term goals.”

Many business owners focus on reducing work-related stress to keep their employees active and healthy. This way, they can focus more on their work instead of taking leave.

Your employees should feel motivated while they are in the workspace. This way, they can evaluate and organize their life in a better way to ensure optimal work and life balance.

Why Should You Reduce Stress?

You should reduce workspace stress for numerous reasons. To know the importance of reducing stress, you must understand how it affects your employees’ physical and mental health. Consequently, it will impact business activities, hindering any progress towards long-term goals.

Reduce Stress with Technology

The main reason for workspace stress is a lack of productivity and focus. However, you can utilize technology for good, thereby reducing stressful work routines. Numerous applications are available to help your employees focus and manage their routine. Here, we will discuss some of those tools:

Project Management

Managing projects without any tools is a hectic task. Planning, prioritizing, and tracking tasks will take up a lot of your time. However, you can rely on different tools to perform these activities.

Integrate those tools, so your employees don’t feel burdened. You



can choose between popular tools such as Asana and Trello.

Time Management

When your employees are unable to focus and perform tasks due to stress, they can’t practice effective time management. Eventually, this will add to their stress and pressure.

Tools such as Pomodoro are an amazing option to manage time in your workplace. When your employees meet deadlines, they can focus on other tasks or relax.

Collaboration

Other time-consuming activities involve collaborating and communicating with colleagues. You can streamline internal communication by integrating tools such as Slack, Google Drive, and Basecamp.

These tools will not only help your employees communicate with each other, but they can also share and receive files and track their tasks.

Furthermore, these tools will keep your tasks and conversations organized for future reference.

Stress Relief Apps

You can introduce various stress reducing applications among employees. For instance, applications that reduce anxiety will keep your employees calm and happy.

You can share these applications that make it mandatory to relax for five minutes after working for an hour. Applications such as Mindwell and The Breathing App are popular for reducing stress.

Increasing workload and giving your employees a tough time will have a negative effect on your business. With excessive stress, your tasks will become counterproductive, and employees will lose their focus. If you want to improve employees’ productivity, start by reducing workspace stress with some of the suggestions above.



Online Shopping Tips From Stay Safe Online

The following tips have been taken from the Stay Safe Online group, which is dedicated to helping us all stay safe when using the Internet.

We thought they were very good tips to also keep in mind as you get back into the swing of things after the holiday break.

Think before you click

Beware of emails, texts or other promotions that seem “off” or encourage you to urgently click on links. If you receive an enticing offer, do not click on the link. Instead, go directly to the company’s website to verify the offer is legitimate. If you can’t find it on their website, report the scam to your email provider as a phishing attempt. Remember: if it seems to good to be true, it probably is.

Do your homework

Fraudsters are fond of setting up fake e-commerce sites. Prior to making a purchase, read reviews

to hear what others say about the merchant. Check trusted sources, like the Better Business Bureau, as well.

In addition, look for a physical location and any customer service information. It’s also a good idea to call the merchant to confirm that they are legitimate.

Consider your payment options

Using a credit card is much better than using a debit card; there are more consumer protections for credit cards if something goes awry. Or, you can use a third party payment service instead of your credit card. There are many services you can use to pay for purchases – like Google Pay – without giving the merchant your credit card information directly.

Watch what you give away

Be alert to the kinds of informa-

tion being collected to complete your transaction. If the merchant is requesting more data than you feel comfortable sharing, cancel the transaction.

You only need to fill out required fields at checkout and you should not save your payment information in your profile. If the account autosaves it, go in and delete the stored payment details after the purchase.

Keep tabs on your bank and credit card statements

Be sure to continuously check your accounts for any unauthorized activity. Good recordkeeping goes hand-in-hand with managing your cybersecurity.

Another tip for monitoring activity is to set up alerts so that if your credit card is used, you will receive an email or text message with the transaction details.

“Fraudsters are fond of setting up fake e-commerce sites. Prior to making a purchase, read reviews to hear what others say about the merchant. Check trusted sources, like the Better Business Bureau, as well.”

Is Your Business Secure? Top Three Ways To Protect Your Company

Effective cybersecurity is not a “one size fits all” solution but needs to take into account the unique needs of your particular business.

That said, however, there are three key things you can do to immediately safeguard your business at a basic level.

Automate software updates

Let’s be real. We all forget things sometimes. Even something as important as updating the software on our devices. And sometimes it’s not even a “forget” but an “I don’t have time right now for my device to be down.” But automating updates and setting them to process during off-hours can be the difference between a successful and unsuccessful breach.

Educate your employees

Employees are the number one point of failure in any cybersecurity event. A recent report from Kaspersky Labs found that 90% of corporate data breaches occur as a result of social engineering attacks on employees - not the providers.

Use the Cloud

Many of us used to say that it was “too risky” to be in the cloud. That our data was “safer” here on-site where I can control access to every bit of the network. However, over the years, we have learned that using cloud solutions is actually more secure than on-site solutions and here’s why: cloud providers have a

higher level of certification needed in order to prove the level of protection required of a cloud solution.

Cloud providers know it is imperative that their solution be the most secure solution available and any blemish can be a make or break problem for the longevity of their business. As such, they make it their business to know and keep up with the ever-changing cybersecurity world and work to implement the latest protections across their entire networks.

Last year was a record-breaking year for cyberattacks, with Colonial Oil, JBS, and even Buffalo Public Schools. The time to update your security protocols is now before you fall victim. Schedule your audit today and keep your business safe.



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Welcome Benjamin Wurzel To The Tech Experts Team



Benjamin Wurzel joins the Tech Experts team as a help desk and field service technician.

Benjamin has been working in a help desk setting since 2017 and recently earned his degree in Information Technology, along with the Google IT Support Specialist and CompTIA Network+ certifications. Here at Tech Experts, he'll answer calls and input tickets, assist remotely, and help solve on-site problems. In his spare time, Ben likes studying for new certifications, gaming, and working on his new house.

Flying Cars And Robot Servants? Business Tech Predictions For This Year

OK, so we still haven't seen flying cars. But, you can get a robot to vacuum your carpet!

We've been busy reading the business technology predictions for this year. If you'd read these 20 years ago, they would have genuinely seemed like science fiction. But now, there's nothing being predicted for this year that really surprises us. Here are a few we think you'll see soon.

More automation: It's now possible to make most software talk to most other software. And that makes it easier to automate repetitive tasks. Any time a human has to repeat a task, you can find a way to get software to automate it for you.

Health, safety, and wearable tech: These are small electronic, wireless, and autonomous devices that capture, analyze, and aggregate biofeedback or other sensory physiological functions related to health,

well-being, and fitness and that can be worn on the human body (or in the human body with versions such as micro-chips or smart tattoos.)

AI being used by more businesses: Artificial Intelligence is no longer just for big businesses. It's being used within software available to businesses of all sizes. You're probably benefitting from AI already without being aware of it.

Work from home: Yes, the "new normal". It's not going away. Hybrid working is here to stay.

Next-generation remote presence (the "Metaverse"): With a nod to Facebook, incremental progress in existing VR/AR technologies, as well as new technologies involving senses beyond audiovisual, are driving better and better immersion.

Remote medicine: Remote medicine will enable patients to obtain remote medical assistance and physicians to

perform procedures and consult with remote experts.

Disinformation detection and correction: Critical importance of having accurate information will trigger techniques to determine disinformation in politics, business, and social media.

Non-fungible tokens (NFTs): Blockchain technology can be used for authentication and ownership of digital assets and potentially for a new type of virtualization of the ownership of physical things.

Fraud gets more sophisticated: Fraud operations are getting increasingly sophisticated, as the typical cybercrime arms race continues between prevention experts' efforts and criminals' innovations to beat them.

Other predictions include better voice search, such as using Alexa to get answers. And big improvements in battery tech.



**Create new service requests, check ticket status, and review invoices in our client portal:
<http://www.TechSupportRequest.com>**