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DanTech Services

Computers under control!™

Technology Times January–February 2022 Issue

“With over 20 years of experience providing remote support to clients that rely on technology, I know what it takes to deliver business continuity. Add to that another 20 years of support in the service industry you’ll not find another company that takes customer service to heart as I do. Find out for your business what a difference it makes. “



Dan Foote
Owner/President

What’s Inside:

Page 2

Business Continuity

Improve Your Email Delivery Success

Page 3

News from CES 2022
Generac 22kw Guardian generator

Shiny New Gadget Of The Month:
Generac 22kw Guardian generator

Page 4

“New Omicron-Themed Phishing Attack is Now Running Rampant”
- Continued from Page 1

Compliance As a Service

Page 5

WHY EVERY BUSINESS NEEDS A WEBSITE

DANTECH SERVICES WEBSITES
DESIGN

Got IT Problem? - Click Here!



New Omicron-Themed Phishing Attack is Now Running Rampant

A mean-spirited [phishing](#) campaign is mocking victims after infecting their devices with Dridex malware, according to Lawrence Abrams at [BleepingComputer](#).

“Over the past few weeks, one of the Dridex phishing email distributors is having fun toying with victims and researchers,” Abrams writes. “This was first seen when the threat actor began trolling security researchers by using their names combined with racist comments as malware file names and email addresses.

Earlier this week, the threat actor spammed fake employee termination letters that displayed an alert stating, ‘Merry X-Mas Dear Employees!,’ after infecting their device. In a new phishing campaign discovered by MalwareHunterTeam and 604Kuzushi, this same threat actor took it to the next level by spamming emails with a subject of ‘COVID-19 testing result’ that states the recipient was exposed to a coworker who tested positive to the Omicron COVID-19 variant.”

The Omicron-themed phishing emails state, “This letter is to inform you that you have been exposed to a coworker who tested positive for OMICRON variant of COVID-19 sometime between December 18th and 20th. Please take a look at the details in the attached document.”

- Continued on page 4



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Business Continuity



A business continuity strategy includes identifying critical operations, putting solutions in place to maintain those operations in the event of a natural disaster or outage, and monitoring and maintaining those solutions.

Why It Matters To Our Customers

When business disruption occurs due to a natural disaster, utility outage, or other cause, it creates a wide range of problems that can lead to significant financial losses. Obviously, when operations stop, so do production and sales, but an outage can also mean added costs of getting equipment back on line, paying overtime to get back on schedule, recovering lost data, and customer make-goods.

Natural disasters can't be prevented and often strike with little warning, but they aren't the only reasons operations can come to a halt. Network or utility outage, cyberattack, hardware failures, and human error can result in business disruptions that can be just as damaging to a business's bottom line.

Why You Need Business Continuity

Few would dispute the importance of business continuity, but business may not have the in-house resources to manage it. We encountered clients who instead have adopted a "head in the sand" position, deciding that the odds are against disaster striking. By offering a managed, budget-friendly Business Continuity as a Service solution, we can provide these businesses with a way to ensure operations can continue without putting a burden on in-house resources.

We design total solutions that begin by identifying critical operations and performing a risk analysis. Then, we identify solutions that can ensure production and processes can continue and monitor operations and business continuity solutions to ensure everything remains operational. BCaaS is more than just backup and disaster recovery (BDR), although that is a vital part of a business continuity plan.

The plan may also include cellular failover routers that enable communications and internet access when the network is unavailable and uninterruptible power supplies that provide emergency power when there is an outage.

Improve Your Email Delivery Success

Email delivery, especially for businesses, has become increasingly more complex. Emails may not only be sent from your primary domain and mail servers, such as Office 365 or Google, they may also be sent from contact management platforms, web servers, or other services. Spammers know this, which is why email delivery is more complex in the attempt to knock down spoofed emails before they hit someone's inbox—like your customer's.

While there are service lists, like [SORBS](#), that list the bad players, and filtering services, like [Mailprotector](#) (the one we use), these play only a part of what's needed to protect your inbox and business. Their functions are more to protect incoming email. What if, though, emails are sent from servers that pretend to come from your domain or as your email account? How do we better protect from that abuse?

To protect your domain, business, and its reputation, a framework has been built that, if implemented properly, improves email delivery from legitimate sources while limiting or preventing delivery from spoofer & spammers. If your business relies on email yet also needs to stay protected, here's what's needed.

There are three primary components:

[SPF \(Sender Policy Framework\)](#), which identifies servers or services that are allowed to send email for your domains

[DKIM \(DomainKeys Identified Mail\)](#), an email authentication standard

[DMARC \(Domain-based Message Authentication, Reporting, and Conformance\)](#), a service that uses the above two record sets and responses to make sure that the services align, or are in agreement, with how your email domains are being used to send emails

With SPF, a lookup is done to see if the sending server is listed as allowed to send for the domain, and then checks for either a soft-fail or a hard-fail. Soft-fail means that even if the sending server isn't listed, then the receiving server should accept it anyway (although it'll be tagged). Soft-fail is great for testing, yet once all sending servers and services are identified, the only effective use of SPF is when it's set to hard-fail.

DKIM uses DNS records to check a known public record against a secure private record to confirm identity. This is very similar to how HTTPS, TLS, and SSL work with certificates to authenticate identity. Microsoft Office 365 takes many of the challenges out of setting up DKIM by directing the requests directly to Microsoft's servers.

DMARC, as noted above, looks to assure that both the SPF and DKIM records are in alignment—that they agree with each other. Plus, it has a reporting function built into it that can be used to analyze whether the email agrees with the SPF record, the DKIM record, or both.

The goal of all of this is to do the best we can to eliminate spam and/or spoofed (illegitimate) messages from being delivered w/o being tagged for either quarantine or rejection. In other words, we want to assure that messages sent are legitimate.

One item that needs to be confirmed is that any companies or services that send email for your organization using your domain are identified and listed in the SPF record.

While there's no 100% assurance that emails sent won't be marked as spam, there are organizations, such as Yahoo!, that heavily rely on all three components—and will grey list delivery if DMARC is not configured. There are numerous reasons for this, such as content, subject line, and other factors, yet in today's age of high-speed digital communications where 85% of all emails sent are considered spam, keeping your organization off that list vastly improves your reputation and the effectiveness of your communications. **Now all we need is for someone to actually read what was sent!**

- Dan

Shiny New Gadget Of The Month:



The Generac 22kw Guardian generator

provides the automatic backup power you need to protect your home and family during a power outage. Connected to your existing LP or natural gas fuel supply, the Wi-Fi Alum Enclosed 200A generator automatically kicks in within seconds of sensing power loss and runs for as long as necessary until utility power returns.

Features:

Mobile Link™ Remote Monitoring. Allows you to monitor the status of your generator from anywhere in the world using a smartphone, tablet, or PC, for FREE. Easily access information, such as the current operating status and maintenance alerts. Connect

Smart, User-Friendly Controls. Generac's Evolution™ Controller features a multilingual LCD display that allows you to monitor battery status and track maintenance intervals to ensure your generator is always in top operating condition.

Up to whole house protection with the 200-amp, NEMA 3R (aluminum outdoor enclosure) smart switch True Power™ Technology delivers best-in-class power quality with less than 5 percent total harmonic distortion for clean, smooth operation of sensitive electronics and appliances. [Read more here](#)



News from CES 2022

New Studio Laptops With GeForce RTX 3080 Ti and RTX 3070 Ti GPUs

NVIDIA Studio laptops provide the best mobile performance for 3D creation. The new GeForce RTX 3080 Ti Laptop GPU features 16GB of the fastest GDDR6 memory ever shipped in a laptop and higher performance than the desktop TITAN RTX.

The new GeForce RTX 3070 Ti also delivers fantastic performance — it's up to 70 percent faster than RTX 2070 SUPER laptops.

Next-generation laptop technologies are amping up performance. We've worked with CPU vendors on CPU Optimizer. It's a new, low-level framework enabling the GPU to further optimize performance, temperature and power of next-gen CPUs. As a result, CPU efficiency is improved and power is transferred to the GPU for more performance in creative applications.

In compute-heavy apps like Adobe Premiere, Blender and Matlab, we've developed Rapid Core Scaling. It enables the GPU to sense the real-time demands of applications and use only the cores it needs rather than all of them. This frees up power that can be used to run the active cores at higher frequencies, delivering up to 3x more performance for intensive creative work on the go.

ASUS, MSI and Razer are launching new laptops with a wide range of designs — and up to GeForce RTX 3080 Ti GPUs — starting in February.

New Intel Laptops—What Else Do You Need?

The 12th Gen Intel® Core™ processor teams up types of cores — 'Performance' and 'Efficiency'. P-cores are the heroes. They handle the heavy workloads in the foreground, like gameplay and livestreaming. E-cores are the sidekicks, easing the pressure by ticking off smaller tasks in the background. And Intel® Thread Director is the conductor, switching smoothly and smartly between them, so nothing throws your balance. Or slows your flow.



A Desktop in Disguise - Out of this world gaming, anywhere in it. Base clock speed of 2.5 GHz. Turbo-ing up to 5.0 GHz. Combined with increased IPC, next-level load times, smoother-than-smooth gameplay and enhanced memory performance, thanks to the newly increased 24 MB capacity, and new-and-improved memory controller that supports DDR5. Whatever machine you put it in, there's nothing lightweight about how this chip plays.

Multitasking Multiplied - Never miss a move. Even on the move. Play, stream, record, browse, edit. Sometimes all at the same time. From a car, a café, your garden, or your gran's house. Hyper-Threading and 20 threads means gaming doesn't have to stop for your life. And life doesn't have to slow down for gaming.

The Power of Anywhere - Your home studio. To go. (And go and go.) Get a new lease of battery life, edit in any environment, and produce without a pause. Whenever. And wherever. 12th Gen matches heavyweight performance with hard-working endurance so creativity doesn't have to be locked to a desk. Or a desktop.

Compliance As a Service



Compliance as a Service offerings are often designed for businesses in industries such as healthcare, banking and retail that are required to comply with regulations governing their use of IT. Compliance as a Service can include any number of solutions including security, patch management, encryption, backup and disaster recovery, and physical security. In addition, the we as a provider can offer services you such as risk assessments, monitoring and reporting, audits, certifications, and consulting.

Why It Matters To Our Customers

Businesses are focused on providing the best, most competitive products and services to their customers. Healthcare providers, for example, are primarily concerned with providing excellent patient care resulting in the best possible outcomes, and merchants focus on loyalty-building customer experiences.

Compliance, although undeniably important, may not get the attention it needs. Businesses may view complying with regulatory requirements simply as boxes to be checked before an audit, rather than maintaining compliance on an ongoing basis. This can leave a business vulnerable to cyber attack and data breaches — as well as the costs and damage to their brands that result.

Why Compliance As A Service Is Important

Examples of highly regulated industries and regulations that can benefit from Compliance as a Service offerings include Health Insurance Portability and Accountability Act (HIPAA) compliance for healthcare providers, Payment Card Industry (PCI) compliance or EMV compliance for merchants, or SOC 2 compliance based on American Institute of CPAs (AICPA) standards.

As we provide solutions and services to a specific industry, we also will broaden our understanding and expertise of the regulatory requirements such as these.

Questions?
Please call
907-885-0500

*“New Omicron-Themed Phishing Attack is Now Running Rampant”
- Continued from Page 1*

If the victim opens the Excel document and enables macros, their device will be infected with the Dridex banking Trojan. In a poor attempt at humor, the document will then display a popup showing the COVID-19 Funeral Assistance Helpline number.

“With the COVID-19 variant being highly contagious and rapidly spreading worldwide, phishing emails about the Omicron variant are becoming popular and are likely highly effective in distributing malware,” Abrams writes. “This is especially true if the phishing campaign pretends to be from a company’s human resources department and targets employees from the same company. As Dridex phishing campaigns are currently using password-protected attachments, enterprises need to train their employees to spot and avoid these types of attacks. As always, if you receive unexpected emails or one that contains unusual attachments, always reach out to your network admin or other people in the workplace to determine if the email is legitimate.”

And the criminals can be as dumb as they are dishonest and mean-spirited. This particular campaign can stand in as exhibit A. New-school [security awareness training](#) with simulated phishing attacks can enable your employees to avoid falling for these attacks.

Why Every Business Needs A Website

By [Kasey Kaplan](#)

A business’s online presence, regardless of industry, can have a massive impact on its success. In this day and age, some businesses still don’t realize that a majority of their customers will visit their website before making a purchase. Having a strong online presence, particularly a website, can be make or break for generating more revenue. Yes, the quality of your website impacts results, but the purpose of this article to stress the importance of making sure you have a website.

I’ve helped numerous companies of varying sizes create their digital presences. In some cases, organizations are hesitant to get online because they feel they are not tech-savvy enough and don’t understand how to manage a website. Other times, companies are concerned about the price.

The good news is that there’s a solution out there that will work for you. If you still need convincing, here are the top reasons it’s important for your business to have a website:

Credibility

One of the main reasons you should have a website for your business is to increase your organization’s credibility. Chances are there are several providers offering a similar service to yours. One way you can stand out is by having a website that looks good and clearly communicates quality information to your consumers. Without a website, people may question your legitimacy as a business. Having a website is an opportunity to make a great first impression and give people comfort that you’re a real business.

DanTech Services Websites Design

DanTech Services hosts websites. We also develop sites for our clients. If you're looking to refresh your web presences, let us draft a no obligation sample for you. Below are some examples of sites we have built:

What Our Customers Say About Us

"... please accept my congratulations for the spirit exhibited by you and the entire delegation and crew throughout the trip!"
Walter J. Likkel Governor, State of Alaska

About Us

Professionalism
Customer Experiences and the Arctic family are widely recognized for their experience and expertise in working with the varied cultures and nations of the world. Customer Experiences has received the Alaska Governor's Award of the Year Award, and has been listed in the Book of Honor of the World Trade Center Association as the company in Alaska "which best represents peace and stability through trade".

Dedication And Commitment
Since 1988, we have worked with and assisted our clients in reaching their goals and objectives, and completing their expeditions and projects on time and within their budgets. We use the best working relationships with our clients via expeditions, collaborative partnerships, via after practical observations and solutions based on our years of real world experience engineering and managing small to large projects throughout the world.

Experience
For the past 30 years Customer Experiences has led the way in arctic adventures. We provide our clients with unique and personalized experiences. Whether you're considering a new, exciting expedition or a team program, or providing logistic and ground support for expeditions and film crews, we do what matters most. Let us share our passion for the arctic with you.

Are You Ready?
Arctic and Business Experiences is closer than you want.
[Get Your Quote]

T&G HOME HR & EMPLOYEE BENEFITS/CFRD TOOLS FOR PUBLIC SECTOR AND NON-PROFITS CYBER LIABILITY / CYBER CRIME PROTECTION
AFFORDABLE HEALTHCARE PLAN OPTIONS REQUEST BUSINESS ASSESSMENT

OVER 20 YEARS IN REAL ESTATE/COMMERCIAL LENDING AND BUSINESS RELATIONSHIP MANAGEMENT

Build Business
Cultivate Capability
Educate and Empower

GET STARTED NOW

Who We Are

T&G & Company, LLC was formed in 2007. Initially, our goal was to connect business clients to the resources and information necessary to assist them in bringing their vision to life. Over time, our business (like yours) has grown and evolved. Our solutions offered have expanded to meet this ever-changing landscape of business, technology, and the economy.

Why You Need Us

We pride ourselves on being innovative and offering solutions not easily found by the business owner or the client on their current advisors. We have often heard comments such as "I didn't know what questions to ask because I didn't know what was possible." So to put it in other words, we don't know what you don't know and you are unsure as to what questions to ask. Then you realize that the question had been asked by your current team. That is exactly why it is vital to have a business consultant to guide you.

How It Started

The Owner and Principal Consultant at T&G is Tammy Gray, MS. Gray's expertise is Insurance and Finance. She was first licensed in Insurance in 1988 and is now licensed and working in the state of Arizona. Over the past 30 years she has worked as a large national bank, a credit union, and in retail consumer's space. She has worked closely with business owners, in that work she analyzed financial statements to determine trends & key financial ratios. Recommendations and to identify risks and vulnerabilities. These data is used to provide the appropriate solutions to mitigate those risks.

What We Do For You

What we do is not easily categorized because it depends upon the business we are working with. Every client is at a different stage of their business life cycle. What we do depends on what you need to grow from that stage to the next. Our range of professional services is tailored to meet the needs of the client, we serve. We leverage our professional connections and industry knowledge to ensure address the needs of our clients and provide the right solutions to protect their business and save them money.

Brand

Showcasing your brand to your prospective customers is one of the most important things that you can do. By clearly establishing who you are, what you represent and what you stand for, you increase the chances of your customers buying from you. This is also something that can set you apart from your competitors. Without a website, it can be incredibly challenging to do this because people can't easily find quality and reliable information on your business.

Leads

Perhaps one of the most intriguing reasons to have a website for your business is because it can increase your chances of getting leads. Once people find you online, become interested in your product or service and want to know more, they'll know how to contact you thanks to the information on your website, which gives you the opportunity to increase your sales. Even though websites have a cost, when used correctly, they have a positive ROI.



Organic Traffic

Once you're online and have an SEO-optimized website, you have a chance of showing up in Google search results. This means that when people are searching for a product or service, there is a chance your website will show up in the results. This gives you the opportunity to drastically increase your customer base.

Saving You Time + Customer Service

Many businesses get calls from prospects or existing customers asking simple questions about location and hours of operation. If you miss a call, the customer is left unhappy. Calls can also distract your staff from focusing on the most important parts of your business. A website can reduce these calls and increase internal productivity. At the same time, it helps customers find useful information without needing to call, which ultimately provides an all-around better user experience.

Updates And Announcements

Since your website is on 24/7, it's easy to post updates and announcements to your customers. It's a way to keep them up to date on everything that you're doing. When something is particularly relevant to them, it increases the chance of you being able to upsell them.

Digital Marketing

If you plan on leveraging digital marketing to increase your leads and grow your business, you'll likely want to drive traffic to a website or landing page. To do this effectively, leverage historic traffic that has been going to your website so you can target the most qualified customers and get the best ROI on your ad spend. This is something that can't be set up retroactively, so it is best to get your website running early even if you're not planning on running ads at the moment. Websites have become essential to business today. I strongly recommend creating one if you haven't done so already. You can improve it over time, but the key is to start.