



2019 Hot Topics

Relevant trends to come
in the business world

4 Direct Influences Most Likely to Impact Businesses in the New Year



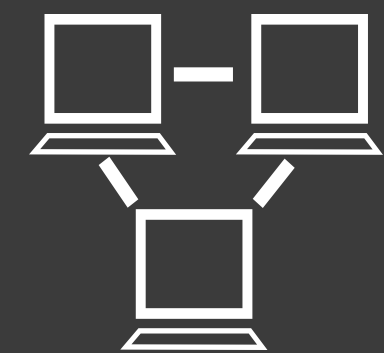
Security-
as-a-
Service



5G



Employee
Retention

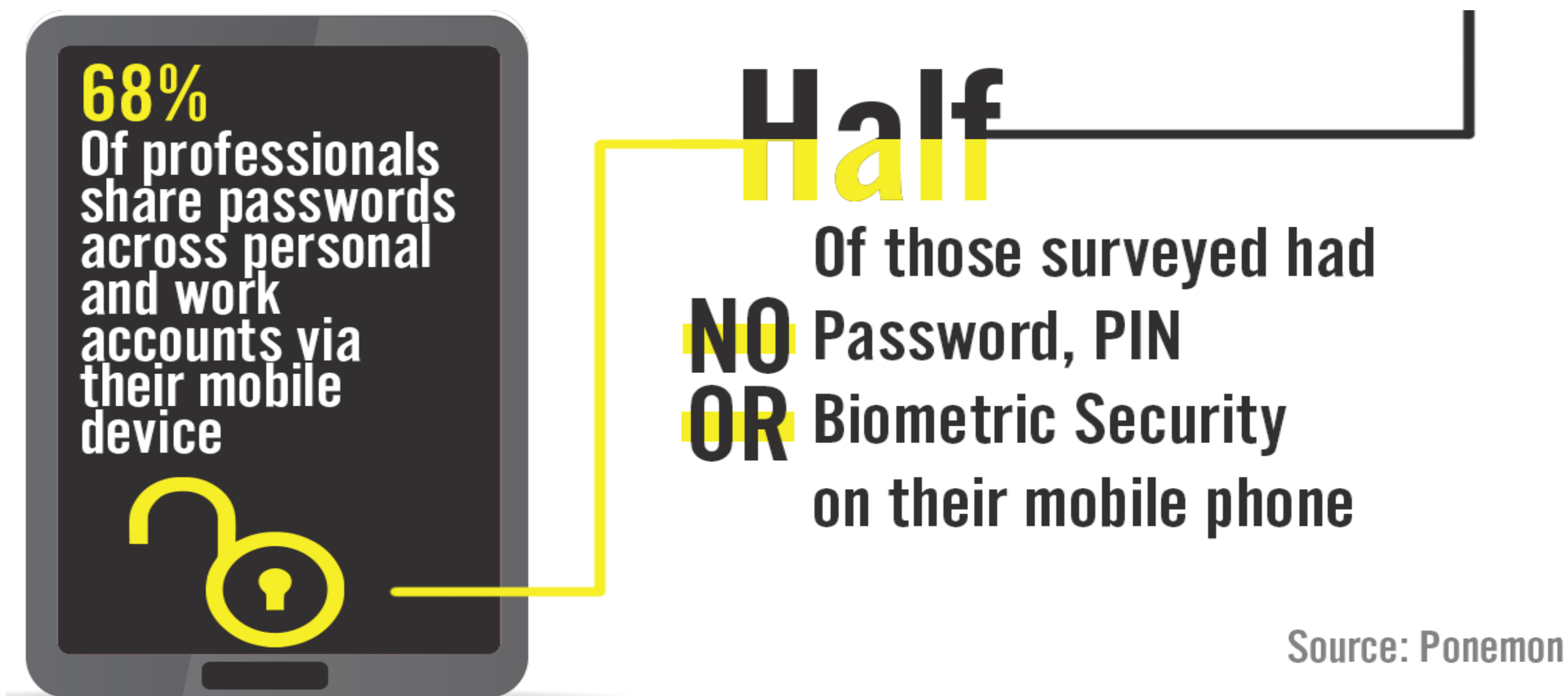


Collaboration
Tools

Security-as-a-Service

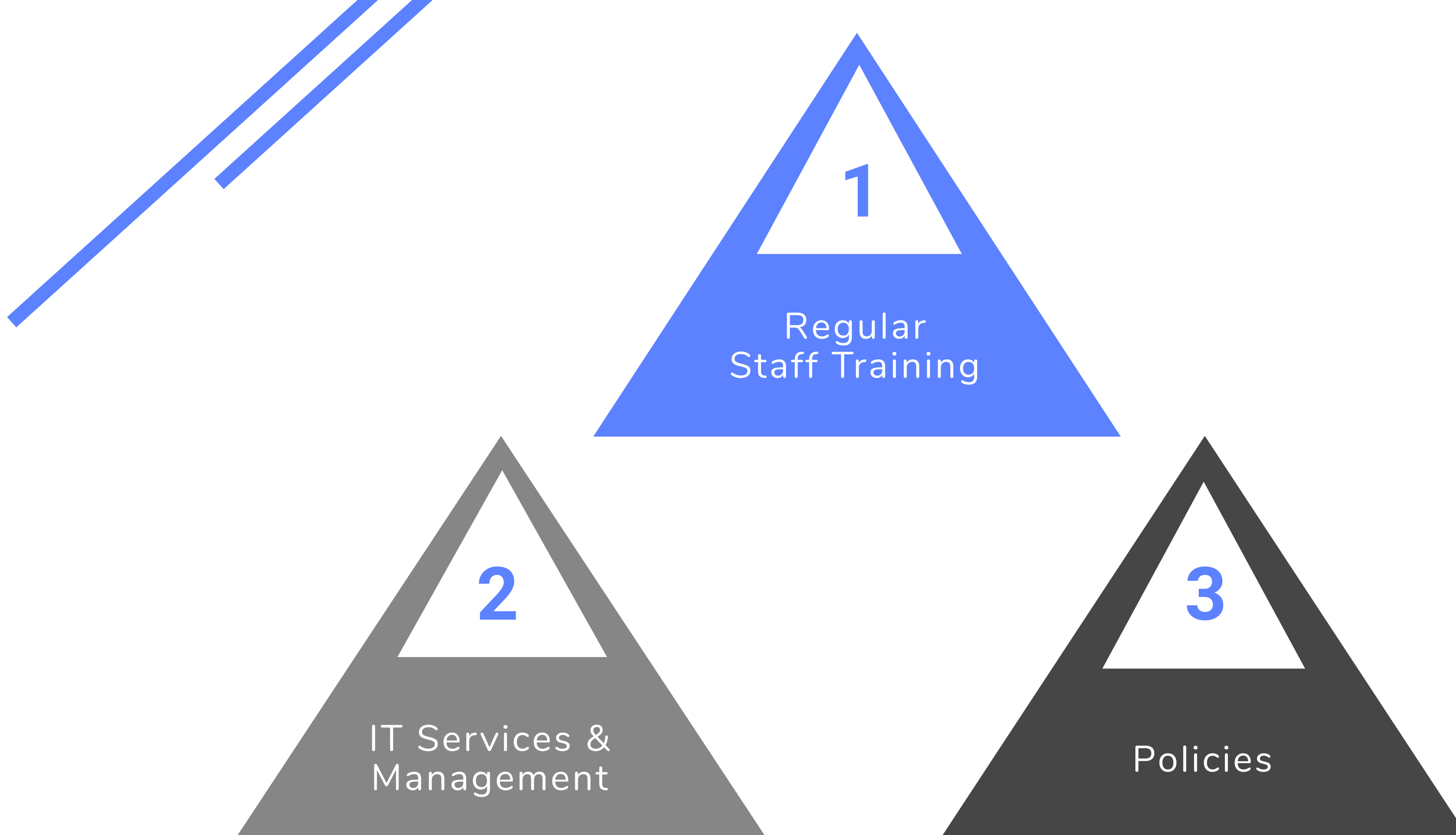
Customized IT Security Packages

In a statement issued by Continuum, a security platform company for MSPs (Managed Service Providers), 1 in 5 small businesses will suffer a cyber-breach this year, with human error as the leading cause (IBM Cyber Security Intelligence Index).



The past decade, cyber-attacks have increased to roughly 4,000 threats a day. Due to the frequency of new attack techniques, many companies are falling behind in cyber-security prevention, including awareness and training for all internal staff.

Because of the enormity of evolving factors, cyber-attacks are not 100% preventable.



Implementing regular security staff training, hiring an outside IT service company to assist your internal IT team or manage your infrastructure, and designing a strong cyber-attack policy are just some of the actions that can be taken to minimize your odds of a breach.

Hackers are continuing to go after individuals, homes, small businesses, the U.S. Government, and large corporations.

Security-as-a-Service is an all-inclusive solution that provides the necessary tools to effectively add additional layers of security to your business. This comprehensive service allows businesses of all sizes to outsource their IT security to a team of specialized engineers at a fraction of the cost of hiring a single professional.

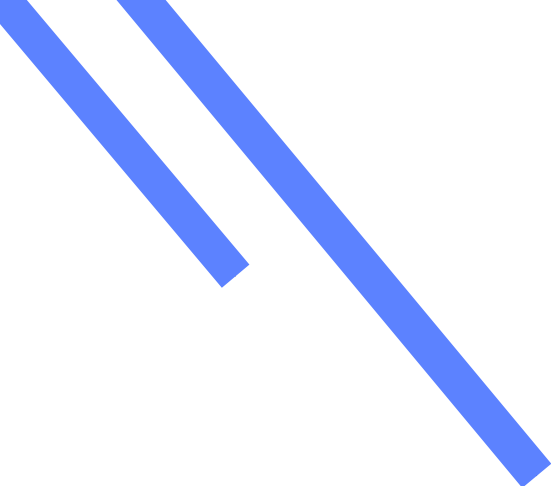
Security-as-a-Service gives companies the ability to increase workflow efficiency, maintain business continuance and significantly reduce security breach risks. These benefits are delivered from the implementation of advanced endpoint detection & response, user training, perimeter protections & monitoring, invasion detection, policy development & enforcement.

5G

A New Gateway for Uncertain Advancements

Major providers have announced 5G networks will be launching by early 2019. According to Verizon, 5G will save time, money, and energy while changing the way people collaborate in all aspects of life. 5G will produce significantly faster transfer speeds and more reliable connections for all devices, while continuing to work in conjunction with 3G and 4G technology.

There is still much uncertainty into the expansive impact 5G will have across the world. Engineers and other specialized professionals have reached a consensus that it has the fuel to carry societies to the next level, and the power to support our growing IoT for years to come, with the unceasing inclusion of cars, dog collars, smart homes and more.



“5G has the potential to join a very exclusive club—the handful of technologies throughout history that transform industries across every sector of the economy...redefining work, elevating living standards, and having a profound and sustained impact on our global economic growth.”

—Ronan Dunne, Executive VP and Group President of Verizon Wireless



Employee Retention

ACTION STEPS

Four Steps to Apply in the Workplace

The Tech industry is experiencing one of its lowest unemployment rates in decades. Now more than ever employers must focus on retaining great employees. By focusing on a few key concepts, you can avoid the high cost associated with employee turnover.

As the Wall Street Journal notes, employers can expect “twice an employee’s salary to find and train a replacement.”



1

Listen to Employees

All too often you can learn the most by simply listening. This is certainly not a new concept, but it is an important one. The simple act of listening can empower employees, build trust and foster ground breaking ideas. We

recommend ***The Speed of Trust: The One Thing That Changes Everything***, by Stephen M. R. Covey, for more on the lessons of listening and building trust in all areas of life.



2

Frequent Reviews

It's important to give timely feedback, both positive and constructive. Setup one-on-one meetings with employees to discuss goals that are clearly defined, both in the overall desired results and execution process. Asking follow up questions such as “What do you need in order to accomplish these goals?” is a great way to gather feedback and establish trust. The best results for both you and the employee will stem from a 2-way conversation as opposed to a lecture type forum. Keep it informal, over lunch or take a walk and focus on being invested in your employee's career. Good employees want to know how their doing and where to improve.



3

Training

Be willing to invest in your employees by offering skill enhancement to all your workers. There are countless training opportunities employees can attend, such as sale enhancement classes, and new-to-market road shows.

Some ways to keep your employees trained:

- § Computerized training
- § DVDs, audiotapes, books, articles and pamphlets
- § Mentoring programs
- § Outside seminars and classes



4

Acknowledge Accomplishments

Celebrate your employee's successes. You have to recognize the accomplishments of employees. This could be a simple thank you or handwritten well-done note. If you want to raise the stakes, you could thank them by sponsoring them at an industry event/conference or awarding a prize.

More supportive studies are being released about the benefits of recognition within the workplace. However you decide to reward your employees, praising them for completing performance goals is one of the most effective ways to make them feel appreciated, which will incentivize them to stay with you over competitors who may offer a higher salary.

The "it" Collaboration Tool

Internal Communication Platforms to Enhance Productivity

Three years have gone by since Microsoft added a new tool to its already robust Office 365 suite of services. Teams is a chat-based collaboration tool that provides global, remote, and dispersed groups the ability to work together and share information via a common space.

The offered features include shared folders, document collaboration, one-on-one or team chat/calls/video conferencing, calendar integrations and more. Microsoft Teams is also fully integrated with many other Office 365 services, such as Skype, SharePoint, Exchange, and Yammer.

Although Microsoft Teams is the current front runner in the collaborative tool marketplace, 2019 will bring forward some great competition as companies focus more on bringing their employers together to increase internal efficiencies and accommodate telecommuters.





THANK YOU!

For questions about IT Services,
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We'd love to hear from you.