



Remote Work

Cleatus Davis
Owner
Ultimate IT Guys

We Keep You Safe, Secure, & Productive!



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2021 Technology Update

Working Remotely



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2021 Technology Update

Working From Home

- Remote Access vs VPN
- Secure file sharing
- Cloud-Based Desktops
- Housing Software Moving to the Cloud
- Electronic Signatures
- Websites/Social Media



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Working From Home

Remote Access vs VPN

- VPN is old technology
- Remote access is safer and faster than VPN
- Use a business version of remote access tool, not the free or consumer version



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Working From Home

Secure file sharing

Pros

- Allows you to transfer large files over a network connection.
- Makes it easier to collaborate with other people.
- Reduces the need to maintain a central file server that is always online.

Cons

- Easy to misconfigure, accidentally share too much.
- Hard to trace what happens to a file after it is shared publicly.
- Higher risk of acquiring a virus or other type of malware from a remote file.



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Secure file sharing

Common Misconception:

“My files are on OneDrive...so I don’t need a backup.”

File sharing applications are not a backup!



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Secure file sharing

Easy to use, not necessarily secure

- OneDrive
- Google Drive
- Dropbox



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Secure file sharing

Filesharing built for business

- Egnyte
- Datto Workplace
- Bracket

Good security, better control of shared documents



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Working From Home

Cloud-Based Desktops

- Your actual desktop in the cloud.
- A great contingency option
- Great for always remote workers
- Faster & More reliable than trying to remote into your office PC.



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Housing Software Moving to the Cloud

Examples:

Have Been Web Based

- PHA Web
- Real Page

Moving to Cloud Based Application

- Happy
- HSS



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Working From Home

Electronic Signatures

- Makes it easier to go paperless
- Works great in remote situations
- Works good in a kiosk



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Electronic Signatures

- Docusign
- Documo mSign
- Adobe Sign



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Working From Home

Websites/Social Media

Great way to get information out to your residents, as well as remote staff

- Notices
- Agendas
- Application Packets



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Working From Home

You Still Need Security & Support

Working remotely can be great, but you still need a plan for

- Security
- Backups
- Printing
- Support
- Phones



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Fighting Back

The basics are still the basics



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Fighting Back

The Basics

- Updates
- Anti-virus
- Backups
- Clean computer
- Business Email



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Fighting Back

Beyond The Basics

- Proper Network equipment
- DNS Filtering
- Managed Detection & Response
- Vulnerability Management
- Threat Hunting



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If we have time

Other Technology Considerations

- Hosted VOIP Phone Systems for better flexibility
- Virtual Meetings
- Using Website for announcements, notices and agendas
- Work From Home
- Disaster and Contingency Planning



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Stay Safe

Let us Help You!

Our Base Service Plan

- Preventative Maintenance
- Managed Anti-Virus Service
- Off-Site Backup
- Remote Support
- Business Email Service (w/Phishing, Virus & Spam Protection)



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Stay Safe

Let us Help You!

Other Services

- Dark Web Monitoring
- Advanced Network Protection
- Security Assessments
- VOIP Phone Service
- Managed Copier & Print Service
- Managed Toner Service



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Questions?

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