TIGERHAWK INSIDER

Insider Tips To Make Your Business Run Faster, Easier And More Profitably

WHAT'S NEW

This August, Tigerhawk Technologies proudly celebrated 20 years in business! Our official birthday was August 22nd, and we marked the milestone with not one, but two celebrations. These events were more than just parties–they were a chance to look back at how far we've come and to honor the people who made it possible. From former business partners and team members (and their families) to our incredible customers who have trusted us year after year, you are the reason Tigerhawk has grown into what it is today. I am deeply grateful for your support and excited for what the next 20 years will bring!

We're also excited to share some big news –Tigerhawk is now partnered with Datto Backup, the industry standard for protecting data and computer systems. What this means for our Complete clients is even stronger backup and faster recovery, at no extra cost. With this upgrade, our backups now cover entire computers (not just files), and in the event of a crash, our recovery time has been cut by 90%. It's another way we're working behind the scenes to keep your business running smoothly and securely.

Thank you for being part of our story–we can't wait to keep protecting and empowering your business for the years ahead!

OUR MISSION:

Empowering Your Business with Reliable IT Solutions

Check out our **NEW LOGO**

THE STORY BEHIND THE LOGO

On August 22, 2005, Tigerhawk Technologies was officially established. Last month, we proudly celebrated 20 years of serving our clients and community, a milestone that means a lot to us.

To mark the occasion, we decided it was time for a small but meaningful update to our logo. You'll now see "Est. 2005" added as a nod to our roots. We also adjusted the word "Technologies," making it slightly smaller and moving it closer to "Tigerhawk." These subtle changes give the logo a more balanced, polished look while still keeping the core design elements that have been with us from the beginning.

It's a fresh update that honors our history, celebrates two decades of growth, and sets the stage for the next chapter of Tigerhawk Technologies.

OLD LOGO

NEW LOGO

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IS YOUR BUSINESS TRAINING AI TO HACK YOU?

There's a lot of excitement about artificial intelligence (AI) right now, and for good reason. Tools like ChatGPT, Google Gemini and Microsoft Copilot are popping up everywhere. Businesses are using them to create content, respond to customers, write e-mails, summarize meetings and even assist with coding or spreadsheets.

AI can be a huge time-saver and productivity booster. But, like any powerful tool, if misused, it can open the door to serious problems – especially when it comes to your company's data security.

Even small businesses are at risk.

Here's The Problem

The issue isn't the technology itself. It's how people are using it. When employees copy and paste sensitive data into public AI tools, that information may be stored, analyzed or even used to train future models. That means confidential or regulated data could be exposed, without anyone realizing it.

In 2023, engineers at Samsung accidentally leaked internal source code into ChatGPT. It became such a significant privacy issue that the company banned the use of public AI tools altogether, as reported by *Tom's Hardware*.

Now picture the same thing happening in your office. An employee pastes client financials or medical data into ChatGPT to "get help summarizing," not knowing the risks. In seconds, private information is exposed.

A New Threat: Prompt Injection

Beyond accidental leaks, hackers are now exploiting a more sophisticated technique called prompt injection. They hide malicious instructions inside e-mails, transcripts, PDFs or even YouTube captions. When an AI tool is asked to process that content, it can be tricked into giving up sensitive data or doing something it shouldn't.

In short, the AI helps the attacker – without knowing it's being manipulated.

Why Small Businesses Are Vulnerable

Most small businesses aren't monitoring AI use internally. Employees adopt new tools on their own, often with good

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intentions but without clear guidance. Many assume AI tools are just smarter versions of Google.

They don't realize that what they paste could be stored permanently or seen by someone else.

And few companies have policies in place to manage AI usage or to train employees on what's safe to share.

What You Can Do Right Now

You don't need to ban AI from your business, but you do need to take control.

Here are four steps to get started:

1. Create an AI usage policy.

Define which tools are approved, what types of data should never be shared and who to go to with questions.

2. Educate your team.

Help your staff understand the risks of using public AI tools and how threats like prompt injection work.

3. Use secure platforms.

Encourage employees to stick with business-grade tools like Microsoft Copilot, which offer more control over data privacy and compliance.

4. Monitor AI use.

Track which tools are being used and consider blocking public AI platforms on company devices if needed.

The Bottom Line

AI is here to stay.

Businesses that learn how to use it safely will benefit, but those that ignore the risks are asking for trouble.

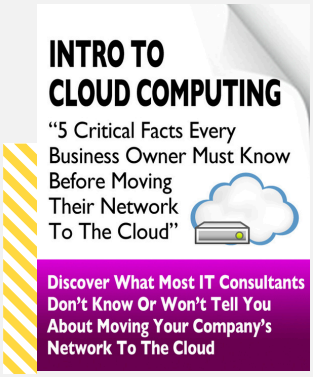
A few careless keystrokes can expose your businessto hackers, compliance violations, or worse.

FREE DOWNLOAD:

If You Are Considering Cloud Computing For Your Company, DON'T, Until You Read This...

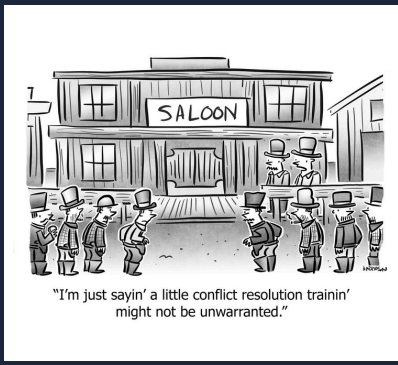
If you are considering cloud computing or Office 365 to save money and simplify IT, it is extremely important that you get and read this special report: **"5 Critical Facts Every Business Owner Must Know Before Moving Their Network To The Cloud."**

This report discusses in simple, nontechnical terms the pros and cons of cloud computing, data security, how to choose a cloud provider and three little-known facts that most IT consultants don't know or won't tell you about cloud computing that could end up causing you MORE problems and costing you more money than you anticipated. **Even if you aren't ready to move to the cloud yet**, this report will give you the right information and questions to ask when the time comes.



Get your FREE copy today: www.URLHERE.com/cloudreport

CARTOON OF THE MONTH



"I'm just sayin' a little conflict resolution trainin' might not be unwarranted."

BILLY BEANE

SHARES HIS WINNING DATA-DRIVEN STRATEGY FOR BUSINESS

A failed 2001 draft led former Oakland A's General Manager Billy Beane to overhaul how he managed talent—sparking a transformation that revolutionized baseball and inspired industries worldwide.

Using a data-driven strategy, Beane turned the low-budget Oakland A's into consistent playoff contenders. The team won seven American League Western Division titles and made 10 postseason appearances, all while operating with one of the lowest payrolls in Major League Baseball.

Beane's approach, known as the "Moneyball" philosophy, emphasized objective analysis over tradition and intuition. It gained widespread recognition through a best-selling book and Oscar-nominated film chronicling his unconventional path to success.

At a recent leadership event, Beane outlined how businesses can adopt similar principles to build high-performing teams despite resource limitations.

Make Data-Backed Decisions

"Baseball had been tracking stats since the 1800s, but none of it influenced decision-making," Beane said. "I turned running a team into a math equation." He replaced gut instinct and subjective scouting with analytics, reshaping how talent was evaluated.

Identify Undervalued Assets

"There's a championship team you can afford—you just need to find what others undervalue," Beane explained. He focused on on-base percentage, a metric more predictive of winning than traditional stats, uncovering overlooked players who delivered strong results.

Be Relentless With Execution

"You can't go back and forth," Beane said. "If you commit to data, you have to use it every time." His team stayed disciplined throughout each season, trusting the math to guide decisions rather than reacting emotionally to short-term outcomes.

Maximize The Middle

Rather than spending big on stars, Beane focused on building depth. "We couldn't afford top players, so we made sure we didn't have bad ones," he said. "A strong middle roster outperforms one with gaps."

Hire Differently

Beane recruited talent from outside traditional pipelines. One example was hiring a Harvard economics major as assistant GM—unusual in a role typically filled by former players. This fresh thinking helped the A's stay ahead.

Redefine Culture With Data

"If we did what everyone else was doing, our results would match our budget," Beane said. "We challenged the norm, used data to value skills differently and changed our outcomes."

Lead With Transparency

"Data explains decisions," he noted. "Even when you're not always right, clarity builds trust."

Level The Playing Field

Beane's philosophy proves that success isn't solely dictated by budget. With innovation, discipline and a data-first approach, even smaller organizations can compete with giants.

As he put it: "Data isn't an opinion. It's a fact."

SHINY NEW GADGET OF THE MONTH

Logitech MX Mechanical Wireless Keyboard

The Logitech MX Mechanical Wireless Keyboard delivers a premium, quiet typing experience with tactile mechanical switches for precise, low-noise feedback. Its low-profile, full-size layout enhances comfort and ergonomics, while smart backlit keys illuminate as your hands approach, adapting to lighting conditions. Seamlessly pair with up to three devices across multiple operating systems via Bluetooth or the Logi Bolt receiver. Customizable through Logi Options+, it supports efficient workflows, and its rechargeable battery lasts up to 15 days with lighting or 10 months without.

Tech of the Month
Keep the votes coming

Natalie Thompson
IT Specialist

Congrats to Natalie Thompson, our Tech of the Month!

Natalie brings plenty of energy to our team, and she's always ready to help. She's passionate about art, loves spending time with her family (and her dog Freddie), and never misses a chance to share a laugh. When she's not helping clients, Natalie enjoys reading and making memes. We're so thankful to have her on our team.

WHY PHISHING ATTACKS SPIKE IN THE SUMMER

You and your employees may be getting back from vacation, but cybercriminals never take a day off. In fact, data shown in studies from vendors ProofPoint and Check Point indicate that phishing attempts actually spike in the summer months. Here's how to stay aware and stay protected.

Why The Increased Risk?

Attackers use your summer travel bug to their advantage by impersonating hotel and Airbnb websites, says Check Point Research. They've uncovered a sharp increase in cyberthreats related to the travel industry – specifically, a 55% increase in the creation of new website domains related to vacations in May 2025, compared to the same period last year. Of over 39,000 domains registered, one in every 21 was flagged as either malicious or suspicious.

August/September is also back-to-school time, which means an uptick in phishing attempts imitating legitimate university e-mails, targeting both students and staff.

While these threats might not affect your industry directly, there's always a chance that employees pursuing their master's degree or planning a vacation will check their personal e-mail on their work computer – and it takes only one wrong click for cyberattackers to have access to all of your business's data.

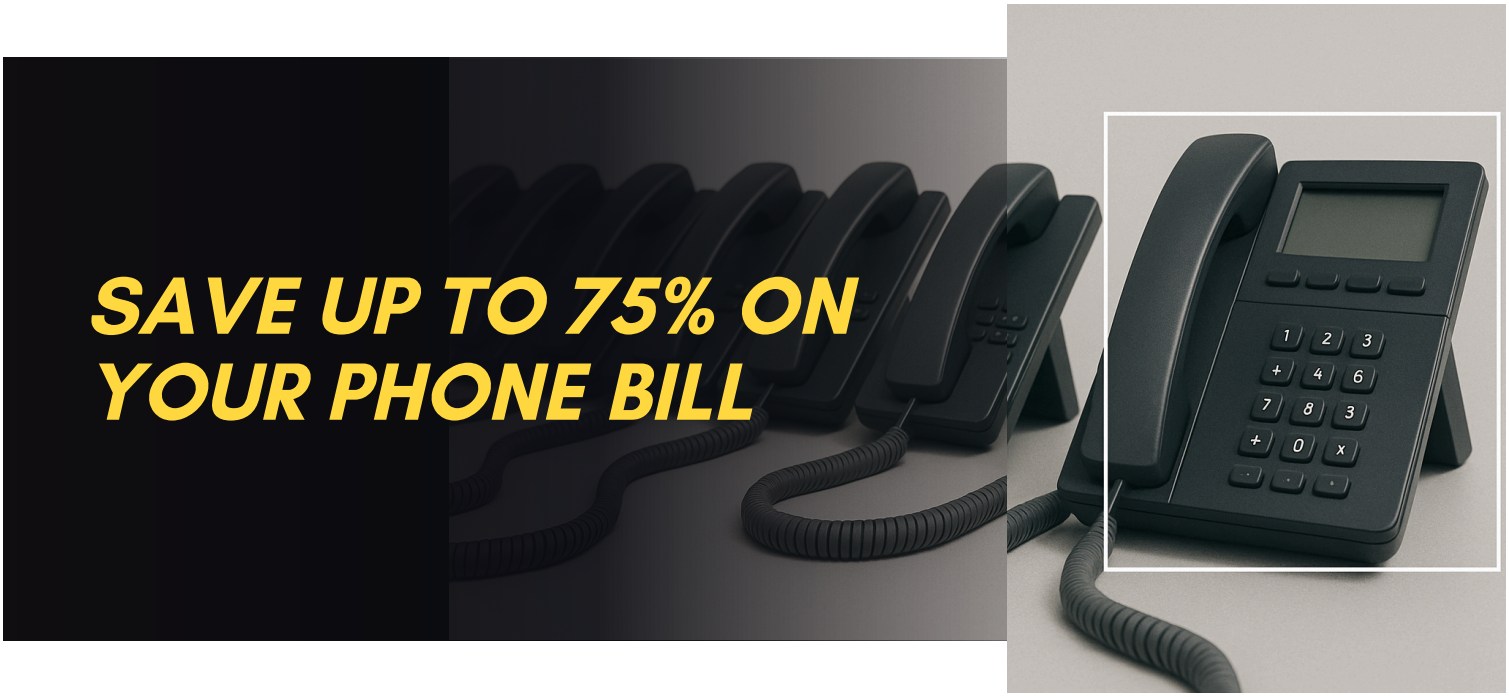
What To Do About It

While AI is making cybersecurity stronger and workflows smoother, it's also making phishing attacks more convincing. That's why it's important to train yourself and your team on what to look for, to avoid clicking on a malicious link.

Safety tips to prevent attacks:

- **Keep an eye out for shady e-mails.** Don't only check for misspellings and poorly formatted sentences in the body of e-mails; AI can write e-mails for attackers just like it can for you. Also examine the e-mail address of the sender and the text of the link itself, if visible, to make sure everything looks legitimate.
- **Double-check URLs.** Misspellings in the link text or unusual domain endings, like .today or .info, can be an indicator of an attack. Domain endings like these are often used in scam sites.
- **Visit websites directly.** It's always better to search for the website yourself, rather than clicking on links in any messages or e-mails.
- **Enable Multifactor Authentication (MFA).** Setting up MFA ensures that even if a breach does occur within your company, your login credentials will remain protected – and so will any data secured behind them.
- **Be careful with public WiFi.** If you need to use public WiFi, use a VPN for additional protection when accessing secure information, like booking portals or bank accounts.
- **Don't access personal e-mail on company devices.** Accessing personal e-mail, messaging or social media accounts on business devices increases your risk. Keep personal accounts on your personal devices, and work-related accounts on the work devices.
- **Ask your MSP about endpoint security.** Endpoint detection and response (EDR) software can monitor your desktops and mobile devices, detect/block phishing attempts, malicious downloads and alert your MSP immediately in the event of a breach, limiting your data's exposure.

Phishing attempts become more sophisticated every day, and AI is only speeding that process along. Because of this, it's essential to keep your team well-informed of the risks; knowledge is the best defense against phishing attacks. Stay informed and stay safe!



REASONS TO MAKE THE SWITCH
TO A VOIP PHONE SERVICE

1 Substantially Lower Costs
VoIP typically cuts phone expenses by 30–50%, with overall telecom costs dropping as much as 75%

2 Scalable & Flexible
Adding lines or users is quick and inexpensive—no new wiring needed.

3 Advanced Features Included
Enjoy features like call forwarding, auto attendants, video calling, cloud voicemail (voicemail-to-email), call queues, and more!

4 Work from Anywhere
VoIP works anywhere with internet access—desk, laptop, tablet, or mobile—supporting remote work and mobility.

5 Better Call Quality
VoIP supports wideband audio (HD voice), delivering clearer, richer sound than standard phone lines.

6 Consolidated Billing
One provider handles voice, SMS, video, and data—no juggling multiple vendors or plans.

7 No Expensive Hardware
Cloud-based VoIP does away with bulky on-site PBX systems. Setup costs are minimal or even zero.

8 Boosted Productivity
Features like unified dashboards, seamless device switching, and integrated communication tools help your team stay efficient and connected.

SCHEDULE YOUR FREE CONSULTATION TODAY!

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