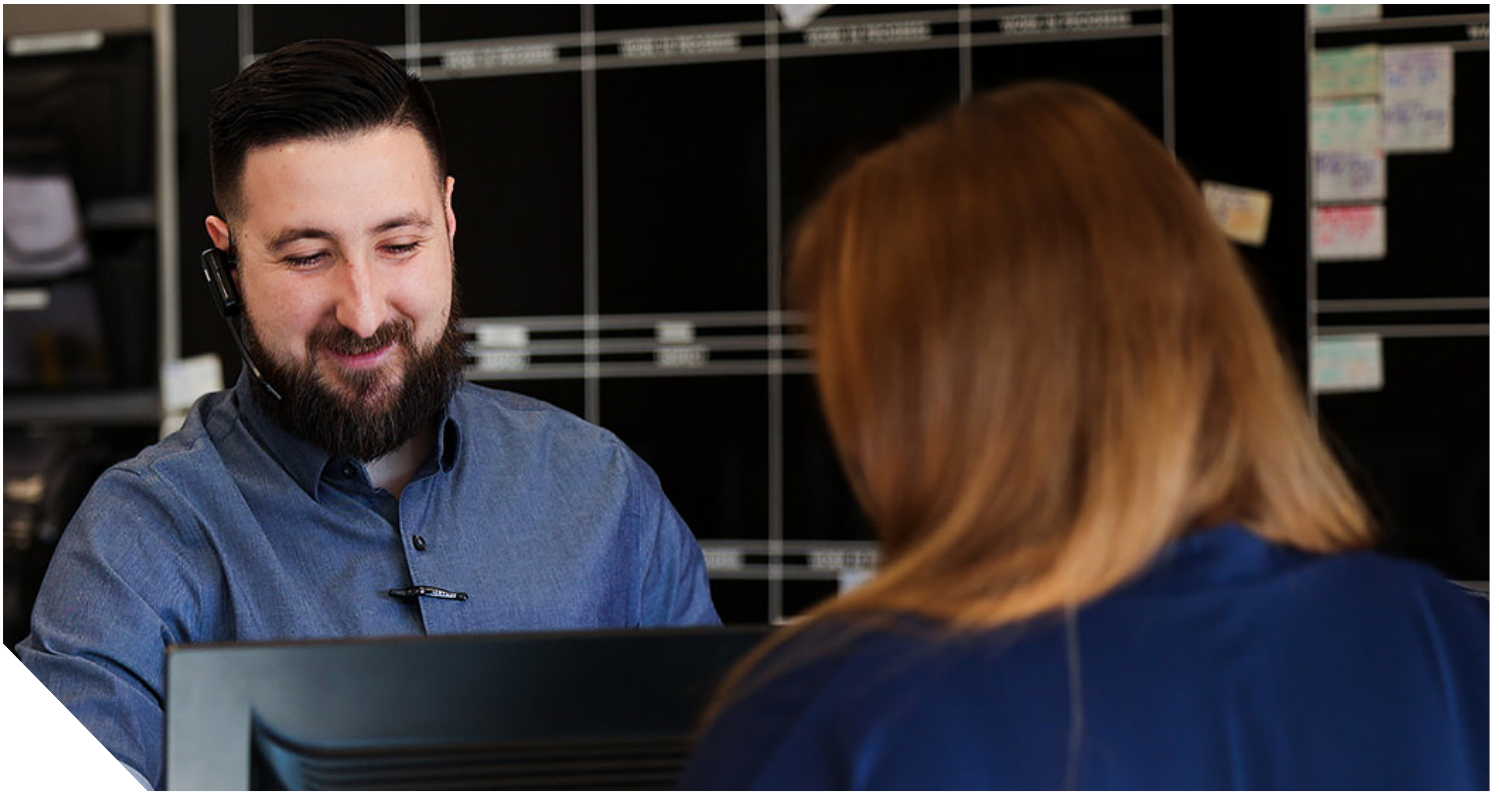




Building a shop of the future





Five tips for using secure technology solutions to protect your data



By: Sunil Patel, *CEO and Founder of Tekmetric*

When it comes to security in an automotive repair shop, it is important to protect both the physical and digital assets. As a shop owner, this means remaining aware of who has access to your building and installing security devices, such as an alarm system and cameras. It is also crucial to consider any proprietary technology and data. Password management, data integrity and regular system backups provide important security checkpoints that can help prevent a crisis – such as a data breach – or minimize the impact if a crisis occurs.



Not only can technological solutions – such as a shop management system like Tekmetric – help better manage your shop and promote growth; they can also play a crucial role in your data security. While it may be worrisome to think about what would happen if your server crashed or a hurricane flooded your shop, in a world driven by technology, you must mitigate potential risks to protect your business and your customers.

Here are five key tips for how to integrate a strong data security strategy into your shop's operations.

1.

Use a secure shop Management system shop management system

When choosing a shop management system, it is important to keep security of all forms in mind. While it may be tempting to keep everything in pen and on paper – away from the risk of cybersecurity breaches and hacks – the benefits of shop management systems are too great to ignore. A system like Tekmetric can provide increased efficiency, automated processes and improved customer communications, allowing your team to focus on what they do best – repairing vehicles – instead of filling out forms by hand.

Digital shop management systems can be the key to a swifter recovery from crises that might otherwise wipe out all the data you have collected. For example, a natural disaster or a fire can wipe out years of paperwork – but with the right shop management system, much of this information can be restored.





2. Choose a Partner with integrity

Do your homework: choose a shop management system that has outstanding technical support and an attentive team. They should be a true partner, working with you to not only grow your shop, but also to ensure that your information – and your customers' – stays safe.

This team should offer you a few key elements. They should provide the flexibility to protect your own data according to your preference. They should also offer transparency regarding how their system automatically protects your data – including their own data backup process and insurance in the event of a data breach. With this approach, you and your trusted partner can work together to keep your information safe.

3. Keep It Cloud-Based

Working with a cloud-based system means the shop and its data can be accessed anytime, anywhere. Additionally, cloud-based systems can offer greater security – and convenience – than a locally-based system.

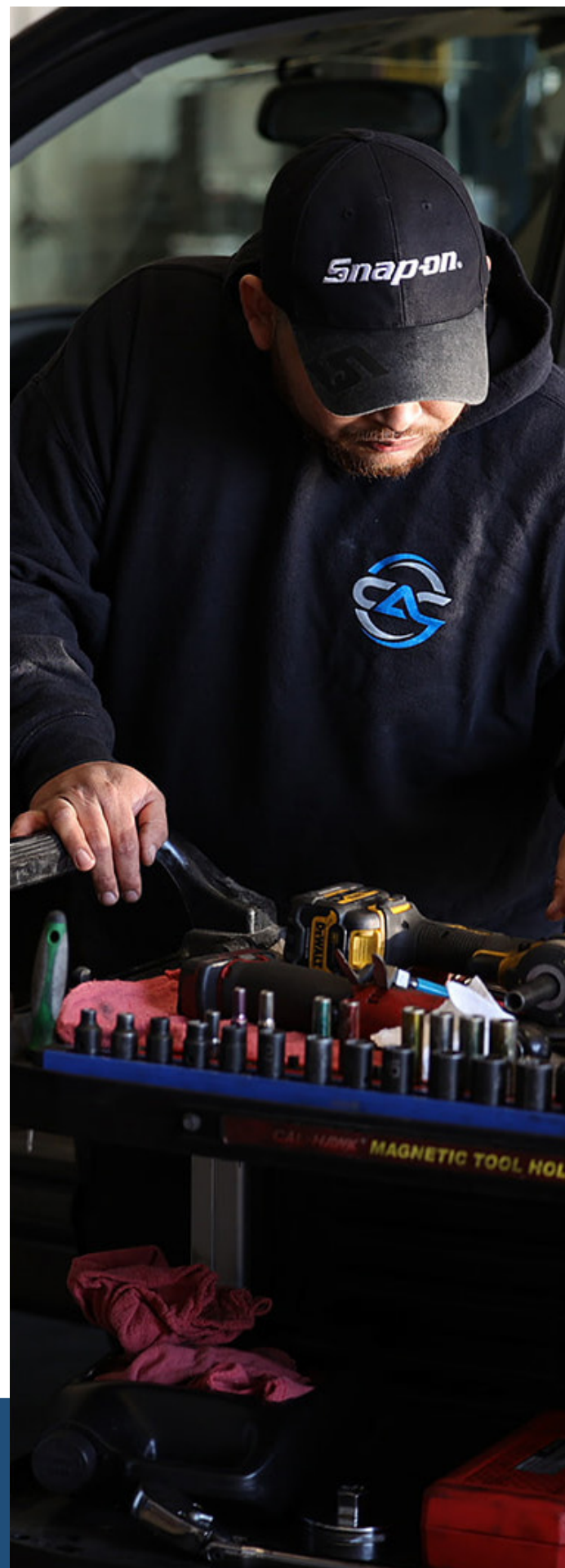
Not only can you continue to access the data if the physical computer in your shop breaks down; you can also better protect your data against cyber risks.. Using a cloud-based system allows you to store your proprietary data with a trusted source – one that will maintain software patches and keep your data secure, all without you having to think about it.



4. Back Up Your Systems

When it comes to risk, the question is not if something will happen – it's when. Just as you want to implement security to prevent as many crises as possible, you also want to have a strategy for restoring and protecting your data in the event of a crisis. One key element is having backup systems in place and ensuring these backups are updated regularly (whether manually or automatically).

Ensure that your information is stored securely but still available for you to access in the event that you need it. Additionally, have a disaster recovery plan and test it. Work with your shop management system team to make sure any data in the system can be recovered and – most importantly – what the process is to do so. access to your computer passwords and customer data. And finally, hold periodic meetings to inform your team of the shop's safety and security policies.



5. Educate and empower employees.

Just as it's important to confirm that your team regularly checks valuable shop equipment and monitors vehicle security, they should also know how to help keep your digital information secure.

Ensure that your employees are aware of how they can help keep customer data, company information and passwords secure, as well as whom to alert if they see a potential risk. Be intentional about who has access to your computer passwords and customer data. And finally, hold periodic meetings to inform your team of the shop's safety and security policies.



Risk management and preparing for potential crises can be uncomfortable topics, and technology adds a new layer of complexity. However, with the right tools in place, you can have peace of mind that your shop's data is protected. A strong shop management partner like Tekmetric can work with you to keep your data safe using cloud-based technology, backup recovery systems and digital protections. Additionally, your team can be a great asset when they are empowered and educated in knowing how to protect the shop's data. With this in mind, you can rest easier knowing that your data is safe, accessible and protected in the event of unexpected crises.

