

KOSI BITS & BYTES

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

Stop Juggling IT. Start Growing.

September 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 head into fall with faster help, fewer surprises, and a partner focused on keeping everything running the way it should.

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

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



September 2026

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

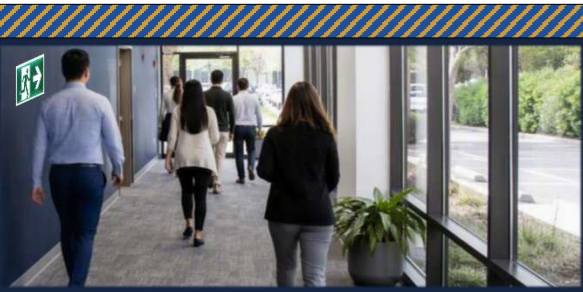


OUR MISSION:

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 Fire Drill No Business Owner Wants to Run



When a fire alarm goes off at a school, nobody stops to figure out what to do next. Students line up, teachers guide them out and everyone knows where to go because they've practiced.

Your backup strategy should work the same way. But many businesses have never tested whether they can actually recover when systems go down.

Why fire drills save lives and businesses

Fire drills do more than satisfy a policy. They prepare people before pressure sets in and answer one critical question: Will this work when we need it?

If the plan fails, they discover it during practice, not during a real emergency. That is the value of a drill: it removes guesswork before it matters.

The business version of a fire drill

Most businesses have backups. Far fewer have tested whether those backups will restore quickly enough to keep the business moving.

They often find out only after something goes wrong and the team is scrambling to restore files, applications and access.

That is when the real cost begins.

What recovery testing looks like

Recovery testing is not theoretical. It involves restoring from backups, measuring how long recovery takes, confirming which systems return first and identifying where gaps exist.

The process answers questions every business should know before an outage:

- Will your backups restore successfully?
- How long will recovery take?
- Which systems should come back first?
- Can your team keep working during recovery?

That is the difference between having backups and being ready to recover.

What happens when you skip the drill

When recovery has never been tested, even a routine disruption can become a major business problem.

Employees lose access to critical systems, customer service cannot help customers, sales cannot process orders and leadership is left waiting for answers.

The cost is not just lost time. It can be lost revenue, damaged trust and unnecessary disruption.

Don't wait for the emergency

Nobody runs a fire drill because they expect a fire tomorrow. They do it because an emergency is the worst time to discover the plan does not work.

Backup recovery deserves the same preparation.

If you have not tested recovery, you are relying on assumptions. A controlled recovery test shows whether your plan is ready before you depend on it.

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.

The Search Engine Just Changed.

Did Your Marketing?

Search

Your next customer may never Google you. Think about the last time you needed a fast recommendation. The AC quit, or your child needed a dentist. Not long ago, you would have Googled it, checked reviews and asked around.

Now more people skip the search. They ask AI the way they would ask a trusted friend: “Who should I call?” “Who is reliable?” And once AI gives a name, many stop looking.

The search game is changing. For years, a strong website and Google Business Profile helped businesses get found. Customers searched “plumber near me,” clicked through the options and compared.

That path is shrinking. More searches end without a click because AI answers first, and AI does not rank businesses the way Google does. A page-one business can get skipped while a lesser-known competitor gets the call.

Credibility is becoming your new front door. When someone asks AI which dentist, accountant or IT provider to use, your reputation is judged before they visit your website. If your name does not show up, you are not in the conversation.

The businesses that win will have proof people and AI can trust. Strong reviews, customer stories, local mentions, partnerships and content that shows real expertise.

Do this before your competitor does.

Ask a friend to search ChatGPT for the best business in your category near them. If you are not mentioned, take it seriously. Then add one credibility builder this month: a customer story, review push, quick article or community partnership.

The old rules of search are fading. The next big question is simple: will AI find you first, or send your customer to someone else?

The 10 Disaster Planning Essentials For Any Small Business



Don't lose everything you've worked so hard to achieve in an instant! This report will reveal important planning strategies you should have in place now to protect yourself from common data-erasing disasters including natural hazards, human error, cyber criminals, hardware failure, software corruption and other IT failures.

Everything You've Worked For...GONE...In An Instant?

This report will be a real eye-opener for you with information that can literally "save your bacon" in the event of a digital disaster.

To Claim Your **FREE** 10 Disaster Planning Essentials Now,
Call Us at 567-323-5679
Or go to www.kingoffice.com/10essentials



SCAN ME

CARTOON OF THE MONTH



"First day jitters never really go away"

The 4 Most Expensive Backup Assumptions Businesses Make



Mike Tyson once said, "Everyone has a plan until they get punched in the mouth."

In business, that punch usually looks like a failed backup, outage or security incident that exposes a weakness you assumed was covered.

Assumptions feel like facts until they are tested. Here are four that often catch businesses off guard.

Assumption #1: 'We're backed up'

An untested backup is like carrying a spare tire and finding out it's flat when you need it most.

Most businesses have backup reports, notifications and green checkmarks. Far fewer know when they last tested a restore, how long recovery would take or whether every critical file and application is included.

A backup proves its value only when it helps you recover. Until then, you are relying on hope, not proof.

Assumption #2: 'Someone would tell us if there was a problem'

Monitoring tools can catch problems quickly, but detection is not the same as protection.

A weather alert can warn you a storm is coming. It does not board up your windows. Alerts only matter when someone knows what to do next.

Without a response plan, an alert is just another notification competing for attention.

Assumption #3: 'Our team knows what to do'

Every team looks prepared until game day.

A critical system goes offline late Friday, and suddenly no one agrees on who is in charge, what comes first or how long recovery will take.

When there is no documented plan or practice run, even a good team starts from zero.

A recovery plan works like a spare tire. You carry it so that if something happens, you are not figuring out the basics on the side of the road.

Assumption #4: 'It won't happen to us'

Nobody thinks they will be the one. Until they are.

When you are focused on customers and growth, disruption feels like something that happens elsewhere.

But most disruptions are ordinary: a bad link, power outage, failed device or mistake made on a busy day.

They rarely arrive with warning, and they do not care how busy your business is.

The question is not whether something unexpected will happen. It is whether you will be ready when it does.

You can't block a punch you didn't prepare for

In our experience, it is often the ordinary incidents that catch businesses off guard, not the dramatic ones.

You do not need the biggest IT budget to recover fast. You need a clear plan that says what comes back first, who owns each step and how the business keeps moving while systems are restored.

Testing backups, reviewing recovery steps and making sure people know their roles can turn a long recovery into a short interruption.

Preparation will not prevent every outage, but it will determine how quickly your business gets back on its feet.



BenQ RD280UG

A Monitor That Works Smarter

Some upgrades don't transform the way you work. They simply make every day a little easier. The BenQ RD280UG's taller 3:2 display fits more on screen, so you spend less time scrolling and switching windows. USB-C connectivity, built-in eye care features and an anti-glare display make long workdays more comfortable. It's a thoughtful upgrade that helps you stay focused without adding complexity to your workspace.



QUICK TECH TIP

Give Your Tech A Fall Tune-Up

September resets the calendar — give your technology the same fresh start.

- ✓ Install pending OS and app updates.
- ✓ Restart devices that ran all summer.
- ✓ Update browsers and their extensions.
- ✓ Replace gear still on old, unsupported software.
- ✓ Confirm backups ran and can restore.

Why it matters: most breaches exploit a flaw that was already patched. Outdated software is the easiest target in your office, and updates are the cheapest security you will ever buy. Twenty minutes now saves a very long day later.





110 West 3rd Street
Mansfield, Ohio 44902

Keeping Technology Secure & Simple

PRST STD
US POSTAGE
PAID
BOISE, ID
PERMIT 411

INSIDE
THIS ISSUE

PG 1

The Fire Drill
No Business Owner Wants to Run

PG 2

The Search Engine Just Changed.
Did Your Marketing?

PG 3

The 4 Most Expensive Backup
Assumptions Businesses Make

Who Wants To Win A \$25 Gift Card?

TRIVIA



What was the world’s first
computer bug?

- A. A virus in 1975
- B. A coding mistake in a bank system
- C. An actual moth trapped in a computer
- D. A broken keyboard

Q & A : Last Month’s Trivia:

The world’s first website went live on August 6, 1991, created by Tim Berners-Lee at CERN. There are roughly **About 1 billion** websites on the internet today?

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** 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.



Makes: 30 servings
Prep Time: 10 min
Total Time: 12 min
Recipe Created By: Gracie Gordon
www.hungry-blonde.com

3 Ingredient Gluten-Free OREO Fudge

INGREDIENTS

- ❖ 5 gluten-free Oreo cookies, crushed (+ a few more for topping)
- ❖ 11 ounces white chocolate chips
- ❖ 14 ounce can sweetened condensed milk
- ❖ optional: 1 teaspoon vanilla extract
- ❖ optional: pinch of salt

INSTRUCTIONS

- Step 1:** Place Oreo cookies in a large ziplock and crush using a pounder or can/jar
- Step 2:** Add sweetened condensed milk and white chocolate chips to a stovetop pot and heat to medium. Stir frequently until the chocolate melts completely
- Step 3:** Turn off heat and mix in vanilla and salt, then add the crushed cookies. Combine well
- Step 4:** Transfer to a parchment-lined 8×8 baking dish, top with some more crushed cookies, refrigerate for at least 2 hours
- Step 5:** Cut into small squares and enjoy! Keep stored in the refrigerator or freezer.