

STI MSP

MANAGED SERVICE PROVIDER

STI Monthly Newsletter – March 2026

STI News



We are in the last phase of testing our new internal customer service system. It has been one of the largest internal projects we've undertaken. It has demanded hundreds of hours of work by multiple teams. This system is not only a Customer Relation Manager (CRM), but it also integrates with the tools we use for security, backup, and management of our client's networks. The system will provide better information for our support staff and allow our clients to know more of what is going on in their own systems. For example, no one likes calling vendors and having to explain the same thing to multiple people. I am sure you don't either. This will help our staff not only have everything they need to know about you when you contact us but will make it more secure. We can limit and log their access, so they only get access to the information they must have to help you.

Our clients will have better experiences in entering tickets, seeing the status of open tickets, and opening new tickets. A web portal will be coming also. You will see some of these changes in the near future. Once it is implemented, we will be looking to you for feedback in your experience working with us. Our core mission continues to be, "provide excellent customer service to our clients". Although it is available, I refuse to turn on AI bots to answer our phones. You will always get to speak to a human.

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IOS/Android and DUO MFA



DUO is a product that many technological companies use to provide Multifactor Authentication (MFA or 2FA). STI uses this product and installs it at clients' locations if they have cybersecurity services with us. We have been notified that the latest version will only work with the latest phone operating systems. We have seen some clients unable to log in due to not updating their phones to the latest version of the operating system. IOS is what Apple uses, and Android is the operating system on most other types of phones, such as Samsung and Google. It is important for your security to always get the latest updates when they are released. If your phone is not capable to update to the latest version, it is time to get a new phone. If that is not an option, there are other options available, but they will incur a cost. With criminals finding ways of breaking into out-of-date equipment, we highly suggest you upgrade your phone to a device that can run that company's latest security updates. For more information, please contact our Sales or Helpdesk at 610-575-2300

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Business Email Is No Longer an Option



Professional email and a private domain are critical for security and credibility. Using something like `trustedadvisor@hotmail.com` vs. using `info@trustedadvisor.com` improves corporate credibility. That isn't the only benefit though. Our cybersecurity tools protect users from phishing and trains users to be safe only work on business class email.

STI recommends Microsoft M365 Business Premium or Google Workspace, both of which support advanced cybersecurity tools.

A professional domain has additional benefits. It also allows for future website creation. Having the domain makes it easier for people to find out information about your business. We can help you get started.

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Tip of the Month: List of Websites I find to be beneficial



Here's a list of some interesting and useful websites.

1. Want to know what's going on in the world? This site has news and webcams from around the world. Including ones that are in areas where war is occurring.
<https://www.worldmonitor.app>
2. Do you want to save some money by fixing things on your own? Yes, you can try to search Youtube for a video, but I found this website has everything I've ever needed to repair. Goto:
<https://ifixit.com> you can search for any product that you have that may need to be repaired.
3. Do you ever come home and not know what to make for dinner? This website allows you to click on the ingredients you have in the house and make suggestions and give you recipes of things you can cook with what you already have.
<https://www.supercook.com>.

In memorandum - I don't know why, but one of my favorite sites was always the World Fact Book. You could find it on <https://cia.gov> I shared it in one of my first newsletters. I thought it was time to share it again. When I went to the link, it said that as of February, it had been sunset. There are other interesting things to see on the CIA website if you are interested.