



*Business and technology tips from the team you trust*



***Allow me to wish you a very Happy Thanksgiving and say Thank You on behalf of the entire Infinity team. You are literally why we come to work every day and why we love what we do.***

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**NEWS YOU CAN USE**

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## Process Improvement - A Guide to Get Started

As someone familiar with Infinity, you know how strongly we feel about processes. They help save time in so many ways and remove so much unnecessary confusion. And there's really no secret to creating or using them. You can take full advantage, too.

A common trap to avoid, however, is documenting processes *that you never look at again*. Now, I'm not saying you need to do this on a weekly or even monthly basis. (As Sweet Brown says, "Ain't nobody got time for that!") But if you created a process 3-5 years ago, odds are that some aspects of it have changed. Or that a fresh perspective could improve it.

So whether you follow the [IT Seasons of the Year](#) and are gearing up for a Q1 productivity focus, or you plan to take advantage of people being out of the office more through the end of the year to get some deep work done now, this quick guide can help.

Click the image to learn the 5 steps to business process improvement, and position your company for growth and success in 2023.



## Untapped Power: Microsoft Secrets

In a battle similar to Coke versus Pepsi (or should I say pumpkin v. pecan pie?), Microsoft and Google Workspace continue to duke it out to gain business users.

We are unapologetically a Microsoft shop. We use it and recommend it for a variety of reasons. But even as long-time users, we can still be surprised by all the tools and features it offers.

So to help save you some of that time, click the image to unlock a few Microsoft secrets. You can also use the rest of the Untapped Power series to get more out of Microsoft Planner, OneNote, and Teams.

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Catch up on older editions of the newsletter here.

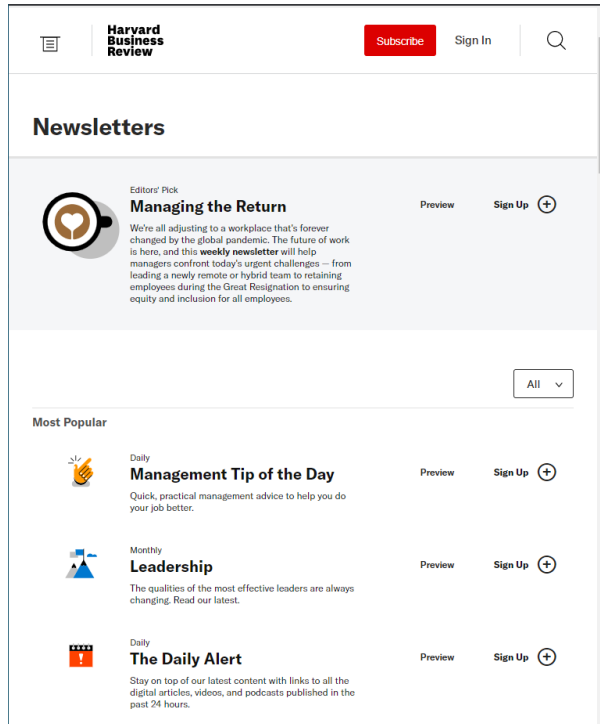
[Newsletter Archive](#)

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## **INSIDE INFINITY**

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**Free Resource - Harvard Business Review**



This is going to seem crazy considering most people spend the last few weeks of the year *removing* themselves from email lists, but I recently signed up for the Harvard Business Review's Management Tip of the Day.

It's short and often useful. It's not always relevant to me personally, but it's always a good perspective. And it's free.

They offer a variety of daily, weekly, and less frequent subscriptions, so I encourage you to see what's available if you're interested. I have no affiliation with HBR; I just thought you might find it useful as well.

Click on the list of Newsletters image to check it out.

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## 6 Tips for Online Shopping Protection (Video)



As all the emails and texts and deal alerts ramp up, review these online shopping tips and share them with your family and friends to stay safe this holiday season.

Click the image to watch a short video and/or read the 6 tips.

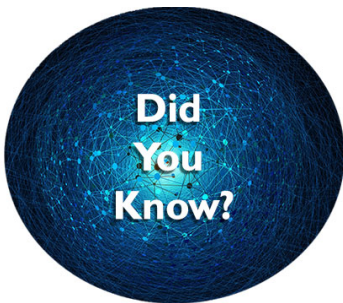
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## It's a Date (Events)

- Thanksgiving is on **Thursday, November 24**.
- World Cup is happening now. US plays again **Friday, November 25**.
- Small Business Saturday is **Saturday, November 26**.
- Giving Tuesday is **Tuesday, November 29**.
- Best of Georgia winners to be announced **Friday, December 9**.
- Buy Local Savannah Holiday Party is **Friday, December 9**.
- Savannah Chamber Year-end Business Breakfast is **Thursday, December 15**.

### Employee Anniversaries

- None this November, but we proudly welcomed Josh Powers and Brian Vail to the team. So please give them a warm welcome if you talk to them.



### Did You Know?

According to WalletHub, the amount of property loss caused by residential building fires on Thanksgiving is 26 Million each year. That's dollars, not turkey feathers.

And to add insult to injury, Lorraine Carli, Vice President of Outreach and Advocacy at the National Fire Protection Association, says that the "vast majority of cooking fires are preventable."

Ouch.

Kind of sounds like a lot of those preventable breaches and cybersecurity attacks we're always going on about...

But I'm not hear to preach. :)

Please cook safely and have a lovely and delicious Thanksgiving! We'll be giving thanks for you.

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## Scary Stat

The **average cost** (globally) of a ransomware attack in 2022, according to IBM, was **more than 4.5 Million**. And that does not include any ransom payments made.

But hey, good news, that's down from 4.6 million last year.

Not so fast.

IBM also found that the frequency of ransomware increased 41% (from 7.8% in 2021 to 11% in 2022). So let's not pop the champagne quite yet.

What can you do?

The study found that stolen or compromised credentials and ph!shing were the most common and costliest attack vectors.

So **encourage good password hygiene** and **enforce strong password policies**. Also be sure to **provide security awareness training** so everyone in your company knows what to look out for, what to do, and what not to do.

And remember, always Think Before You Click.

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## Community & Partner Spotlight



Looking for a gift to put a sparkle in their eye? Levy Jewelers is Savannah's only fourth generation family jewelry business. And selling jewelry and watches is only part of what they do. They also offer repairs, cleaning, engraving, and custom work. Plus, they buy vintage, antique, and estate jewelry. So the next time you need to purchase or care for a timeless gift, get the exceptional local service from Levy Jewelers.

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***Interested in seeing your company or event in the Spotlight?***

[Let me know!](#)

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**Tech Tip Reminder:**

Tech Tips are separate from the monthly newsletter. They go out once a month on the second Tuesday. You can think of it as *Tech Tip Tuesday*. :)

Click to update your preferences using the link below, or visit our [Resources page](#) to sign up.

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