

# PCS TechNEWS

*Pittsburgh Computer Solutions*

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## **PCS Welcomes Newest Team Member Level 2 Technician—Grant Stevenson**

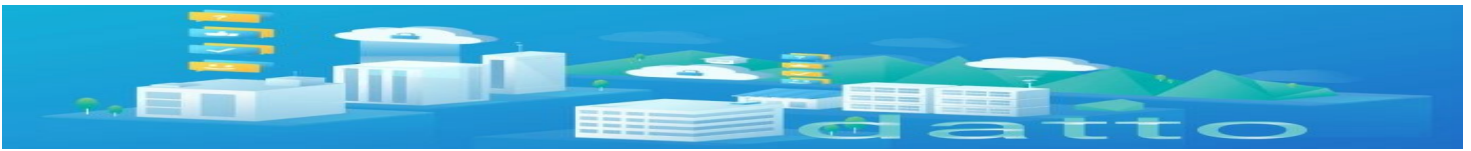


**Grant is thrilled to be a part of Pittsburgh Computer Solutions and WE are excited to integrate his talents into our team!**

Grant Stevenson brings 17 years of IT support experience to PCS. He graduated from Pennsylvania College of Technology with two A.A.S. degrees in Electronics Engineering Technology.

Grant's career has given him a broad range of experiences, including Network Technician/Administration, large area network support, to mass pc imaging and deployments through system center applications.

Grant is CompTIA A+ Certified and looking to expand his certifications. He also enjoys fly fishing in his free time and traveling the U.S.



## 3 Layers of Protection from Ransomware

The proven defense strategy against cyber extortion includes three protection layers:  
Education, Antivirus, and Total Data Protection.

### **Education**

A ransomware prevention program teaches users of company email or hardware about the dangers of social engineering and phishing and explains good security practices about email attachments. However, even the most educated staff members are not immune to human error. Education, on its own, is not adequate ransomware protection.

### **Antivirus**

The second layer of ransomware defense is antivirus protection. If a malicious link is clicked or a Trojan-containing attachment is downloaded, antivirus will often save a system from full-blown infection. However, new strains of ransomware are being created at a rate higher than antivirus can protect against them, so eventually, the probability that an infection will succeed is high.

### **Total Data Protection**

A data protection solution provides the ultimate failsafe in a layered defense strategy. It will take snapshots of your data and systems and store them in a secure location. If you fall victim to ransomware, you can simply 'turn back the clock' to a snapshot before the attack happened.

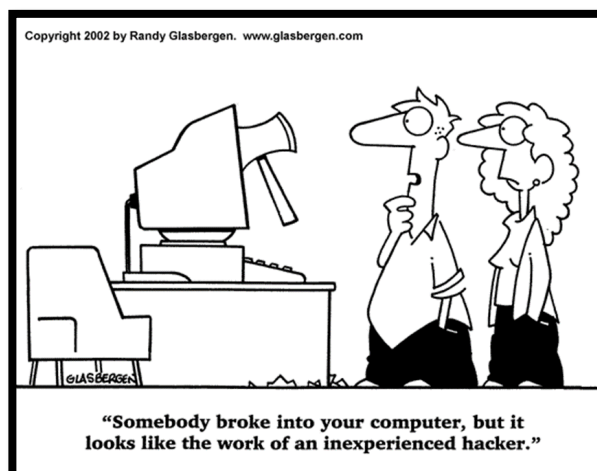
## Solutions

### **Datto SIRIS**

No matter what or where the cybercriminals target, SIRIS will protect physical, virtual, and cloud infrastructures and data.

### **Datto SaaS Protection**

Even if ransomware damages your data on cloud-based applications like Office 365 or Google Apps, using Datto SaaS Protection easily recovers the data that is the lifeblood of your business.



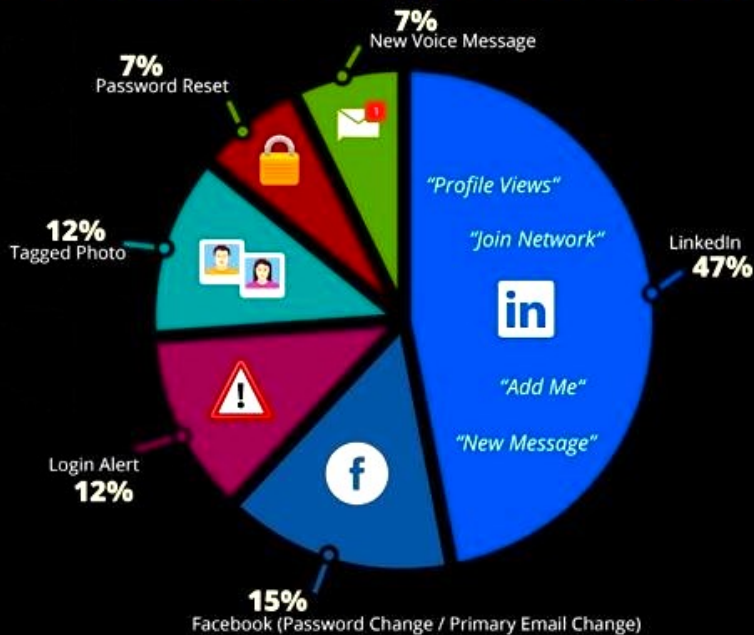
Pittsburgh Computer Solutions offers a range of Datto backup and business continuity solutions for companies of all sizes. We provide a combination of on premises, virtual, and cloud-to-cloud data protection.

Protect your business data! Call PCS today. We'll provide a solution that meets your needs and your budget.

**724-942-1337**

# TOP-CLICKED PHISHING TESTS

## TOP SOCIAL MEDIA EMAIL SUBJECTS



### Using Human Nature Against Us

"Hackers are smart and know how to leverage multiple psychological triggers to get the attention of an innocent victim. In today's world, it's imperative that businesses continually educate their employees about the tactics that hackers are using so they can be savvy and not take an email at face-value. Hackers will continue to become more sophisticated with the tactics they use and advance their utilization of social engineering in order to get what they want," said Perry Carpenter, chief evangelist and strategy officer at KnowBe4.

#### Key Takeaway:

Certain types of messages sail through personal security defenses because they play into the human psyche. Whether it is wanting to be popular or recognized, these types of emails make a person feel important or alarmed.

***Did you know that 91% of successful data breaches started with a spear phishing attack?***

## TOP 10 GENERAL EMAIL SUBJECTS



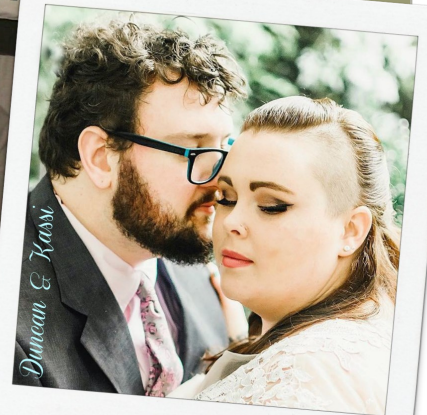
#### Key Takeaway:

Email is an effective way to phish users when disguised as a legitimate email. These methods allow attackers to craft and distribute enticing material for both ransom (general phish) and targeted (spear phish) means, leveraging multiple psychological triggers and engaging in what amounts to a continuous maturity cycle.



# Outside Office Fun!

The PCS Team takes on Carnegie's Millions at the Escape Room Pittsburgh!



Help Desk Technician Duncan Shaw  
married Kassi Em Cheatle  
9-8-2018



Marketing Director Susan Haas  
married Damiano Pasqualino  
8-18-2018

