

# Welcome to KPInterface

POWERING TECH | EMPOWERING BUSINESS

## 6 TECHNIQUES TO MANAGE YOUR COMPANY'S TECHNOLOGY IN A HYBRID WORK ENVIRONMENT

Welcome to KPInterface, a holistic IT company, who, like everyone else, had to transform their business in early 2020 because of the worldwide pandemic. We had an office full of techs, with a busy, communicative environment. We had several agents posed in the field, working one-on-one with some of our clients that needed onsite support. We prided ourselves on our ability to reach any client on a whim if necessary- we considered our staff as technical first responders.

As lockdown approached, we had to look at our business and staffing strategies. Our office, a previous asset, is now a potential cost on the business if it is going to sit empty. We would have to temporarily retract our onsite staff and send everyone home to work remotely (this may sound familiar). Like most, the future of the business seemed suddenly more uncertain.

But as a tech business that prides ourselves on having cutting edge technology, the transition to working at home was most likely easier than the typical business. We had already moved a lot of our servers and files to the cloud (so no VPN for us) and had active backups, but we had to make some quick decisions on the fly when it came to equipment procurement. Keep reading to see how we've perfected this and applied the same steps since to several of our clients.

Since then, we've found that our staff works more competently from home, with more tickets closed on average in 2021 than 2019. We've embraced a hybrid work environment, letting employees come in to the office for whole days and or couple hours to conduct meetings (virtual or in person, distraction free). And it's not just us; millions of employees are now part of the hybrid workforce, with 82% of employers are allowing their employees to work remotely ([Gartner](#)).

**READ ALONG FOR SOME TIPS AND TRICKS FOR THE NEWLY HYBRID SMB**



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This whitepaper has been prepared not just for companies that are looking to create a hybrid workplace, but companies who are already hybrid and looking to improve their digital competencies (or in-person or remote workplaces, so, basically everyone). We've found several of our clients already had access to technologies that could transform their businesses, but just needed a partner to help roll out the program and train employees. The following technologies are just as useful for a more secure, resourceful, communicative business (they sure work for us and we'd love to share the knowledge).

- 1. MICROSOFT 365 MIGRATION**
- 2. VIRTUAL SERVERS**
- 3. DATA BACKUP**
- 4. PASSWORD MANAGER**
- 5. PORTABLE LAPTOP OPTIONS**
- 6. MOBILE APPS & 2FA**

**READ ALONG FOR SOME TIPS AND TRICKS FOR THE NEWLY HYBRID SMB**



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# 1 OPTIMIZING MICROSOFT 365



## HOW TO FULLY UTILIZE THE MICROSOFT 365 PLATFORM

A staggering number of US based companies use Microsoft Office—**about 57%** which makes it the leader when it comes to adoption. But that leaves quite a few SMBs who may be using Office365 or the Google suites and may be wondering if M365 is worth it.

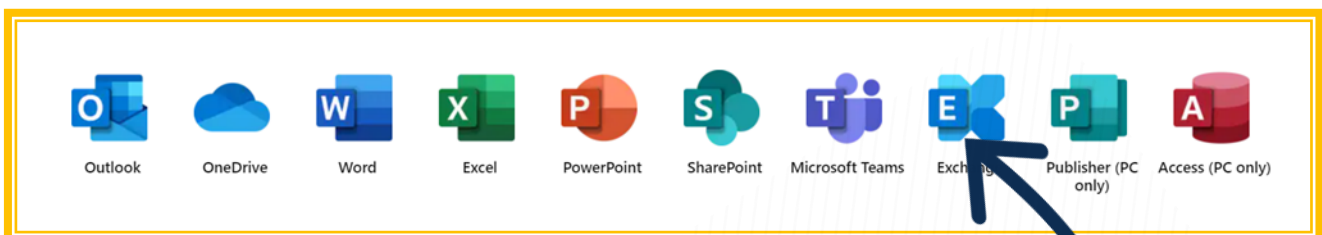
Here's some basic questions we aim to measure about Microsoft's 365 platform: What comes with M365? Is it worth the pricing? Which licensing is right for my business? How does my team fully utilize what a license comes with? Let's just dive right in! We'll talk about how some of our clients along the way to give examples.

### WHICH LICENSING IS RIGHT FOR MY BUSINESS?

**First, let's start with user amount.** If you are a SMB, a M365 Business Standard is a perfect option (there are some benefits to M365 Business Premium, but we can work with you personally if you are undecided). If your company is over 300 users, you'll want to look into a Enterprise size solution.

### WHAT COMES WITH M365?

With each subscription, there comes a certain number of licenses, of which each has a suite of applications, and almost all can be paired with the mobile version. All employees will gain access to: Outlook, OneDrive, Word, Excel, Powerpoint, Sharepoint, Teams, Exchange, Publisher, and Access.



**Services include:** Outlook, OneDrive, Word, Excel, Powerpoint, Sharepoint, Teams, Exchange, Publisher, and Access.



# 1 OPTIMIZING MICROSOFT 365



KPInterface comes across business that regularly use Outlook, Word, and Powerpoint. Businesses have also been keen to set up a Sharepoint and a Teams site. But that is usually where the fall-out is. Read more to find tips to actively invest in your team in Teams and Sharepoint- otherwise you are essentially washing money down the drain.

## IS IT WORTH THE PRICING?

There are several different subscription models- and one thing we do want to encourage is investing in the Microsoft 365 full suite rather than a package deal for Office 2021. Microsoft Office is great, especially on your personal computer. But for a business, M365 gives the support you need with their applications, as well as the newest updates and technology as it rolls out. Plus, M365 is where you get access to the cloud. Microsoft Office requires you to store your information locally, which is not advantageous for multiple reasons.

That said, the typical package M365 we recommend is around **\$20 per user per month** (the Enterprise model is \$32 a month). Since you may be paying for more than that in coffee per employee, the value is apparent to see. Though you see definitive numbers here, this is by no means the all-encompassing list. In fact, nonprofits and education organizations receive hefty discounts when it comes to software like this. We've helped secure quite a few grants by helping these companies get into compliance to receive their grants to help better serve or educate the community. Contact **KPInterface** directly to work out custom pricing for your organization, both

to upgrade or start your M365 experience.



	SMB Plans				Enterprise Plans		
	Business Essentials	Business	Business Premium	Pro Plus	E1	E3	E5
Web/Mobile Apps							
Desktop Apps	n/a				n/a		
# of Installs per User desktop/tablet/mobile	n/a	5 / 5 / 5	5 / 5 / 5	5 / 5 / 5	n/a	5 / 5 / 5	5 / 5 / 5
Install on Remote Desktop/Terminal Server	n/a	No	No	Yes	n/a	Yes	Yes
Exchange Online	Plan 1 (50 GB)	n/a	Plan 1 (50 GB)	n/a	Plan 1 (50 GB)	Plan 2 (100 GB)	Plan 2 (100 GB)
OneDrive	Plan 1 (1TB/User)	Plan 1 (1TB/User)	Plan 1 (1TB/User)	Plan 1 (1TB/User)	Plan 1 (1TB/User)	Plan 2 (Unlimited)	Plan 2 (Unlimited)
SharePoint Online	Plan 1	n/a	Plan 1	n/a	Plan 1	Plan 2	Plan 2
Skype for Business	Not Included	Not Included	Not Included	Not Included	Not Included	Included	Included



## HOW DOES MY TEAM FULLY UTILIZE M365?

We see two ways to answer: 1) a trusted IT partner conducts a technology review of your digital landscape and suggests ways to improve or 2) a trusted employee with knowledge of your digital landscape conducts a checklist audit to find any gaps in your systems. We know we're the experts when it comes to these types of reviews, but **we have a short checklist below to start you on your digital journey.**

- ✓ **Ensure all employee computer files sync to OneDrive**
- ✓ **Create a company SharePoint**
- ✓ **Sync all company files to SharePoint in a file structure that is both easy to navigate and build upon**
- ✓ **Have a policy for when to save a document using OneDrive or SharePoint**
- ✓ **Conduct annual file audits to remove unnecessary file clutter**
- ✓ **Create different strategic teams in Microsoft Teams, assign team members tasks, and due dates to complete them by**
- ✓ **Encourage one-to-one communication start on Teams, as well as ongoing status reports or special projects**
- ✓ **Outline a policy for when to use Teams or when to use Outlook for communications (Microsoft encourages Teams as internal usage, while using Outlook for external communications).**
- ✓ **Find fun and engaging ways to bring teams together**
- ✓ **Use teams for all virtual conferences and meeting**



# 2 VIRTUAL SERVERS



Though this may seem pretty advanced to some, virtual servers are a great way to make remote and hybrid work possible. Local servers are physically located in a place of work, varying in size, placement, and capacity depending on your company's need. A server is where all your company's shared files are stored, and for a lot of companies their data is their bread and butter. It's natural to want to have a physical server so you can see your asset, but in general, seeing your server doesn't help see or diagnose issues.

Several of the largest companies in the world have migrated to cloud servers, moving all file storage online. Even if your company is small, we still encourage you to migrate any data or servers to the cloud. If you immediately went to cost, Microsoft 365's premium package automatically includes access to cloud servers, called Azure.

## WHAT IS A VIRTUAL SERVER?

Virtual servers, though intangible in the physical world, is indiscernible from the physical server. **Microsoft explains:**

*Azure, like other cloud platforms, relies on a technology known as virtualization. Most computer hardware can be emulated in software, because most computer hardware is simply a set of instructions permanently or semi-permanently encoded in silicon. Using an emulation layer that maps software instructions to hardware instructions, virtualized hardware can execute in software as if it were the actual hardware itself.*

*Essentially, the cloud is a set of more datacenters that ware on behalf of the cloud create, start, of instances of virtual- lions of customers simultaneously?*



*of physical servers in one or execute virtualized hard- customers. So how does stop, and delete millions ized hardware for mil-*

*To find out more about virtual servers, follow the link to Microsoft's in-depth article. The advantages of virtual servers allow for instant, painless backups. Azure helps guarantee you won't lose your data due to an issue with your physical location (like natural disasters).*

## WHAT DOES A VIRTUAL SERVER DO?

Virtual servers have several benefits, but to have a secure backup, a company needs to supplement in other ways. KPI's trusted partner, Datto, makes it clear the delineation between Azure and proper business back-up.

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*Essentially, the cloud is a set of physical servers in one or more datacenters that execute virtualized hardware on behalf of customers. So how does the cloud create, start, stop, and delete millions of instances of virtualized hardware for millions of customers simultaneously?*

*To find out more about virtual servers, follow the link to Microsoft's in-depth article. The advantages of virtual servers allow for instant, painless backups. Azure helps guarantee you won't lose your data due to an issue with your physical location (like natural disasters).*

### Microsoft protects against:

- Service interruptions due to hardware or software failure
- Loss of service due to natural disaster or power outage

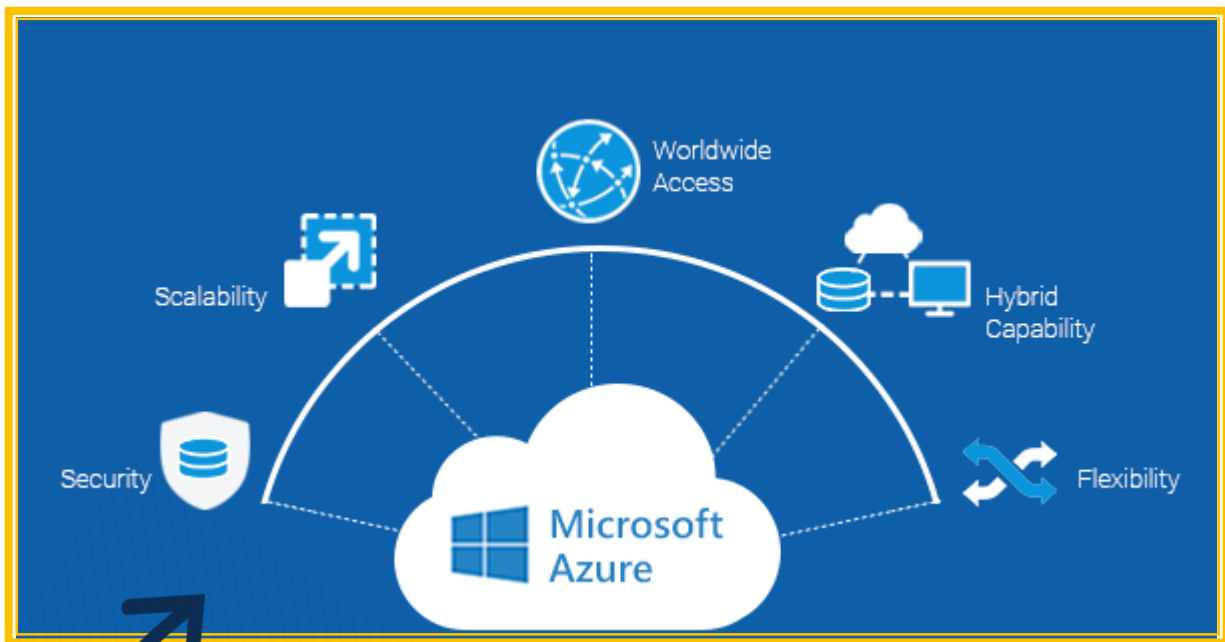
### Companies must protect data additionally against:

- Accidental deletion and other user errors
- Hackers, ransomware attacks, other malware
- Malicious insiders
- Data corruption



# 2 VIRTUAL SERVERS

So though virtual servers are a great start to a secure cybersecurity, it isn't all encompassing. Virtual servers need great backup to be fully utilized in the proper capacity, and address anything that Microsoft does not cover (that's right, you do not need to actually cover what Microsoft does not within your company as there are software and outsourcing that can accomplish the same thing; stay tuned). Once you move your servers from a local location to a cloud server, you lose the feeling of physical storage. **But with proper backups and BCDR (business continuity and disaster recovery) you can still have security that your files are where your company specifies at any given time.**



**5 Reasons for Microsoft Azure:** If you needed further reason to invest in your own virtual server, this Microsoft graphic makes it easy to see why Azure is a great option. Security, Scalability, Worldwide Access, Hybrid Capabilities, and Flexibility are all an SMB needs to hear.

**SO WITHOUT FURTHER ADO, LET'S GET INTO BACKUP OPTIONS:**

# 3 BCDR AND BACKUP OPTIONS

**BACKUP AND BCDR ARE TWO SEPARATE THINGS, AND BOTH SHOULD BE ADDRESSED IN A HEALTHY IT LANDSCAPE. WE'LL DISCUSS THE DIFFERENCE:**

## WHAT ARE BACKUPS?

Backups usually refer to file or data backups that can be either local (physical) or on the cloud (intangible). In the past few years, more and more companies have been switching to virtual servers, and therefore, virtual backups. How a company backs up their data is different than BCDR.

Business continuity and disaster recovery on the other hand is usually a set of process that are put in place to prevent any loss of data or downtime to the business, in any type of event. Kaseya, a national security brand, elaborates: **“Disasters include natural calamities, outages or disruption due to power failure, employee negligence, hardware failure, or cyberattacks. A BCDR plan ensures that businesses operate as close to normal as possible after an unexpected interruption, with minimal loss of data.”**

## WHAT IS BUSINESS CONTINUITY?

Even BCDR can be broken down a bit further- business continuity is ensuring that there is minimal interruptions for the business, which can mean a variety of things, from having the proper programs (and updates) to training employees and having fail-safe procedures for any type outage that does happen.



## WHAT IS DISASTER RECOVERY?



Disaster recovery is where backups are essential- a corrupted file may mean the difference between a successful or a failing company. Kaseya defines again for us: “Disaster recovery is a subset of business continuity planning and involves getting IT systems up and running following a disaster.”

# 3 BCDR AND BACKUP OPTIONS



## HOW TO IMPLEMENT?

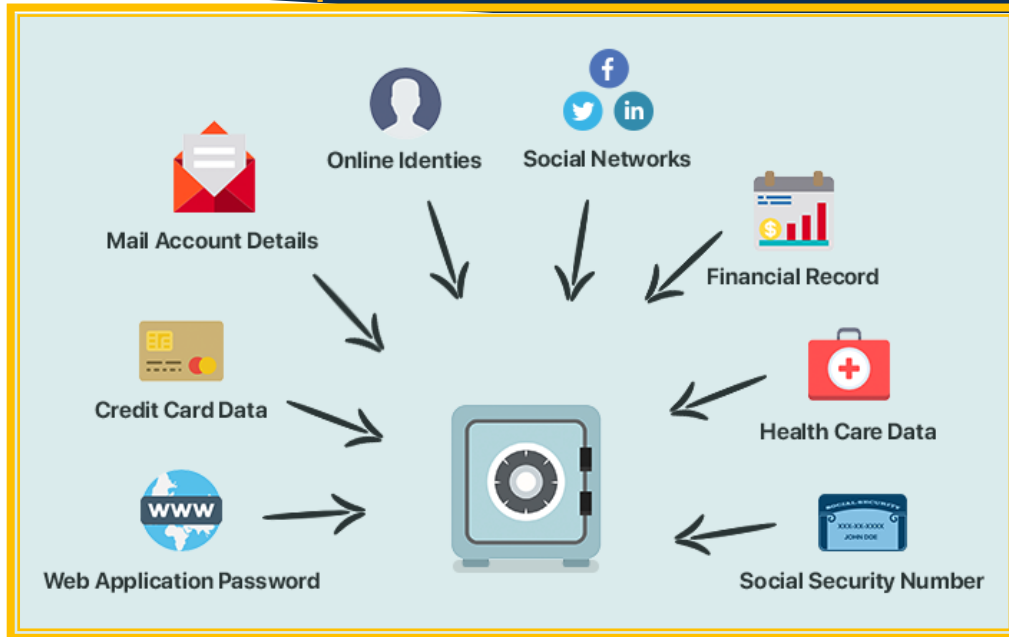
So though we could list the best options for BCDR, what is more important is that a company has a set of procedures in the form of a plan to rely on in the case of a software or server failure. Or worse, in the case of a breach or ransomware attack. No worries, we used [Kaseya's](#) quick BCDR guide to explain what your company, or a hired IT company, can implement and manage for full BCDR implementation.

1. **Identify the team:** The continuity team will not only carry out the business continuity plan in the event of a crisis but will also ensure that your other employees are informed and know how to respond in a crisis. The team will also be responsible for planning and executing crisis communications strategies.
2. **Conduct a business impact analysis (BIA):** A BIA identifies the impact of a sudden loss of business functions, usually in terms of cost to the business. It also identifies the most critical business functions, which allows you to create a business continuity plan that prioritizes recovery of these essential functions.
3. **Design the recovery plan:** Determine acceptable downtime for critical systems and implement backup and disaster recovery (BDR) solutions for those critical systems as well as SaaS application data. BDR solutions can be appliance-based or in the cloud. Consider Disaster Recovery as a Service (DRaaS) solutions as part of your overall strategy.
4. **Test your backups:** Disaster recovery testing is a vital part of a backup and recovery plan. Without proper testing, you will never know if your backup can be recovered. According to the 2019 State of IT Operations Survey Report, only 31 percent of the respondents test their disaster recovery plan regularly, which shows that businesses usually underestimate the importance of BDR testing.
5. **Execute the plan:** In the event of a disruption, execute the processes that get your systems and business back to normal.
6. **Measure, review and keep the plan updated:** Measure the success of your execution and update your plan based on any gaps that are uncovered. Testing the BCDR plan beforehand is recommended for better results.

Read the rest of the article [here](#).

**SPEAKING OF RANSOMWARE AND BREACHES, LET'S MOVE ON: EMAIL PROTECTION...**

# 4 PASSWORD MANAGER



In a hybrid workplace, a password manager may just mean the difference between getting locked out of your office account for the day or having to constantly reset your passwords. Countless minutes and hours spent trying to configure, track, and remember your passwords correctly, just to have to change them again a few months later. No doubt, in a hybrid environment with changing and rotating devices, these issues are compounded across all employees. Keeping a notebook with all your passwords is one painstaking way to keep track of passwords, and this method is susceptible to theft or damage.

Instead, 2022 is calling for a Password Manager. Defined in Wikipedia as: a computer program that allows users to store, generate, and manage their passwords for local applications and online services. A password manager assists in generating and retrieving complex passwords, storing such passwords in an encrypted database, or calculating them on demand. CNET uses a metaphor if that helps visualize better: **"A password manager is essentially an encrypted digital vault that stores secure password login information you use to access apps and accounts on your mobile device, websites and other services."**

## TYPES OF PASSWORD MANAGERS INCLUDE:

- locally installed software applications
- online services accessed through website portals
- locally accessed hardware devices that serve as keys

# 4 PASSWORD MANAGER



Depending on the type of password manager used and on the functionality offered by its developers, the encrypted database is either stored locally on the user's device or stored remotely through an online file-hosting service. **Password managers typically require a user to generate and remember one "master" password to unlock and access any information stored in their databases.** Many password manager applications offer additional capabilities that enhance both convenience and security such as storage of credit card and frequent flyer information and autofill functionality.

Password Managers don't just store passwords, but secure data like your address or credit card information, as well as a password generator, which can create any length or complex password and save it in a private folder on your computer.

Each employee has their own login, their own set of saved passwords, which can all be saved in the same place and used in the same place, if the password manager is installed on all devices. But as a bonus, you can often also share passwords, which is helpful for businesses that have programs with one login but many users.

## DIFFERENT PASSWORD MANAGEMENT SYSTEMS

KPInterface uses **Last Pass** as our preferred password manager, and this is the program that we recommend and roll out to all our clients as well. **They offer a free trial, as well as Home pricing as low as \$3 per person, and have Business plans that can also encompass the whole team.** We recommend reaching out to them directly to see which pricing plan would be best for you.

There's a ton of password managers out there, and if you aren't a KPInterface client, you can shop around and look at alternatives. **Bitwarden** is a free program that allows unlimited devices but has limited capabilities when using the free version. **Password Boss** is also a nationally recognized brand as a great password manager but is on the pricier end for users.

Regardless of what password manager you chose, it is more important that you have fully implemented and embraced a new way of storing passwords...never remember another password again.

If setting up and rolling out a password management system seems like a great tool but a lot of work, contact KPInterface directly! Projects like these are our specialty!



# 5 DEVICES FOR MOBILITY

Though most will have already thought out a new device strategy for those that are now working in a mobile environment, we've found that a lightweight, quick laptop is often best. Out of our many techs, we've looked at their recent requests to see commonality.

## DELL LAPTOP

**Overwhelmingly, we've found that our clients prefer a lightweight, portable Dell laptop when it comes to business needs.** Desktops are great when it comes to processing tons of raw data or crunching analytics, but modern technology allow laptops to match the power of just about any desktop. The only downside comes to space- screen and storage. But with cloud storage, the focus turns towards mobility and productivity.

The new Dell Latitude 9420 *Image: Dell*



## DELL LAPTOP PARAMETERS TO KEEP IN MIND

Here's a snippet of what [Dell](#) says is important when choosing a laptop for business:

# 5 DEVICES FOR MOBILITY



## A CPU TO POWER YOUR PRODUCTIVITY

For the average office user, a dual-core processor will provide plenty of power for tasks like editing documents, creating presentations, and accessing websites... It's ideal to choose a CPU based on the requirements of the applications you want to run. Some platforms will perform better with CPUs with a single core that cycles at a faster rate. Others will offer better performance with multiple cores with multithreading capabilities.



## CONVENIENT SCREEN SIZE AND RESOLUTION

14-inch screens are considered the sweet spot for work laptops today. On-the-go or field-based workers may prefer laptops with 13-inch screens that are lighter and more portable. 17-inch screens can be a bonus for creative professionals or those who need more expansive views for multitasking. Every laptop user can benefit from a screen with a higher resolution. 4K laptops, for instance, provide an immersive visual experience.

## THE RIGHT FORM FACTOR

The best professional laptops are built with durability in mind. Still, certain users will want even more durable devices. For workers in harsh and hazardous conditions, the right laptop will have protective casings that ensure optimal performance despite extreme temperatures, strong vibration, and the presence of dust and dirt.

## ENOUGH RAM FOR THE APPS YOU RUN

8GB of RAM will deliver acceptable performance for basic office productivity applications. Users working with large databases, complex photo editing, and high-definition video will want a minimum of 16GB of RAM. Users multitasking with large files or running highly demanding, processing-intensive workloads will see much better performance with 32GB of RAM or more.

## THE RIGHT GRAPHICS CARD FOR YOUR APPLICATIONS

An integrated graphics card, built directly into the CPU, is suitable for most business applications.



# 5 DEVICES FOR MOBILITY

## A FASTER STORAGE DRIVE

While hard disk drives (HDDs) are less expensive and offer more storage, the more powerful laptops today are built with solid-state drives (SSDs). SSDs deliver much faster performance and are quicker to boot up and resume after sleep. With no moving parts, they offer greater stability and reliability, especially for mobile users who take their laptops on the go.

## BACKLIT KEYBOARD

The best business laptops have keyboards that are backlit for increased visibility. These keyboards allow users to work in situations with decreased lighting situations, such as air travel.



## LONGER BATTERY LIFE

To keep up with the pace of your business, Dell's laptops offer batteries that can go for a full day between charges. But because certain features on laptops like touchscreen displays can significantly reduce battery life, you may need to consider which features are the highest priority.

### For laptop selection, we recommend the Latitude which Dell describes as:

Latitude laptops combine compact form factors, a stylish build, and long battery life, making them great devices for mobility and productivity. Latitude notebooks are the world's most intelligent PCs with built-in AI that can adapt to the way you work. Latitude 2-in-1s are Dell's smallest, most intelligent mainstream laptop tablets and are Dell's best laptop for business and personal use.

### Features include:

- Innovative design with narrow-border screens and advanced cooling solutions
- Cutting edge innovations like Express Response, Intelligent Audio, and ExpressSign-in
- The latest generation processors and graphics cards
- Security features that make these laptops the world's most secure commercial PCs
- Leading wireless and LTE options
- Next-level collaboration tools
- A broad array of ports and accessories

# 5 DEVICES FOR MOBILITY



## SURFACE PRO + LIGHTWEIGHT CURVED SCREEN

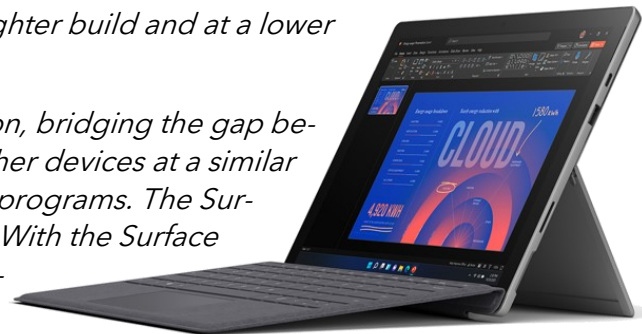
During the pandemic and since, we've had a spike in requests for Surface laptops from our staff and our clients. **A Microsoft product, this 2-in-1 laptop is one of the most portable and usable laptops today.** With a smaller screen, it can also duel as a tablet with a detachable keyboard and magnetic pen, which is great for design or extremely mobile employees. Several of our employees have embraced the Surface, though it is smaller, because they have supplemented their home and office setups with a docking station and another screen or two.

**CR-T** makes it clear what makes the Surface a good option for hybrid businesses,

*Apart from its attractive build, the Surface Pro 7 also offers a variety of unique features. One example is an innovative kickstand that allows you to transition from a tablet to a notebook computer. The Windows Hello face sign-in camera is a biometric login feature that allows you to sign into your device automatically, without having to enter a password.*

*The Surface Pro 7 also pairs well with a variety of accessories, giving you the full tablet/laptop experience. The surface pen functions with a precision of 4,096 points. This offers you the capability to take notes as if you were using a pen and paper. When paired with a surface mouse and keyboard, the Surface Pro 7 gives you all the capabilities of a laptop, but with a lighter build and at a lower cost.*

*Due to its hybrid nature, the Surface Pro 7 is a great 2-in-1 option, bridging the gap between tablets and laptops. It offers greater functionality than other devices at a similar size and weight, with its additional capacity to run full windows programs. The Surface Pro 7 is fully optimized to run Office 365 and Windows 10. With the Surface Pro 7, you can perform tasks that are impossible with IOS or An-*



Which should you choose? Should everyone in your company adopt one or the other? **We've found every company is unique. We've found that every employee is unique.** KPInterface allows our employees to pitch their use needs and proposed solution, and it will be approved if the use case matches the need (and the employee). We do stay within the Dell family (and that is where our procurement expertise lies) but sometimes a company requires a different type of computer, like a Mac (which we support services for too). Book a consultation with KPInterface if you are still undecided and get up to date with the latest technologies for your industry.



# 6 MOBILE APPS WITH 2FA

Though many people have already realized (and maybe implemented) the Microsoft Suites on their phone, it may not be fully secure. Not only can you access key documents on your phone, but with Teams, you can even attend meetings on the go. Having multiple devices for one employee means managing devices and access to documents. To make sure that someone isn't accidentally logged into a public device or using someone else's account, **Two Factor Authentication (2FA) becomes a key**. Using 2FA means a login attempt must be verified with a trusted device, something more and more apps are requiring customers to do.

## WHAT IS 2FA?

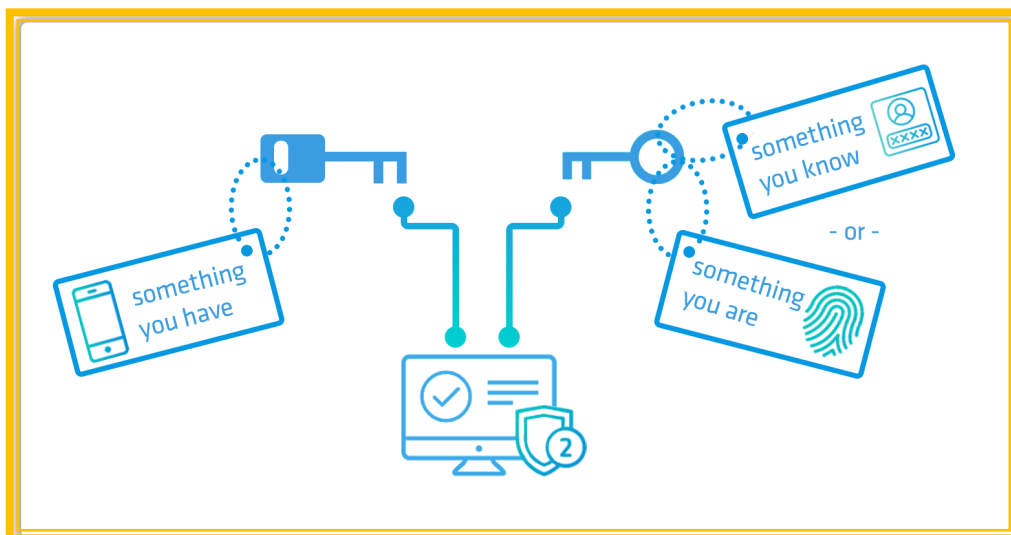
To get a more detailed understanding of what 2FA is, tech journalist **Ed Bott** explains: Turning on 2FA for a service changes the security requirements, forcing you to provide at least two proofs of identity when accessing a secure service for the first time on an unknown device. After you successfully meet that challenge, you usually have the option to categorize the device as trusted, which means that 2FA requests should be relatively rare on the devices you use regularly.

Those two forms of authentication can come from any combination of at least two of the following elements:

- **"Something you know," such as a password or PIN**
- **"Something you are," such as a fingerprint or other biometric ID**
- **"Something you have," such as a trusted smartphone that can generate or receive confirmation codes, or a hardware-based security device**

For the most part, the two-factor authentication systems you see in place today use the first item (your password) and the last item (your smartphone).

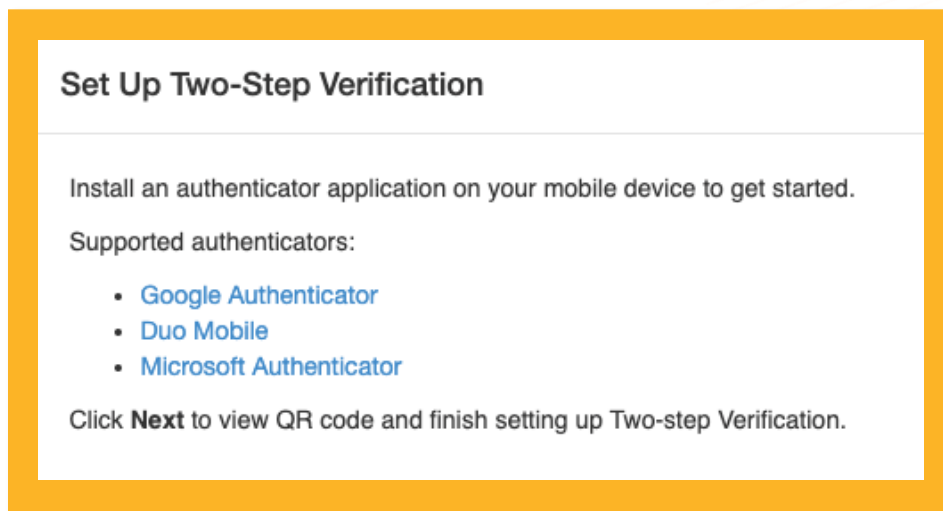
Smartphones have become ubiquitous, making them ideal security devices.



## WHY IS IT IMPORTANT TO USE 2FA?

According to a 2019 Microsoft survey, 2FA means “your account is more than 99.9% less likely to be compromised if you use MFA,” **said Alex Weinert**, Group Program Manager for Identity Security and Protection at Microsoft. No matter how strong your password, it is crack-able with the right tool and coder. But 2FA means no account access without a trusted source being alerted. This extra level of protection is usually at no extra cost, and just requires configuration for it to work properly. Enable 2FA for the Microsoft Suites- if you are the Microsoft admin for your company, find quick instructions [here](#). If your company is on the Google Suites platform, find quick instructions [here](#).

To turn on 2FA for every program and application for your company, you may need to work with your tech company, or each application directly. There are also apps like Duo, which allows someone to download the app and verify their identity within the application. This can often streamline 2FA.



Our passion is IT- and we understand how difficult it can be to be a small business during challenging times. Sometimes it's hard getting the whole company on the same page, so the key is slow and consistent changes with plenty of communication and SOPs to help communicate the needs of the company. A company also needs to celebrate successes and encourage and incentivize engagement, especially in collaborative settings like Teams. Change is much easier when everyone is communicating well. **If your company is constantly struggling with their IT needs, contact KPI for a free consultation of your IT environment!**

Image from: <https://www.splashtop.com/>

Welcome to

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**THANK YOU FOR READING.  
CONTACT US DIRECTLY  
FOR MORE HELP!**



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