TOPIC A: BUSINESS TECHNOLOGY OVERVIEW

Business technology has played a big part on the history of human beings. It has been the driving force behind so many of the advancements in communications. It has also had a persistent influence on styles of work and enhanced the value of certain career skills. Knowing the basics of business technology will give you a better understanding of the business world.

History

Since the beginning of mankind we have had a way of communicating to each other and of recording history, but as civilization progressed and business ensued we developed more sophisticated equipment. The typewriter was invented as early as 1857. Masking tape was invented in 1925 by Dick Drew. Cellophane tape and the ball point pen, both pieces of business technology that are still used today, were invented in the 1930s. Eventually, advances in technology have allowed us to invent fax machines and word processors. Personal computers became a part of life in the 1970s.

Variety

The variety of business technologies used has changed with advances in the field. The basic types have stayed with us throughout the years. Supplies such as tape and white-out have not changed over the years and remain an often-used part of business technology. Technological advances have changed most other types of business technology. From typewriters to Personal Computers (PCs), to wrist watch computers to smartphones which continue to change to improve and outperform the generation before.

Trends

Trends in business technology are pointing to smaller and faster and more portable office equipment. They will be capable of carrying out more diverse functions with nominal human input. Faster computers and things that make business easier will take precedence over older technologies. The way we manage business relationships is also changing. The Internet allows us to reach talented business professionals all over the world who can meet our needs.

Influence

Business technology has made a huge impact on everyday life. The inventions in this industry have migrated into the lives of mainstream society. People have in their homes much of the technology used in business such as phones, word processors, PCs, fax machines, copiers, scanners, wireless networks, and network connections. The way we conduct business has changed the way we live.

Function

The function of business technology is to enhance the way business is done to make it more efficient and profitable. Each type of business technology has its own unique function. Some types are used to do menial tasks and some, like the personal computer, are multifunctional. All are used to streamline business procedures with the least amount of effort and time.

Communication
E-mail makes it easy for companies and their customers to communicate, both internally and externally; a customer issue can often be dealt with effectively through e-mail and communications can be documented. Technology allows companies to reach consumers in new economic markets, whether regional, national or international.
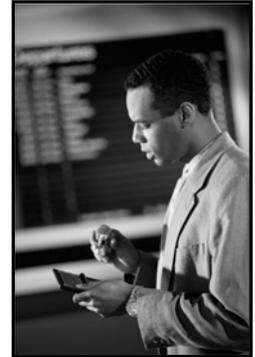
Production
Business owners and managers can use technology to increase the effectiveness and efficiency of their operations, which often results in an increase in production output. This occurs because employees can complete more tasks and activities while cutting back on wasted resources. Businesses that use up-to-date systems and technology for production can offer more competitive services and products. Smaller businesses can also compete with larger organizations using carefully marketed Internet operations. Internet sales websites can operate 24/7, allowing companies a continual reach to customers.

Social Networking
The introduction of social networking through websites like Twitter™ and Facebook™ have offered companies new marketing tools, as well as the opportunity to build relationships with their customers.

Considerations
Although most technology provides a benefit of some kind to businesses, it also comes with drawbacks. Doing business on the Internet is much more competitive, and smaller companies can go unnoticed; additionally, bad press on social media websites can cost a business profits. Many companies implement information technology management functions to ensure that their computers and other technological equipment remain current. Technology quickly becomes outdated, which can be of some detriment to companies. Failing to upgrade technology can actually increase operating costs more than purchasing and implementing new equipment.

Source: http://wwwebizmba.com

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GENERAL OFFICE EQUIPMENT OVERVIEW

Offices today invest in equipment that will streamline and efficiently assist their employees in achieving results. In order to ensure that the employee is comfortable and knowledgeable in using the equipment, below are the most common office machines, even the good old fashioned ones, and the proper etiquette for their use.

Calculator

A machine for performing mathematical calculations, most modern electronic calculators are small (often pocket-sized) and usually inexpensive. In addition to general purpose calculators, there are those designed for specific markets; for example, there are scientific calculators which focus on advanced math like trigonometry and statistics for real estate and banking uses.

Computer

A computer is a machine that manipulates data according to a list of internal instructions and/or software.

Copier

A photocopier (copier) is a machine that makes hard copies (paper) of documents and other visual images quickly. Today, copiers may also have the capability to scan or fax documents as well as print in color or black and white. Some photocopiers require a key code for printing.

Facsimile Machine or Fax

A telecommunications machine used to transfer copies (facsimiles) of documents to other locations with a fax machine around the world through telephone lines and electronic transmission of the copy contents. Make sure to use a cover sheet to announce your document(s), as well as, to ensure that they are received and given to the intended person or department.

Telephone

The telephone is a telecommunications device that is used to transmit and receive sound (most commonly speech), usually two people conversing, but sometimes three or more, commonly referred to as a conference call. Telephones can be modified for hearing impaired persons as well. Most offices have individually designed telephone systems to handle numerous lines for all employees, to include messaging systems.

OFFICE EQUIPMENT ETIQUETTE

- If it's empty, fill it. This includes paper, toner, ink, etc. If you cannot do so, report it to your supervisor!
- If it's broken, fix it, or at least ask for repair. Don't just walk away and hope the next person will take care of it! If necessary, report it to your supervisor!
- If you don't know how to use the equipment properly, ask and learn. Not using equipment properly can damage it!
- If it isn't your turn, wait. Remember we all have priorities. Big jobs should be scheduled at times when traffic is low!
- When you're finished with it, make sure it's ready for the next person to use. Reset the copier to original settings!
- Do not use your employer's equipment for personal use without prior permission. This includes e-mails, downloads, copying, and faxing.

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