

The Human Byte

Making Technology Human
One month at a time.



Would your business survive a cyberattack tomorrow?

It's not a comfortable question, and it's one many SMB owners quietly hope they never have to answer.

Cyberattacks feel like something that happens to someone else. Big brands. Global companies. Organizations with massive IT teams and budgets.

Here in Richmond and across Central Virginia, the reality is very different.

Recent research shows that a worrying number of businesses believe they simply wouldn't survive a major cyber incident.

That might sound dramatic, but it reflects just how exposed many businesses still are.

Cyberattacks have changed. This isn't just someone guessing a password anymore. Attacks today are faster, more targeted, and often designed to bring a business to a complete stop.

Ransomware, for example, is when criminals lock your systems and demand payment to unlock them. No access to your data, your systems, or your customer information means business comes to a halt—fast.

What's interesting is that most business leaders already know the risk is rising. Many even admit they expect someone on their team will eventually fall for a phishing attack.

Phishing is when a fake email or message pretends to be legitimate, tricking someone into clicking a link or handing over login details.

And sometimes, that one click is all it takes.

Despite this awareness, the basics are still getting missed.

Password reuse is a big one. If someone uses the same password at work and across personal accounts, one breach can quickly turn into several.

Cybercriminals know this, which is exactly why stolen passwords are so valuable.

Basic cyber awareness training is another gap. A lot of employees have never been shown what to look for or how to spot common scams.

But it's not all bad news. High-profile attacks have made business owners more alert—especially around newer threats like AI-driven scams and deepfake video calls that impersonate leadership. That extra skepticism? That's a good thing.

The most important thing to understand is that surviving a cyberattack doesn't require complicated tools or a massive budget.

Preparation is your best defense.

Simple steps—like strong, unique passwords and regular staff training—make a real difference.

Do you think your business would survive a serious cyberattack? If you're not sure, we can help you figure that out and strengthen your defenses right here in Richmond and Central Virginia.

Get in touch. Let's figure it out together.

DID YOU KNOW...

Data Centers are raising concerns and Microsoft is responding



AI data centers are popping up all over the world. It's no surprise that communities are starting to ask some questions.

These facilities can put real pressure on local electricity, water, and land, which has raised some very valid concerns.

In response, Microsoft has introduced a new "Community-First AI Infrastructure Plan." The goal is to be a better neighbor by helping cover infrastructure costs, reducing and replenishing water use, staying transparent with communities, and investing in local jobs, training, and services wherever new data centers are built.

TechFacts

- 1** Anguilla has accidentally struck digital gold. Thanks to the global AI boom, more than a million .ai website domains are now registered—and Anguilla controls them. That brings in around \$70 million a year, or about one-fifth of the government's total income. Even big names like Google and Perplexity are paying for a piece of it.
- 2** The modern internet could look very different if not for one generous decision. Back in April 1993, Tim Berners-Lee convinced the scientific research organization CERN to release the World Wide Web into the public domain. That meant anyone could use it freely, with no licenses or fees. Many historians point to this moment as the true birth of the web—and a big reason it spread so quickly.
- 3** The first recorded death caused by an industrial robot happened in 1979. A 25-year-old factory worker named Robert Williams was killed by a robotic arm at a Ford Motor Company plant in Flat Rock, Michigan. The tragic incident led to a landmark court case and a record compensation payout at the time. It also permanently changed how seriously safety around robots in factories is taken.

Technology update

Microsoft Teams should feel faster, more reliable, and easier to use.

Microsoft has confirmed a behind-the-scenes performance upgrade for Teams on Windows—and it matters more than it might sound.

Teams is being re-engineered so that call handling (one of its most demanding tasks) runs in its own dedicated process.

By separating calls from the rest of the app, Teams should start faster, use system resources more efficiently, and deliver smoother meetings overall.

There's no change to how Teams looks or works, but it's worth making sure your security or device management tools don't accidentally block the new process.



INSPIRATIONAL QUOTE OF THE MONTH

“Don’t be intimidated by what you don’t know. That can be your greatest strength and ensure that you do things differently from everyone else.”

Sara Blakely, businesswoman and philanthropist.



NEW TO

MICROSOFT



Copilot just got smarter (again)

Microsoft is rolling out a set of practical upgrades to Copilot designed to make it more useful in everyday work.

Soon, you’ll be able to pin important conversations so they don’t get lost, work with much larger chunks of text, and ask Copilot to summarize long chats or turn them into something you can actually use.

Copilot is also getting a more advanced memory feature. It can remember helpful details from past conversations, with clear controls so you can see, manage, or delete what it remembers.

These updates are inspired by how Microsoft CEO Satya Nadella uses Copilot —and they’re already starting to roll out.

No fools here: April’s fun tech quiz

1. What type of electromagnetic waves does Wi-Fi use?
2. In what year was the first text message sent?
3. What is the name of the digital file format, devised in 1987, to reduce the size of images and short animations?
4. Who founded Apple Computer?
5. What technology helps make telephone calls over the Internet possible?

The answers are below.

1. Radio waves
2. 1992
3. GIF
4. Steve Jobs
5. VoIP (Voice over Internet Protocol)

Let's talk about why AI still feels harder than it should

AAI has become a regular topic in business conversations.

It comes up in meetings, strategy days, and vendor pitches.

Yet for all the talk, many organizations are still struggling to turn AI from an interesting idea into something that genuinely helps people do their jobs.

In many organizations, AI is stuck in a trial phase.

Someone experiments with a tool. A small pilot runs for a few weeks. Then progress slows. The AI works, but businesses struggle to move from experimentation to everyday use. The return on investment everyone expects stays just out of reach.

Uncertainty is usually the reason. It's a shame, because when AI is used properly, the gains are very real. Teams can respond to customers faster, spot issues earlier, analyze data more easily, and reduce time spent on repetitive admin.

In technical areas, AI can help monitor systems, improve security, and surface problems before they turn into outages. These are practical, everyday improvements that add up quickly.

The businesses seeing progress tend to take a steady, human-first approach. They set clear rules around how AI should be used, what it can and can't do, and where human judgment still matters. They focus on giving staff training and reassurance, not just new tools.

AI becomes a support system, not a replacement.

AI projects don't usually stall because the technology isn't ready. They stall because people aren't. Leaders worry about security, privacy, and compliance. They're unsure what data AI tools are allowed to see or how decisions are being made. Others admit they don't yet have a clear business case, so AI becomes something interesting rather than something essential.

Another big factor is confidence.

Many employees are curious about AI, but also hesitant. They worry about making mistakes, relying on the wrong answers, or using tools incorrectly.

Without clear guidance, people either avoid AI altogether or use it quietly and inconsistently. That creates risk and limits the benefits.

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If you need help giving your team the confidence to use AI effectively, Get in touch.

Around Here in Virginia

Why we like it here

There's always something happening around Virginia, and this month is no different. From local events popping up around Richmond to small businesses continuing to grow and adapt, it's a good reminder of how much energy this community has.

It's easy to get caught up in the day-to-day, but moments like these are worth noticing. The people, the stories, and the small wins happening all around us.

That's part of what makes Central Virginia such a great place to do business and build something meaningful.

If you've seen something local worth sharing, send it our way. We're always looking for a good story.



Q: Should we use AI tools in our business, or wait until things settle down?

A: Start now. The key is using approved tools, setting clear rules, and making sure your data stays protected.

Q: What does zero trust mean?

A: It's a security approach where nothing is trusted by default. Every person and device has to prove who they are, every time.

Q: Do we need to control which apps staff can install?

A: Yes. Unapproved apps can store data insecurely or create hidden risks. A managed app list helps keep everything safer and easier to support..

Let's make technology human.

Need help? We're here.

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