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Things Some Salespeople Won't Tell you about the CLOUD

Backing Up Your Data that's in the CLOUD

SECURITY IN THE CLOUD

Velocity
Technology

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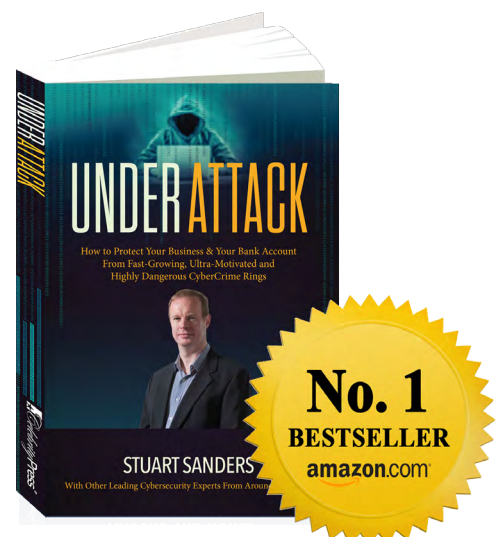Other Cloud Technology

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STUART'S CORNER 03

❝ As a business owner, you don't have time to waste on technical and operational issues. That's where we shine!"

Happy New Year everyone!

I hope 2016 brings you the success (however you define that), wealth and health you are all aiming for. Here at Velocity we have lots of things planned. Bigger, brighter and better than 2015.

In technology there has been big focus in the last few years in a number of areas, but particularly in security and cloud. Sometimes both. The last issue we had a focus on a few security topics and for this month the theme will be on cloud. I have a short essay on my thoughts around cloud, and there are articles on cloud backup and more.

By the time you read this, the book launch for Under Attack should have occurred (a few days from the point in time I am writing this), and of course there is some excitement around the office for this. While I only contributed a chapter, this is my first foray into publishing, and it is a theme (computer security) I have been fascinated by since my University days in the 80's and my exposure to what were then floppy disk boot viruses. Many of the things I wrote about in the introduction into the evolution of malware in my chapter I have personally seen, witnessed and in some cases fought.

I personally saw the rise of the AV companies from usenet and bulletin board distributed shareware to the mega companies that exist today. I fought SQL slammer (it hit one of my first clients), "I love you" and other self-spreading email viruses, and educated clients and family on not clicking and opening attachments which are largely blocked by default today. I ran and configured Sun Solaris based Checkpoint Firewalls, when even having a firewall was pretty rare.

So subjects covered in the book (not just my chapter) are well worth a read. I have many stories to share over a beer, wine or coffee – pick your poison. ☺

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Things Some Salespeople Won't Tell you about the Cloud

Ar e you using any cloud applications to store data? Then listen up!

There are a few "things" you need to know about 3rd-party cloud apps that most sales reps will NEVER tell you.

1. **They aren't responsible for keeping a backup of your data.**

   If you read the small print of your contract, you'll see that in every way possible, your cloud provider is NOT responsible for data loss or backups – even if it's their fault.

   In fact, Office 365 will only keep 3 days' backup of your data; so if you delete or overwrite a file and don't notice it until 4-5 days later, it's GONE. If your data is important, you need to implement a backup solution that works with cloud applications.

2. **What you see may NOT be what you get.**

   There's nothing more frustrating than an incredibly slow application when you're trying to work; and the salesperson demoing the application or platform is going to make sure you only see the BEST-case scenarios for performance.

But there are a lot of things that can determine how fast your cloud applications run, such as the file size you're working on, CPUs and RAM and storage, time of day, day of the week, your Internet connection and the number of users accessing the application. Make sure you get some verification of the speed in YOUR specific environment before spending a lot of money, time and aggravation moving to a new cloud application.

3. **What if they cancel you?** Here's a scary situation: what if your cloud provider decides to shut down your account because they go out of business or simply decide not to service you anymore? Or what if YOU want out?

   Make sure you have in writing what happens if YOU cancel your contract AND what your cloud provider can and cannot do if they go out of business, cancel your account or have any other issues that would cause service interruption. Moving a network from a cloud platform is NOT a simple task and you need to make sure you can get your data and that you'll be given sufficient time to make the transition.

BACKING-UP YOUR DATA THAT'S IN THE CLOUD

The computing world is forever changing. Over the last 15 years, SaaS (Software as a Service) providers have offered the convenience of data backup for your cloud applications such as CRM systems, SalesForce, Google Apps and Microsoft 365.

The business question is, if I'm already working with a SaaS provider and my data is already "in" the cloud, do I really need to back up my data to another cloud?

After all, isn't the SaaS provider doing that for me? Well, Yes and No.

Yes, your data (one of your company's most valuable assets) is being backed up by the service provider. And yes, it's in the cloud.

And yes, these providers have backups to their backups ... but are they backing up your business critical information? Can you guarantee that? And do you have access to it in a timely manner?

The answer to these questions may be No.

As a rule, SaaS providers do not open backups to customers, nor do they make restoring critical data easy or intuitive.

For example, SalesForce, the first commercially available SaaS application, does nightly customer backups. But if you need to recover your data, you have to go directly to SalesForce and pay a minimum of US$10,000, then wait a few weeks for your data to be restored.

There's no question that the results of data loss can be devastating to your company. But when it comes down to it, it's your company information and you need to take responsibility for safeguarding it. You need to have a strategy in place.

The State of the Cloud

Cloud computing. The name itself brings visions of computing and data up in the sky floating past. Many cloud providers want you to believe that the future is rosy and you'll never have to worry about where your data is ever again.

Reality is never that simple. A well designed cloud solution can be that and more, but emphasis here is on well designed. Cloud computing just means that your data, servers, services and applications are just running on someone else servers, and not yours. Sometimes with layers of abstraction. Hardware by amazon, operating system managed by XYZ and the app by company ABC. Even the likes of Amazon have issues from time to time. An outage in September 2015 for example hit not only Amazon's book website, but also the likes of Netflix, IMDB and more.

So is this doom and gloom for cloud?

Heck no! Just as with a well-designed on premise system, you need to have backups and BCP planning as part of the overall plan. Even for the likes of Office 365, probably one of the best known and perhaps best run commercial cloud systems globally, we still recommend a 3rd party backup of the data in the system for both archiving, compliance and just good business practice.

We've run hosted systems (precursors to cloud) for over a decade. Is it the same thing by a different name? Largely yes. Although the big global public cloud players like Microsoft, Amazon and Google do work at a level that a smaller provider like us can't and never will match. We can however provide robust, secure and sensible cloud offerings on our own infrastructure or provide the design and secure overlay over the top of appropriate public or other private cloud offerings.

As an example we have started working with a Canadian Fintech company that provides secure document and email sharing capabilities that allow for complete control over who can see, how long they can see, and what they can do with a document. And their layered security system works equally well with DropBox, OneDrive, or private enterprise file sync/sharing systems such as we typically use. And it's being deployed in many of the global banks.

We also work with Global Relay, who are the gold standard in archiving and compliance for email and messaging. Global Relay works just as well with Microsoft Office 365 as it does with an on- premise exchange systems.

There are still many cloud skeptics, and in many cases I've found I am, and remain skeptical of cloud services until they are proven. Firstly the financial fundamentals have to make sense. I believe there is too much w and too many startups blow venture capital money like the well is never-ending. A provider has to be profitable for there to be longevity.

UNDER ATTACK

How To Protect Your Business And Bank Account From Fast-Growing, Ultra-Motivated And Highly Dangerous CyberCrime Rings.

As we mentioned in the previous Technology Times Newsletter, Under Attack book co-authored by Stuart Sanders together with 26 of the Top Security Minds in the IT Industry is now available on Amazon. Here are some reviews from Stuart's Chapter.
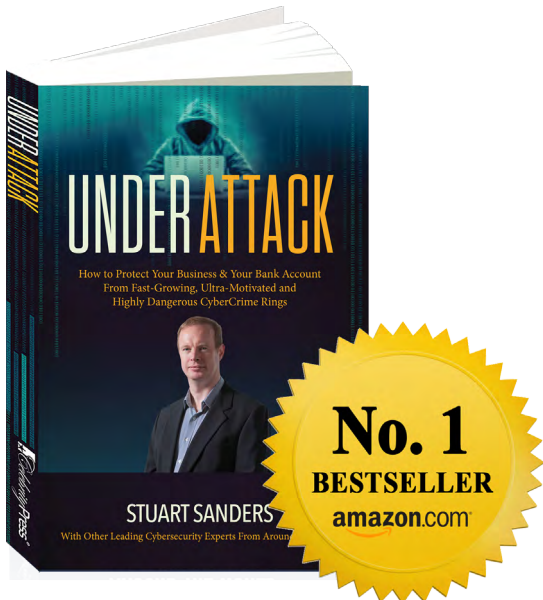
Amazon's #1 Best-selling book in Cloud Computing and Computer Network Security

" An excellent perspective on the evolution of pitfalls on data and software security.
We have been utilizing the services of an MSSP for all network security issues without really being able to explain why. It just seemed like a good idea to get specialists involved. Reading through the benefits of using an MSSP means I now feel we could explain why."

**- Dough Bellingham, Regional Finance Controller
GHC ASIA**

" *An up to date explanation of the reasons why to use a MSSP to manage the security of your network.*
It is well-written, and is easy to understand for both the layman and IT professionals."

- David Stutterheim, Project Manager
Weavabel

" Insightful and clear analysis of the evolution of the threats to the digital economy for businesses and individuals. The solutions available to identify and/or deal with and/or prevent such attacks to the integrity of data are becoming increasingly the principal focus for businesses who seek to protect their overall operations and information. As the sophistication, scale and scope of the attacks has increased, business owners are now faced with serious issues that must be adequately addressed. This book lays out the options."

- Tim Bardwell

" *As a small business owner, I always thought Cybersecurity is only an issue for big companies as my data might be not interesting enough. But now I assume, that in the age of big data, a lot more data can become interesting for hackers and they can do a lot of harm also to small business owners. You are very talented to explain complicated issues in easy to understand words so that your clients and users understand what you are talking about. The figures and background information are very stunning, never thought of these dimensions…..reading it feels like reading a thriller. Looking forward to reading the whole book."*

- Anne Thiesen, Anne Thiesen Limited

" *Congratulations and impressive.*

- Robert Jones, FCL Advisory Limited

" This is both informative and has captured with pinpoint accuracy the challenges for dealing with security by an internal IT team. In my opinion, unless one has the time and resources to manage and maintain a dedicated 24/7/365 internal security team, the only current serious alternative is by working closely with a seasoned and trusted MSSP operating from an objective standpoint.

**- Stephen Roberts, Global IT, Integration & Change Director
Equiom Group**

HKTDC World SME Expo

The World SME Expo is an annual SME flagship event. The Expo provides a one-stop marketplace featuring a full range of business opportunities and solutions for small and medium-sized enterprises (SMEs) through an all-rounded exhibition and a series of thematic seminars and networking events, to help enhance SMEs' competitiveness. The SME Expo is organized by the Hong Kong Trade Development Council and held at the Hong Kong Convention and Exhibition Centre. The World SME Expo presents a full spectrum of business opportunities and solutions ranging from China Opportunities, Overseas Opportunities, Financial Services, IT and E-Business, China Trade Strategies, Start a Business, Business Intelligence, Business Support Services, Legal, Accounting, Consulting, Marketing and other trade support services for SMEs.

Velocity Technology exhibited at this year's event as part of The Australian Chamber of Commerce (Hong Kong) stand.

Cybersecurity?
Where did it come from?
Why should we be worried?

Cybersecurity is not a completely new concept, it is just the fact that the prior protections (safety deposits, files, signatures, stamps, security guards) are becoming less relevant as we transfer our wealth records to electronically stored information which is easily transportable across the internet and even more easily disguised and hidden through new age layering and integration.

Investors are becoming more aware of these acute risks and are enquiring about appropriate controls and therefore it is not just an abstract regulatory burden but a real and recognized threat that requires appropriate mitigation.

What do regulators expect firms to do to protect themselves from such risks?

A. Categorization/Recognition of Data

    a. What
    b. Where
    c. How
    d. When

B. Prevention

    a. Systems Controls
        i. Internal/External/Outsourced
    b. Policy Controls
    c. Individual Controls
        i. Background Checks
        ii. Access Controls
        iii. Training,
        iv. Testing; and
        v. More Training

C. Monitoring and Audit

    a. Continuous Systematic Monitoring
    b. Periodic Review

D. Response and Recovery

    a. Issue Response
    b. Incident Reporting

How can small firms address these issues without significantly impacting their business models?

This is where the balance of proportionality rests. Cordium does not believe that even medium size firms will have the capacity or finances to prevent a focused targeted data attack. The wider community is forced to rely on societal controls to combat part of the risk. However, certain protections can and should be implemented by all participants in order for firms to be able to assist agencies in addressing the wider risk.

Outsourcing:

While cloud based systems have received concern, they can offer a better resourced control structure to start-up firms. Cloud services are more likely to have better financed infrastructure than those owned and operated installed systems. The economy of scales offered by Cloud systems probably make it easier to meet the ongoing technical expectations of regulators in the long run. Standard outsourcing oversight and regular review should be employed. The most recent proposed guidance by the FCA is probably the most insightful and useful guidance provided by a regulator.

Training:

Whether you use cloud systems or keep your servers on-site, the residual unmitigated risks that we always tend to hear about are when individuals, lose laptops, USBs, share passwords, leave access to their systems, open doors for people or open links to websites or in e-mails. Policy, training and continuous reminders are cost effective and inexpensive options for firms considering what they need to do.

Derek McGibney is the Managing Director of Cordium Asia Limited and works with regional teams to deliver international compliance solutions to the firm's global clients.

Cordium is a leading provider of regulatory compliance solutions.

http://www.cordium.com/company/

FEATURED PRODUCTS

THE LATEST TECHNOLOGIES

The Tesserent Managed Firewall solution is one of the most cost effective security solutions on the market. Tesserent uses Best of Breed Security engines from the world's top security vendors such as Cisco, Kaspersky, Webroot, Spamhaus and many other leading companies. This solution can be deployed in the Cloud to filter all email and Internet content before it hits your network, or as an appliance at the edge of your network.

The Tesserent Managed Firewall Solution is backed by a team of expert engineers whose single focus is to securely protect your network, 24 hours a day, 7 days a week, and is expertly managed by dedicated security specialists across their Network Operations Centers.

By outsourcing firewall management, a company will be able to delegate all configuration and day-to-day maintenance to Tesserent engineers who live and breathe firewall configuration, every day. Tesserent's solution monitors your security, automatically protecting you with signature updates that tackle the latest security threats, analysing and assessing threats and stopping unwanted attacks on your network.

www.tesserent.com

Ta g Heuer Connected is the first (Google) Android Wear smart-watch powered by an Intel CPU. The Intel CPU clocks in at 1.6GHz, and has 1GB of RAM, and a 410mAh battery. The Tag Heuer Connected is equipped with directional wind and weather monitoring, RaceChrono Pro capability, and Google Fit. This new smart-watch is also built on the latest release of Android Wear which has a huge number of apps at the Google Play store, and is also Apple iOS compatible.

www.tagheuerconnected.com/product

Dell XPS 15 is the world's smallest 15-inch display laptop. It has a 4K Ultra HD resolution touch-screen, and is the only laptop with 100% minimum Adobe RGB for true colour representation on-screen. It supports up to 16Gb of RAM and has storage that is expandable up to either a 1Tb hard drive, or an optional 512Gb Solid State Drive (SSD). The battery lasts up to 17 hours so you can use the XPS 15 on even the longest international flights.

www.dell.com/hk/en/p/xps-15-9550-laptop

10 Other Cloud Technology

lifesize.

Lifesize Cloud is cloud-based video conferencing services that let everyone simply and instantly have real-life meetings. It provides an award-winning video system with best-in-class mobile apps combined with a cloud-based video conferencing service. Everyone gets a Connected Experience from the meeting room to the office and on the go. Lifesize Cloud is designed to work the way you work; from group video calls to document sharing and even audio calls.

https://www.lifesize.com/en/solutions/cloud

Cordium

Cordium is the leading global provider of regulatory compliance consulting, software and accounting and tax services to the asset management and securities industry. Cordium's Pilot is cloud-based compliance software that assists you in developing and maintaining a comprehensive compliance infrastructure to meet global regulatory requirements. It has an enhanced corporate workflow management tool designed to manage complex compliance and operational tasks and processes from start to finish.

https://www.cordium.com/compliance-software/

Office 365

Microsoft Office 365 is a cloud-based service that is designed to help meet your organization's needs for robust security, reliability, and user productivity. Office 365 combines the familiar Microsoft Office desktop suite with cloud-based versions of Microsoft's next-generation communications and collaboration services—including Microsoft Exchange Online, Microsoft SharePoint Online, Office Online, and Microsoft Skype for Business Online—to help users be productive from virtually anywhere through the Internet. Microsoft Office 365 is available in a variety of plans to suit your business needs such as Business, Enterprise, Education and Government.

https://products.office.com/en/business/explore-office-365-for-business

Enfusion

Enfusion is a leading Cloud-based funds management software that has seen some recent take up in Hong Kong. Enfusion integrates trading with middle and back office functions.

Features included within in the system are: Portfolio Management, Order Management, Valuation and Risk, Accounting, Reconciliation and Reporting.

www.enfusionsystems.com

DocuSign

DocuSign's Digital Transaction Management (DTM) has emerged as a new category of cloud services designed to digitally manage document-based transactions. DTM removes the friction inherent in transactions that involve people, documents, and data to create faster, easier, more convenient and secure processes.

Organizations that embrace the digital future can speed execution, lower operating costs, reduce errors, and provide superior customer experience. By staying digital these companies avoid the traditional pitfalls of lost or missing data and documents, breakages in processes, and lack of visibility into workflow.

https://www.docusign.com/how-it-works/digital-transaction-management

Microsoft Azure

Microsoft Azure is a cloud computing platform and infrastructure, created by Microsoft, for building, deploying and managing applications and services through a global network of Microsoft-managed and Microsoft partner hosted data centers. It provides both PaaS and IaaS services and supports many different programming languages, tools and frameworks, including both Microsoft-specific and third-party software and systems.

https://azure.microsoft.com/en-us/

FREE 1 Hour IT Review for Your Business

Velocity Technology can provide qualifying businesses with a free 1 hour initial consultation to assess your current IT systems. We can examine your current IT systems and highlight any areas that could affect your business continuity or the productivity of your staff.

This is the perfect time to evaluate the state of your IT systems and position your company for increased efficiency and effectiveness in 2016!

Contact us today by emailing: **itreview@velocity-technology.com**

Or call us on **+852 2915 5096**

"What we really need in IT is someone who has super powers."

Valley of Forgotten Passwords

The Case of the 'Weird' Laptop

One day a user brought us her laptop. She said it was acting "weird."
We ran the usual diagnostics, which all came up clean. Then the dreaded "Blue Screen of Death" showed up.
The cooling fan had failed completely.
So we backed up her data and gave her a new machine. End of story...
Nope. Within a week, she brought the new laptop back to us, complaining of similar problems.
This had us stumped – it was brand-new.
We ran the hardware diagnostics in a continuous loop overnight and Nothing!
We asked the user if she had any ideas. She got a funny look on her face and promised to report back to us. Sure enough, the next morning we received an e-mail from her, with an incriminating picture.
When she sneak into her den at midnight, she had caught Boots, her fat orange cat, preparing to take a nice, warm nap on her laptop.
As Boots stepped onto the keyboard, his paw triggered the hot key. Then, as he snoozed on top of the unit, the internal fan had to work overtime to keep it from melting down.
Mystery solved!
We all had a good laugh, glad to know our detective work had finally paid off.

Win a Free Copy of the Newly Released
No. 1 Best-selling Book on Amazon - Under Attack

For this issue of the newsletter we will give a free copy of the Under Attack book to the first 3 correct email sent to trivia@velocity-solutions.com.

The question for this issue is: What is the unique feature of Tower 2 of the International Finance Centre? (one of Hong Kong's tallest buildings).

Email us now with your answer!

Velocity
Technology

Velocity Technology provides first-class IT services to businesses that are looking to take advantage of new opportunities. With IT services that are matched to meet the specific needs of your business, you can enjoy the advantages of technology without the stress it often creates. Infrastructure Services include:

Managed Services	Virtualization	Security
Transfer the day-to-day management of your technology to us.	Make the move to a more dynamic infrastructure through Virtualization. Let Velocity show you how.	Protect your network from the online threats that could literally put you out of business before it´s too late.

We have been in business in Asia since 1998.

Our team is made up of expatriates from Canada and Australia and the best local talent in Hong Kong and Manila.

We're small enough to care: Flexible and familiar.

We're big enough to be effective: With a management team who have either worked in Fortune 500 companies or advised local listed companies, but have the desire and drive to go out on our own.

Benefit from sensible approach to IT: Common sense and a clear view of what works and what doesn't.

Other Services & Solutions

Cloud Solutions

Business Analytics

Mobile Applications

Disaster Recovery and Business Continuity

Hosted Solutions

IT Consulting & Implementation

Software Architecture & Development

Offshore Software Development and Support

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