News@BAIS

Making News at BAIS

Message from Managing Director –Jim Armstrong

Change is in the Air

We have seen some big changes at BAIS over the last year, not least of which is the move to our new premises in Arthur St overlooking beautiful Sydney harbour. It is hard to believe we have been here over a year already. The move was long overdue as we have grown considerably, doubling in size in the last five years. As a result we have also recently made a few staffing changes to improve our efficiency and accommodate the increase in size of our customer base.

We continue to add to our capability with four senior analyst/programmers coming on board in the last two years.   The support team has grown to seven full-time staff with two new members joining in the last year, and Robert Stapleford has now taken on the management of this team.

Robert stepping into the Support Manager's role frees Sheri Andrews up to take on the role of Client Services Manager. This new role will encompass all training and system manuals and documentation. In addition it will allow Sheri to work more closely with clients to analyse system use and help improve processes to ensure clients are getting the best out of ibais.

Over the next six months we will begin a series of trips to most capital cities where Sheri will be available for site audits/visits and training sessions.   Watch future editions of NewsBAIS for more details of Sheri's availability and training on offer in your nearest capital city.

Our new home in Arthur Street, North Sydney

Infrastructure

We have brought forward infrastructure plans including the purchase of a new server and the move of our webservers to the Amazon cloud. These measures are part of our long term strategy, but have been brought forward to be completed within the next quarter. For more details of all the actions we are taking see the 'Geek Speak' section of NewsBAIS.

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End of Financial Year

Important Reminders

Another June is nearly over! As we approach 30th June many of you are also approaching the end of your financial year – if you run a July to June fiscal year, then the June End of Month will also roll your End of Year.

This is just a quick reminder of some things you might like to action before closing off to ensure you will have everything in order for your auditors.

BEFORE you run your period 12 End of Month, it is recommended that you:

- Process your Brokerage & GST transfer and withdraw the relevant amount
- Complete all banking/receipts in ibais and ensure all deposit slips have been printed
- Issue all payments to insurers (and stat charge creditors if relevant), payment to subagents and client refunds in ibais
- Tidy up as many unallocated cash/credits as possible

When you actually run the End of Month ensure that all staff are logged out – this is very important! Make sure everyone knows not to log back in until you have confirmed that everything is completed (including staff who log in remotely)
We strongly advise that the EOM process is run either first thing in the morning or last thing in the evening, not during the middle of the day.

AFTER running the End of Month you should:

- Check that the EOM process completed and all financial periods have successfully rolled over into the new year (Support can assist with this if needed)
- Ensure you have any reports you need for your auditors in the EOM Report Cabinets (if you want reports that are not in the normal End of Month suite of reports you can run them manually and store them in the EOM Cabinet)

Once you have checked all is in order you can allow staff back into the system to continue processing.

RIP Graham Godfrey

We were very sad to hear of the sudden passing of Graham Godfrey of Quantum Insurance Brokers last week. Graham had been a client of BAIS for many years. We extend our sincere condolences to his family and friends at this difficult time.

BAIS is a proud supporter of Feel the Magic Foundation and Camp Magic – A Place for Grieving Kids to Grow
www.feelthemagic.org.au

Coming Soon ….

Pending Software Releases

You asked and we listened.

Within the next few weeks we will be releasing some system updates requested by the User Group:
- New transaction type – Reverse & Re-issue
- Updates to improve the use of the ibais Google style search - iFind

We also currently have programmers working on an update to DesignBAIS to move our system to the latest .net technology which will enhance cross browser compatibility mode and allow us to keep up to date with the latest Microsoft changes more easily.

More details will follow soon.

Also, look out for our new video release notes.

Getting to Know You

Staff Profiles
Robert Stapleford

Robert is often the first face you will see when you make enquiries about converting to ibais. Robert has been National Sales Manager for the last 15 years, and has many more years in the industry prior to joining BAIS. We are now very excited to have Robert stepping into a Support Management role in conjunction with his Sales role.

Robert breeds race horses in his spare time and also loves his cricket.

Geek Speak

Technical and Infrastructure Updates

In order to keep our servers and network at the forefront of available technology we have recently:

- Purchased a new Dell server with a network attached SAN, which includes 1TB of SSD hard drives for Cache. The San is connected via 2 new cisco switches which are configured for redundancy. This is currently being configured and tested and should be ready for implementation within the next two to three months.
- Implemented a direct dual fibre connection to Amazon which we will use to host our web servers. This will allow us to use load balancing to avoid congestion on any one webserver. It will also allow us to quickly replicate to additional web servers if required. In addition, this allows us to complete some system maintenance with no impact to system access. This will be implemented within the next two to three months.
- By moving the web servers to Amazon this will also allow us to create more print servers which can be dedicated email and preview servers meaning during peak time backlogs will be reduced and certain print jobs managed with higher priority.
- Database re-sizing and tuning is being completed to ensure all databases are running efficiently

Is Your Business Safe From Ransomware?

Cryptolocker and/or Ransomware are becoming very clever at disguising as valid business emails and could easily be activated in your network by unsuspecting staff. Ransomware poses a serious threat to any business so we have put together a few hints and tips on this topic which we sincerely hope you never need to rely on.

How can you protect yourself and your business?

- Ensure you have a valid, regular and restorable backup. Test your restore frequently *before* you need to rely on it
- Run reputable anti-virus software and keep it up-to-date
- Don't open attachments or links from unknown sources
- Practice safe web browsing (it is possible for viruses to download when a pop up window is clicked on from a malicious site)

What happens if you get infected?

Once infected the ransomware will begin to encrypt all your files making them unusable. A screen similar to the below will appear, demanding payment of a ransom for the release of the decryption key so that you can unlock your files and restore access.

There is usually a strict time limit within which you are expected to pay the ransom (usually in bitcoins – an untraceable form of internet currency) in order to avoid having your files permanently destroyed so it is important to *act quickly*.

What to do if your machine is infected?

The first thing you should do is disconnect infected machines from your wireless or wired network to prevent further encryption of files. Then immediately contact your IT/network professional for further advice and assistance – you will need to decide which of two options you want to take:

1. **Pay the ransom**. If you plan to take this approach you should be aware that obtaining bitcoins can take a few days to obtain, so you might want to consider getting a bitcoin wallet set up in advance to expedite the process if you ever need it.
2. **Restore from backup**. This is only an option if you have valid, recent and restorable backups that are not affected by the Ransomware.

What does BAIS do to protect your data on the Bureau?

- We run up-to-date anti-virus and anti-malware on our entire network
- We've updated our firewall hardware with Zero Day detection software to quarantine malware
- Our internal email server is on a different network to the database server
- Our Bureau database server is isolated on our network and there is no email or internet browsing from that machine
- We run a full back up every night which is stored at separate location
- The restore process is tested weekly