M6

Digest IT

We Take "IT" Seriously

Remote Management & Monitoring - Mitchell Kelman

Datto Remote Monitoring and Management ("Datto RMM") is a full-featured, secure, cloud-based platform that enables M6 Technologies to remotely monitor, manage and support over 750 endpoints, more than 55 servers and more than 150 network appliances. Datto RMM is the heart of M6's client support modules. The fast-paced world of technology requires a tool that monitors network resources 24 x 7 x 365 and promptly alerts a support team of all abnormalities. It should integrate with a support team's ticketing system automating as much of the background work as possible so the support team is free to address the issue at hand. This process is exactly what Datto RMM provides to all M6 Managed IT clients. It allows us to monitor systems, patch operating systems and software, automate the installation of many applications and remotely support all of our endpoints.

With cyber threats at an all-time high, the Datto RMM tool allows us to keep clients' systems' operating systems up to date with the latest security and critical patches released by the manufacturer. These patches are performed through a feature called Automated Patch Management ("APM"). APM is one of the most important components of Datto RMM. Datto RMM also has a ransomware detect and remediation module.

APM is used to schedule updates to be installed automatically for a number of different operating systems including, but not limited to, Windows, MAC, VMware and Linux. M6 follows the recommended update guidelines set forth by Datto's Chief Security Officer, Ryan Weeks. One guideline strictly followed is to apply patches only after they have been tested on M6's own systems and have been available for more than 14 days. This ensures that any bugs in the patch(es) that could potentially "break" a client's system (imagine that) have been resolved before being applied, which helps to eliminate unexpected downtime. M6 is notified by vendors such as Microsoft of critical security patches that need to be applied as soon as possible. The Datto RMM tool allows us to schedule these automatically at a time that will not disrupt business. If it is an emergency patch, we may contact clients to install it immediately. Most patches are applied on the third Thursday of the month at 2:00 am since the updates typically require a reboot.

Please contact us if you would like to learn more about our M6 Managed IT products and Automated Patch Management. See page 4 for our contact information.

Inside this Issue

Special Points of Interest

- Datto RMM - Are your critical systems monitored and maintained 24 x7 x 365?

- Does your business have Automated Patch Management (APM)?

- Check out the Security Insights on page 2.

Security Insights

Nick DeRose and Bill Mulcahey have been exhaustingly working on security policies and procedures for M6. Their work is guided by CIS (Center for Internet Security) Controls V7.1 and a group of peers that meet weekly to discuss concepts and issues.

The work is tailored towards our business, but once "our house" is in order our goal is to offer this service to our clients.

Many of you may have inquired about cybersecurity insurance for your businesses and may have also perused an application. Wow, can that make your eyes glaze over with confusion!

This work helps us identify all of our network resources, search and scan for issues and vulnerabilities, plan for and enact remediation and document and monitor everything found.

This is the frontline battleground against cyber criminals! Give us a call if you're interested in more information or if you just want to see how Nick and Bill are doing!

CIS Top 20 Controls - V7.1

Controls 1 - 6

M6 Technologies is working on the first six of the CIS top twenty controls. These are considered the foundational controls on which the remaining fourteen will reference. We have implemented two of the controls and are working on two more. Our goal of implementing the first six controls in one year is still on target.

1. Inventory and Control of Hardware Assets.

2. Inventory and Control of Software Assets.

Why? You can't protect something if you don't know about it.

3. Continuous Vulnerability Management.

Why? Information on vulnerabilities needs to be acquired, assessed and remediated to minimize the attack vector window.

4. Controlled Use of Administrative Privileges.

Why? Pretty self-explanatory. Use of administrative users should be highly restricted and monitored. An administrative user accessed by an intruder or cyber criminal can wreak havoc on all network resources.

5. Secure Configuration for Hardware and Software on Mobile Devices, Laptops, Workstations and Servers.

Why? Securely configured hardware and software on all of your network resources strengthens your businesses against cybersecurity threats.

6. Maintenance, Monitoring and Analysis of Audit Logs.

Why? Analyzing this information will help you detect, understand or recover from an attack!

Don't be scared, be prepared. Now is the time to strengthen your security posture. Give us a call.

10 Fun Facts About Microsoft

1. Microsoft's first name was Micro-soft, a portmanteau of "Microcomputer" and "Software."
2. The Microsoft Sound (Windows 95) was composed by a gentleman that worked with the likes of David Bowie and U2.
3. Free soft drinks are available to all staffers; milk and orange juice are the top choices!
4. Employees call themselves "softies." Their average age is 38 and the US workforce is 76% male.
5. On an employee's anniversary of employment they are expected to bring in one pound of M&Ms for each year they've worked.
6. The favorite food of softies is...Pizza!
7. Microsoft is one of the largest corporate collectors of artwork, 5,000 pieces of all types of art.
8. Here are a few of their interview questions; Why are manhole covers round? How would you design a coffee maker for astronauts? The idea is to get the candidate to think creatively!
9. The company holds over 10,000 patents ranking them as one of the top five patent owners in the U.S.
10. The campus is booming with bunnies! Legend has it they were no longer wanted Easter gifts that were dropped on their campus and they do what bunnies do best...make more bunnies!

We are soooo tired of anything COVID right now as we are sure many of you are. But we thought it would be interesting to look back and see how things have changed in IT since early 2020.

The pandemic transformed online shopping and robot deliveries from a nice-to-have idea to a must-have idea. In fact, some bars continued to offer happy hours through online purchases and deliveries to their customers homes! You could also 'Zoom' into the bar's virtual space to enjoy friendship with other happy hour participants.

Digital and contactless payment exploded as it was initially thought cash might carry the virus. Unfortunately, it is estimated that more than 1.7 billion "unbanked" people don't have access to the IT tools and the Internet to participate in this form of commerce.

Working remotely has always sounded great and has now been forced upon many people, but consider some of the top issues the remote work force has reported: 20% report poor collaboration and communication among colleagues, 20% report extreme loneliness or sadness, 18% indicate they have difficulty "unplugging" and 12% can't concentrate due to distractions at home. Other issues include staying motivated, reliable WiFi, taking vacations and digital readiness. Some folks are ready to return to some sort of normalcy!

Mental health apps for your smart phones and tablets may help with the anxiety caused by social distancing and isolation. They may also help you get better sleep and increase your ability to focus. Check out the "Develop Good Habits" site at https://www.developgoodhabits.com/best-mindfulness-apps/ for their "15 Best Mindfulness and Meditation Apps." Definitely a useful form of IT.

M6 Client Spotlight

Vogel Holding, Inc.
A Waste Hauling, Recycling and Environmental Services Company

Vogel Holding, Inc. is one of eleven M6 clients that have been on board since our inception in 2001. Since that time they have grown from a three company environmental services business to an eleven company business with seventeen locations.

The family run business was created by Edward L. and Margaret Vogel back in 1958 with a single truck and was named Vogel Disposal. "Inside information" has it that Mrs. Vogel (Margaret) drove their pickup truck while Mr. Vogel (Ed) rode in the back collecting the trash! The original office was in their family home with Mrs. Vogel providing support to their customers on a contraption called a rotary phone - on a shared line. The couple continues to work together at their Mars, PA location. The company truly remains a family run business as Margaret and Ed's two sons and two daughters are involved in helping run the business.

I find Vogel Holding to be one of our most interesting clients. The landfill they run produces natural gas from trash! The natural gas is used to fuel their growing fleet of CNG (Compressed Natural Gas) trucks or can be pumped in to a pipeline to be used by natural gas utility companies. CNG burns cleaner than diesel fuel so they're doing their part to keep our air clean and save our earth. The methane from the landfill can also power a generator that produces electricity for the landfill's Evans City, PA location. It is fascinating to think that the garbage we throw away is powering the trucks that pick it up!

Thank you Mr. & Mrs. Vogel for your years of support and confidence in M6 Technologies. We truly appreciate all you have done for us!

This quarter's comic!!!

Core Pillars - Our Values

Compassion: We show compassion and caring for our employees and clients.

Integrity: We will be honest and truthful to our employees, clients and vendors.

Empowerment: We provide an environment where our employees become confident, responsible and accountable.

Community: We acknowledge the need for and encourage involvement in our communities.

Faith & Family: We respect the faith and lifestyles of our employees.

From the Desk of...

Bill Mulcahey

M6 Technologies is celebrating 20 years of service to our clients this year. We incorporated in October of 2001 and started plying our trade shortly thereafter. I have had a lot of help and guidance before and after the formation of M6 Technologies and felt a need to give a little shout out to those individuals and companies that have helped me throughout the years.

Peter Briden, my brother-in-law, was instrumental in getting me to move from the Philadelphia area to Pittsburgh back in 1993. At the time, I was working in the mainframe computer field. We worked closely together at PC Network Services until we split in 2001. Peter taught me much of what I know about networking PCs, configuring Netware and Windows servers and how to provide "white glove" customer service to the small business market. Thank you Peter!

Without the commitment of the following businesses and folks that have been with us from the start, M6 Technologies would have never made it to our celebration of 20 years in business: Vogel Holding, the Vogel Family and Paul Castelnovo; Robert J. Colleran, CPA; McElhinny Insurance - Rick, Tom and Tim McElhinny; McMillen Urick, Tocci and Jones - the whole crew; Quatrini Rafferty - Vince Quatrini, Dennis Rafferty and Joyce Vivio; Vuono & Gray - Mark Vuono and Sally Andreaco; Weinheimer, Haber and Coco - Amy Coco; and Sherrard, German & Kelly - Bob Bashaw, Eric Springer and Pennie Sofranko. If I have forgotten anyone it was not intentional.

Of course, the backbone of M6 Technologies is the awesome team we have in the office. My wife, Paula, handles the accounting duties and has stuck by me since day one. I left a good job with four children under the age of eight and she was home raising them! That is dedication. Jennifer Angel, our Client Services Coordinator, and the technical staff of Nick DeRose, Michael Sossong and Mitchell Kelman are a great group that do a stellar job for our clients. Sandy Dorsch, our Jackie of all trades, helps out wherever and whenever she is needed...and always with a smile. I can't thank you all enough. You make tough days bearable and good days fun. Thanks also to all of our current clients. I appreciate each and every one of you!

Business Read: "The Power of Moments" by Chip & Dan Heath

Personal Read: "I heard God Laugh" by Matthew Kelly

M6

Our Mission Statement

M6 Technologies, Inc. strives to be the premier MSP and IT Service Provider for small businesses in the Pittsburgh, Pennsylvania region.

We will accomplish this by delivering expert and attentive support to our clients through well-trained, honest and accountable Client Service Advocates. We will continually educate ourselves on existing and new technologies so we can design, implement and manage the best IT solutions. M6 Technologies makes every effort to be your trusted strategic IT partner dedicated to your overall success.

M6 Technologies, Inc. will be celebrating its 20th year of service in October of this year!

Please join us at our open house on Friday, October 22, 2021, from 3:00 to 6:00 pm.