



CCS Technologies

300 Main Street, Coopersville, MI 49404

616.997.TECH(8324)

Fax 616.997.9317

206 Washington, Grand Haven, MI 49417

616.842.TECH(8324)

3489 Kelly Street, Hudsonville, MI 49426

616.669.TECH(8324)

2017: What to Expect

by Jeff Verry

As we change over the calendar and put the holidays behind us, it is time to dust off the CCS Crystal Ball. We get asked this with some frequency, "What trends do you see for this coming year? Where is Information Technology headed?" While we do not actually have a crystal ball (yet), we can look back on the last year as a way of looking forward. Based on our clients' experiences, here are some of the things we expect to see in 2017. This list is by no means comprehensive, presented in no particular order and is subject to change.

The Cloud will become more important, and more vulnerable. As more data and more services move off of our clients' local computers and onto our clients' Internet accounts, we see emerging benefit. People and businesses will have greater flexibility and access to information than ever. Whether it is checking your secure email from your phone to sharing documents in real time with employees across the globe, cloud computing offers tremendous benefits, not to mention peace of mind if your computers are stolen or the building burns down.

With emerging benefits come emerging risks. We've watched a slew of celebrities see their private pictures swiped from cloud accounts and published on the web. A very high profile set of emails this past year was accessed because a high-ranking government official using a Gmail account answered "no" when asked if he should set up two-step authentication. We have seen customers who are as distraught about losing access to their Microsoft or even Facebook account as people used to be about losing a hard drive. If you have questions on how best to secure and use cloud based accounts or how to use them in your business, give us a call and we can guide you through your options.

Attacks will come from every direction. The influence of foreign governments, corporations and crime syndicates will continue to be the scourge of the Internet. The Russian hackers are not going away.

Various criminal organizations made a "bundle of money" on holding people's data for ransom. They will be very motivated to continue their trade.

We saw a considerable increase in attacks on users (not directly their computers) in the last half of 2016. This phenomenon, called social engineering, is something we have written on before and it is only getting worse. We've seen folks with "viruses" on their iPhones or even being attacked directly through an unsolicited phone call. Please continue to read our newsletters and email updates for the latest in staying safe. If you have any questions at all, consult your friendly neighborhood CCS Technician before giving your credit card number to someone you've never met.

The so-called Internet of Things will rise, and fall. Gadgets and gizmos galore will abound. Whether it is your kid's Internet connected stuffed bear or the wristband monitoring your heart rate and activity, technology is literally all around us. Getting it all to work can be a challenge. More daunting, Internet connected devices can be turned against us. Nanny cams yelled at children. A Jeep was hacked and some of its controls compromised. Scores of devices were actually hacked at one time and used to stop large amounts of web traffic across the Eastern seaboard. If you need any help in making sure your devices are properly patched, documented and configurations backed up, reach out to *CCS Technologies* and we can help point you in the right direction.

Finally, the unexpected. Technology moves so quickly, the one thing we can tell you for sure is that there will be surprises. There are some great tools that will help keep you safe and with restorable backups, good documentation and with a technology company you can trust, we can navigate the water of change and make 2017 the best yet!

"Relax...we're on IT"

Another year older...

by Greg Slater

All of us from *CCS Technologies* wish you a happy and prosperous 2017! I hope you all take a few minutes to review your 2016. For us it was our 40th year anniversary and we have so much to be thankful for. As I look back on the year and see all the positives that have happened with not only us, but also our clients and customers who saw a successful year, I know we are blessed to live in the greatest country in the world.

It was truly an honor to see so many of you this past year starting with our grand opening in June of our La Crescent, Minnesota location. Then we had the open houses for Hudsonville in July, Coopersville in October and then wrapping up at the Grand Haven location in December. The fun, food and free stuff never stopped all year and we **thank you**, our customers, for trusting us with your technology for 40 Years.

"Relax...we're on IT"

Information	Info@ccstech.net
Tech Support	Support@ccstech.net
Sales	Sales@ccstech.net
Greg Slater	Gslater@ccstech.net
Ellen Slater	Eslater@ccstech.net
Drew Rowe	Drowe@ccstech.net
Jeff Verry	Jverry@ccstech.net
Joe Halstead	Jhalstead@ccstech.net
Jorge Arias	Jarias@ccstech.net
Karen Strickland	Kstrickland@ccstech.net
Mark Kowitz	Mkowitz@ccstech.net
Ryan McMillen	Rmcmillen@ccstech.net
Eric Ruzek	Eruzek@ccstech.net

CCS Technologies Store Hours

Coopersville Store

Mon-Fri 8:00 am - 5:30 pm, Sat 9:30 am - 12:00 pm

Grand Haven Store & Hudsonville Store

Mon-Thu 9:00 am - 6:00 pm, Fri 10:00 am - 6:00 pm

Sat 10:00 am - 3:00 pm

WINNERS of 40 YEAR GIVEAWAYS

- Cami B • Coopersville**
- Harrison V • Hudsonville**
- Kerri S • Coopersville**
- Stacey W • Grand Haven**
- Linda B • Byron Center**
- Kevin H • Grand Rapids**
- Stan B • Spring Lake**
- Don H • Coopersville**
- Carl S • Coopersville**
- Diana D • Spring Lake**

Thank you!

