Right Click Solutions Tech Trends for 2020

Trend 1: Cloud Computing v. In-house Server?

Cloud computing is the practice of using a network of remote servers hosted on the internet to store, manage, and process data rather than using a local server or personal computer. Many of the systems used today are cloud-based services like G-Suite, Office365, OneNote, even Facebook and Instagram. The data is stored on a cloud-hosted service for on-demand access.

The same capabilities can be accomplished by using a local server. Applications and files are accessed and shared using a powerful computer designed specifically for an organization with the proper CPU, operating system and storage capacity, equipped with the proper security and virus protection as well as backup and recovery.

Right Click Solutions has helped many of our clients to make this determination by evaluating their business and current environment. Below is a comparison chart of some of the deciding factors in choosing cloud computing vs. in-house server:

	Cloud		In-house Server	
Scalability	Y	quick and easy	Y	may require hardware upgrade
Mobile Connections	Y	connect and work from anywhere	Y	connect and work from anywhere
Security/Compliance	Y	provided by cloud provider	Y	done in house
Up Front Capital Expense	N	monthly charges based on usage	Y	hardware
Services Outages	Y	can halt operations	Y	typically less downtime
Limited by Internet Speeds	Y	completely dependent on internet	Y	some limits depending on configuration
Efficient Data Recovery	N	time consuming	Y	rapid file transfer
Total Control Over Apps & Data	N	reliant on cloud provider	Y	managed internally
High Performance	N	performance varies	Y	configured for fast and efficient processing
Onsite Space Considerations	N	no additional equipment required	Y	space for hardware required

Trend 2: Heightened Security

As a champion of the National Cyber Security Alliance, Right Click Solutions has made a concerted effort to promote the awareness of online safety and privacy, recognizing cyber security is a serious threat for all businesses. Recent studies have shown an increase in cyber threats and their effect on SMBs as follow:

- The Ponemon Institute's small and medium size businesses 2018 reporting shows 60% of SMBs cite employee negligence as cause of data breaches
- ID Agent reports that 80% of hacking-related breaches leverage either stolen or weak passwords.
- 43% of cyberattacks target small businesses according to Verizon's 2019 Data Breach Investigation Report
- Symantec's 2019 Internet Security Threat Report shows 1 in 323 emails to small businesses are malicious, 1 in 9 contained malware in 2018.
- Cisco's 2018 Security Capabilities Benchmark Study shows when breached, SMBs Experience 8+ Hours of Downtime.
- 62% of Phishing simulations hook at least one set of user credentials according to Duo's research in The 2018 Duo Trusted Access Report.

What can you do to safeguard your business?

- Perform a security assessment
- Train employees
- Implement firewall security
- Create a mobile device action plan
- Ensure offsite backups
- Control physical access to any computer
- Understand and employ best practices
- Implement secure password authentication
- Have a disaster recovery plan

Trend 3: Speaking of Disaster…

According to Computer Business Review, in 2016 alone, IT failures caused a loss of $1.1 trillion to businesses. In 2020, make it a priority to address business continuity and disaster recovery strategy and plan. Consider these points as the top items on your list:

- Implement a digital business protection solution
- Create a business continuity plan: create a plan with a section devoted to IT
- Publish your plan: make sure all the key players know how to access the plan offsite – don't squirrel it away in a locked closet

Trend 4: Managed IT Services to Level the Playing Field

Engaging in managing IT services helps put your small to mid-sized business on the same level as bigger competitors. Right Click Solutions services over 80 contracted clients in all aspects of business. We can provide:

- Proactive, custom approaches to IT problems
- Cost savings on salaries and benefits for in-house IT
- Extensive knowledge base and team approach to IT solutions
- IT support from a team of experts
- Personalized customer service

If you would like to learn more about contractual options with Right Click Solutions, call us and schedule a meeting to discuss the opportunities.

New year, new IT resolutions.

As you implement your business goals for the new year, dovetail those goals with the correct IT strategy. Leverage the knowledge base of Right Click Solutions to help make your IT resolutions a reality in 2020.