

KOSI BITS & BYTES

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

One Team For All Your IT

August is a smart time to rethink how your business handles IT. Juggling multiple vendors, ad-hoc fixes, and whoever-is-free support quietly drains time and leaves gaps in your security and reliability.

Our all-in-one Managed IT service puts your entire technology under one roof. We monitor, maintain, and support your devices, servers, network, and apps around the clock, so issues get caught and handled before they reach your team.

With one predictable plan and one team that knows your business, you get faster help, fewer surprises, and a partner focused on keeping everything running the way it should.

Bring all your IT under one roof this August and spend less time worrying about technology.

Scan the QR code or call us at 419-522-4001 to schedule your Managed IT consultation



August 2026

This monthly publication is provided courtesy of Jen Evans
CEO & Owner of
King Office Service, Inc.



OUR MISSION:

We leverage technology to provide simple and secure solutions to enhance profitability and productivity in our clients' organizations.

KOSI - Your Trusted Local Partner
for Over 45 Years!

THE MOST DANGEROUS RISKS IN YOUR BUSINESS

Don't Swim On The Surface

On the surface, the water looks calm.

That's what makes Shark Week fascinating every year: the danger is already moving underneath, rarely visible right away.

Cybercriminals operate the same way. Their threats blend into normal operations until something breaks, money moves or systems go down. Summer makes that easier.

Schedules shift, employees travel and oversight gets thinner, giving attackers more room to move unnoticed.

Here are three ways they're circling right now.

1. Fake invoices and vendor impersonation

Attackers don't always need to hack in. Sometimes, they only need one believable email. Business email compromise (BEC) works by impersonating a trusted vendor, supplier or executive. The email looks routine, someone pays the "vendor," and by the time the mistake is caught, the damage is done.

These attacks spike during vacation season, when approvals get rerouted and temporary stand-ins may not know what "normal" looks like.

To stop them, require verification for any financial request sent by email. A quick confirmation call to a known number can stop most of

these attacks.

2. Phishing attacks that target distracted employees

Phishing works because it targets busy people. A distracted employee clicks a password reset, answers a text from "IT" or approves a request right before a meeting.

Nobody stops to verify because stopping feels like losing time. Employees need to feel comfortable slowing down when something seems off — an unexpected login, an unusual payment instruction or a link they weren't expecting.

Speed is a weapon attackers use. Slowing down takes it away.

3. Third-party risks that travel fast

When a vendor with system access is compromised, the threat can travel directly into your business. That supply chain exposure is often bigger than companies realize.

Software tools, service providers and contractors with lingering access can all create paths into your environment. Outsourcing a service doesn't outsource accountability.

Answer these three questions:

- Which vendors can access your data or systems?
- What are they connecting to?
- Who is responsible internally for managing those relationships?

If the answers aren't clear, your risk is growing.

PARTNER SPOTLIGHT



Leverage Strong IT Security To Secure Better Cyber Insurance

Cyber insurers are rewarding businesses with strong IT security—often with broader coverage and lower premiums. At the same time, AI-driven scams and social engineering attacks are becoming more frequent and harder to detect, making strong insurance coverage more important than ever.

Security controls that matter to insurance companies:

- Multi-factor authentication (MFA)
- Endpoint detection & response (EDR)
- Tested backup & recovery

Pro Insurance Partners specializes in cyber insurance and works across multiple carriers to help clients turn strong IT environments into better cyber insurance outcomes.

Interested in learning more or a second look at your existing coverage?

Email: Info@ProInsPartners.com or call: 614-653-6392 to get started.

Mention KOSI for a prioritized review.

HOW SMB LEADERS CAN BUILD A WORKPLACE PEOPLE DON'T WANT TO LEAVE

Arnie Malham on Growing Companies



Hiring is tough for SMBs. Larger companies may offer bigger salaries, better benefits and clearer career paths, so smaller businesses need another way to stand out.

Build a workplace people want to be part of.

"Creating a culture that gave people a reason to be at work was part of how we grew our business," said Arnie Malham, founder of CJ Advertising and Legal Intake Professionals.

You may not outspend larger competitors, but you can create a culture where people feel seen, valued and motivated to stay.

Your culture is a mirror

Culture reflects what leadership allows, rewards, ignores and models every day.

"The culture you have right now is the one you absolutely deserve," Malham said.

Turn culture into a system

Malham recommends giving your culture a name so your team can talk about it, contribute to it and protect it. At his company, "Camel Culture" included rituals, rewards and habits that made the business feel distinct. For SMBs, culture is built through repeated moments that tell employees, "You matter here."

Morale affects customer experience

When employee concerns were addressed, Malham found morale improved — and customer ratings improved too.

You do not need flashy perks or a massive HR budget. You need a culture that is clear, consistent and true to the business you want to run. When your people want to stay, your customers can feel it — and your business is stronger.

FREE Cybersecurity Audit Will Reveal Where Your Computer Network Is Exposed And How To Protect Your Company Now

PROTECT YOUR NETWORK

"What Every Business Owner Must Know About Protecting and Preserving Their Network"

Don't Trust Your Company's Critical Data and Operations To Just Anyone!

At no cost or obligation, our highly skilled team of IT pros will conduct a comprehensive cyber security audit to uncover loopholes in your company's IT security.

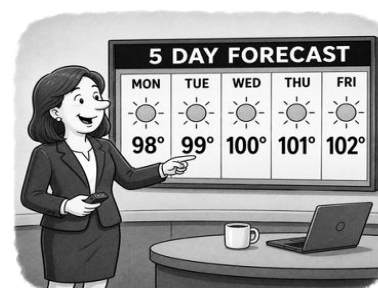
After the audit is done, we'll prepare a customized "Report Of Findings" that will reveal specific vulnerabilities and provide a Prioritized Action Plan for getting these security problems addressed fast. This report and action plan should be a real eye-opener for you, since almost all of the businesses we've done this for discover they are completely exposed to various threats in a number of areas.

Get Started Here! Claim Your FREE Assessment Now, Scan the code, Call Our Office At 567-323-5679 Or Visit www.kingoffice.com/cyber-audit

SCAN HERE



CARTOON OF THE MONTH



"We're seeing a lot of consistency"

6 QUESTIONS

Smart Companies Ask Their IT Provider Every Quarter



If you only talk to your IT provider at renewal time, you're missing one of the best ways to protect your business.

Technology changes quickly, and so do the risks tied to it. Quarterly IT check-ins help you stay secure, productive and prepared instead of waiting for a crisis.

The key is knowing what to ask. Your IT provider should be able to answer these questions clearly, without tech-speak or vague promises.

Question 1: What security problems do we need to address?

Every business has vulnerabilities. What matters is whether your provider is finding and fixing them before they become expensive problems.

Ask about missing patches, suspicious login attempts and users, devices or processes creating unnecessary risk. You want specifics, not "you're protected."

Question 2: Have you tested our backups recently?

A backup only matters if it works when you need it. Ask when the last full recovery test was completed, how long restoration would take and whether cloud applications are included.

Question 3: Where is our technology slowing us down?

Productivity issues often show up as small delays: slow apps, unreliable systems, frozen calls or repeated complaints. Ask what is recurring, what is outdated and what should be

optimized or replaced.

Question 4: Are we still compliant with industry regulations?

Compliance requirements can shift quickly, whether you deal with HIPAA, PCI-DSS, cybersecurity insurance standards or other rules. Ask what changed, where documentation is weak and whether training or stronger controls are needed.

Question 5: What should we be budgeting for next quarter?

Good IT planning prevents surprise expenses. Your provider should track aging hardware, expiring warranties, software renewals, infrastructure upgrades and security investments so you can plan before something becomes urgent.

Question 6: Where are we falling behind that's leaving us exposed?

This question requires strategy, not just technical fixes. Ask whether new tools, automation, security standards or performance benchmarks should be on your radar. A strong IT partner helps you stay ahead of both technology changes and cybercriminals.

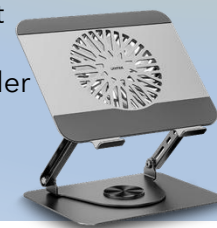
You aren't having these conversations? RED FLAG

If your IT provider cannot answer these questions clearly or is not offering quarterly reviews, that is a warning sign. You need a partner who prevents problems, reduces risk and helps you make smarter technology decisions before issues disrupt your business.



UNITEK Adjustable Stand Your Laptop's New Best Friend

Long days at your desk take a toll. This aluminum beauty features 360° rotation, adjustable height and a magnetic cooling fan to keep your machine chill during marathon work sessions. Ergonomic design reduces neck strain – perfect for video calls and back-to-back meetings. It's the kind of thing you don't think about until you have it, then you wonder how you ever worked without it.



QUICK TECH TIP

Spot AI Voice Scams

That urgent call may be a fake.

Scammers can now clone a voice from seconds of audio and call pretending to be your boss, a vendor or a family member in a crisis, pressuring you to move money or share credentials fast.

- Before you act on an urgent call:
- If a call rushes you to pay or share a code, hang up and call back on a number you already trust.
- Agree on a simple verification word for urgent money or password requests.
- Never share passwords or one-time codes with an unexpected caller.



Urgency is the scam — verify first.



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Mansfield, Ohio 44902

Keeping Technology Secure & Simple

PRST STD
US POSTAGE
PAID
BOISE, ID
PERMIT 411

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6 Questions Smart Companies Ask
Their IT Provider Every Quarter

Who Wants To Win A \$25 Gift Card?

TRIVIA

The world's first website went live on August 6, 1991, created by Tim Berners-Lee at CERN. Roughly how many websites exist on the internet today?

- | | |
|----------------------|---------------------|
| A. About 1 million | C. About 1 billion |
| B. About 100 million | D. About 10 billion |

Q & A: Last Month's Trivia:

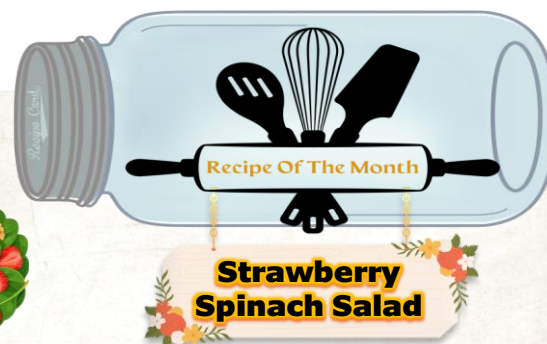
Apollo 11 landed on the Moon on July 20, 1969. Roughly **About 4 KB** of memory was used in the Apollo Guidance Computer to pull off the landing.

You can be a Grand Prize Winner of this month's Trivia Challenge Quiz! Just be the first person to correctly answer this month's trivia question (no cheating!) and receive a \$25 gift card.

Ready? Call us right now at [419-522-4001](tel:419-522-4001) or send an email to katies@kingoffice.com with your answer!

If you would like to share our Newsletters and want extra copies in your office, we would be happy to provide them.

Email katies@kingoffice.com and we will take care of your request.



INGREDIENTS

- ❖ 8 C fresh baby spinach
- ❖ 2 C sliced fresh strawberries
- ❖ 1/2 C crumbled feta cheese
- ❖ 1/3 C sliced almonds, toasted
- ❖ 1/4 C balsamic vinaigrette

INSTRUCTIONS

Step 1: In a large bowl, toss the baby spinach with the sliced fresh strawberries.

Step 2: Sprinkle with crumbled goat cheese and toasted sliced almonds.

Step 3: Drizzle with balsamic vinaigrette, toss lightly and serve chilled.