



IT Radix Resource

Planting Seeds of Success

JBWS Gives Women a New Beginning...

- Freshening up technology
- Pre-cycling vs. recycling
- Sowing IT seeds in our children

As services grow, so do technological needs

In addition to a safe house and transitional living apartment buildings to house victims and their families, the agency also maintains an office in the Morris County courthouse to assist victims through the legal process and a facility in Morristown to provide batterers counseling. All JBWS' facilities are networked to allow access to data and email communications throughout the organization.

audience. JBWS also continues to pursue the possibility of providing one-on-one counseling to students via video chat in a secure environment.

JBWS maintains a website, www.jbws.org, which offers information on domestic violence, teen dating abuse and its services as well as upcoming agency-sponsored events. More recently, the agency launched a second website, www.cfhealthyrelationships.org. This website offers information about emotional and verbal abuse, and resources to women not requiring the protection of the safe house.

Technology is critical to JBWS but presents a challenge to the non-profit because of the constraints of a limited budget. IT Radix worked with JBWS to provide a solution in the form of an on-site technician as well as offsite network monitoring and emergency technical services. IT Radix's Seth Shedrick serves as the on-site engineer three days per week, ensuring the agency's network is functioning at its optimum, and takes part in all technology planning. This solution has proven to be the right fit to allow the agency to provide technical support to its staff and ensure a smooth running operation.

IT Radix is honored to make IT work for JBWS and the amazing women they serve!

In 1976, a small group of women in Morris County began a hotline to aid victims of domestic violence. When two of the callers were murdered by their husbands, the need for a confidential shelter became urgent. Within a few years, JBWS grew to operate an emergency shelter, offering temporary, protective housing for those needing a refuge from abuse. In 1999, the agency opened its state-of-the-art transitional living resource center, an eleven apartment residence that provides victims and their children the support and education toward living independently.

Beyond safe housing

Today, in addition to providing safe temporary housing, JBWS is a full-service, non-profit, domestic violence prevention agency serving more than 27,000 people per year through its 24-hour helpline (973-267-4763), counseling, children's services, life skills education, vocational counseling, batterer's intervention, legal assistance, teen dating violence services, professional training, and education programs for youth and adults. More than 75 paid staff and 120 volunteers work together with the help of the community to fulfill the agency mission.

JBWS services extend to vocational training, providing assistance to victims to obtain necessary job skills. Included is computer training on the latest software in the 12-workstation computer lab. Clients are trained on the latest versions of Windows, Microsoft Office and QuickBooks, and are provided with computer resources to improve English language skills.

The agency's vision is to create a community-wide culture that refuses to tolerate the presence of any form of family or partner violence. Training to area police, mental health professionals and clergy about domestic violence brings the agency one step closer to their vision. Agency representatives also are in the local schools and colleges, providing education about teen dating abuse directly to students. Most recently, the agency added the ability to provide web-based training, enabling JBWS to extend its reach to a wider

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Out With the Old...In With the New?

OUR CLIENTS
SPEAK OUT:

"Max and the entire IT Radix staff's calm demeanor under pressure, attention to detail, and logical approach to issues—large and small—make for a first-rate team. Their ability to communicate with others, based on their level of IT knowledge, to help prioritize options makes them exceptional. Follow-ups, work ethic and problem-solving skills have always been stellar."

- Debbie Duch
SKG Consulting

Welcome!

A warm welcome to our newest **Managed Service** Clients:

Charles P. Weidman CFP
Generali Employee Benefits
Gerrity Baker Williams Inc.
Tradition Capital Management
Vapon

Remember, **IT Radix** is here to service all of your technology needs!

For small- and medium-size businesses, hardware consumes about a third of their IT budgets. Many strive to cut costs by keeping their hardware as long as possible. However, many businesses fail to factor in the costs of repair, ongoing maintenance and increased numbers of issues/problems affecting their productivity due to old equipment.

Computer failure rates increase with age. However, the single biggest cause of failures is software crashes. These are often related to the inability of the hardware to cope with increasing software demands.

Upgrading existing hardware may be the short-term answer, so long as the upgrade is cost-effective and the computer will still function productively for a reasonable amount of time. Memory upgrades are relatively cheap, can substantially boost

performance and are usually very cost-effective. Hard drives are relatively inexpensive, but the cost of securing backups, reinstalling software and migrating data needs to be balanced against the cost of replacing the machine. And, power supplies are quick, easy and inexpensive to replace.

At some point, however, every computer will fail. The average useful lifespan of a PC or server is 3-5 years. Proactive *monitoring software* combined with a clear *hardware replacement strategy* can help maintain productivity and avoid budget surprises:

Monitoring software allows for proactive intervention on computers that are encountering problems, as these can often be detected before the user is aware of any issues. Monitoring alerts can pick up the increased number of errors and diagnose the cause of a problem. Despite the advantages, only 4% of small

businesses and about 33% of medium businesses use monitoring software with automated alerts.

Hardware replacement strategy depends on the risk tolerance, budgets and performance requirements of individual businesses:

- *Time-driven* (replace on a fixed schedule)
- *Performance-driven* (replace when performance drops)
- *As needed* (replace when they break or slow down intolerably)
- *"Just in time"* (utilize monitoring software and replace PCs when log errors are unacceptable)

Take a proactive approach to monitoring your computers by signing up for one of IT Radix's Managed Service plans. Our team of experts will also help you develop a hardware replacement strategy tailored to your specific business needs.

Introducing...Ashleigh Boissonault

At IT Radix, we believe in fresh, new beginnings. We recognize the innate abilities of our exceptional staff and are always ready to "open windows" so to speak and let in some fresh air along with fresh new ideas and perspectives! IT Radix strongly believes in giving our team members opportunities to bloom and grow to achieve their full potential. **Ashleigh Boissonault** is no exception, as she embarks on a new career path in IT!

Ashleigh came to IT Radix with six years of experience as a legal secretary. While working in the legal setting, she was always the unofficial in-house IT person... the "go to" person when there were IT needs and their IT support service wasn't available. This knack for trouble-shooting and learning new technologies spurred on Ashleigh to explore a career in IT. She enjoys a good challenge and works very well

under pressure. Her dive-right-in approach to problem solving and ability to learn quickly are key strengths that Ashleigh brings to our IT Radix team.

As our Office and Technical Administrator, Ashleigh wears many hats. Administratively, she processes invoices, generates system reports, and helps Jessica manage our service board. When not wearing her "admin hat," she supports our clients as she learns more about the technical side of things.

Growing up in Morris County, Ashleigh enjoys spending time outdoors with her family in Great Meadows...a beautiful slice of NJ farmland! She enjoys painting, photography and video games of all shapes and sizes (computer,

console, handheld—you name it, she'll play it). An avid reader, Ashleigh leans towards sci-fi and fantasy-based novels. Ashleigh's happy to be here, and we're happy to have her!

Ashleigh's personal philosophy:

I think it's important to be happy both in what you do and life in general. Life is short and should be lived to the fullest; if you're not enjoying it, then what's the point? I've always loved how Ferris Bueller puts it: "Life moves pretty fast. If you don't stop and look around once in a while, you could miss it."

*"Life loves to be taken
by the lapel and told:
'I'm with you, kid. Let's go.'"*

—Maya Angelou



Two “Green” Thumbs Up for Technology

Our growing dependence on electronic products both at home and in the workplace has given rise to a new environmental hazard: electronic waste (or e-waste for short). E-waste is an ever-growing, popular name for a variety of electronic products that have met the end of their “useful life,” such as computers, televisions, monitors, laptops, cell phones, VCRs, stereos, copiers, fax machines and so on.

A recent study by the EPA shows that electronics already make up 1% of the known municipal solid waste stream. Research completed in Europe showed that e-waste is an epidemic growing at an astronomical three times the rate of other municipal waste. Because computer processing power doubles roughly every two years, many old computers are being abandoned. The United States now dumps between 300 million and 400 million electronic items per year, and less than 20% of that e-waste is recycled.

With these alarming statistics, we are reminded today more than ever that it's our responsibility to be more vigilant than ever when it comes to acquiring electronics as well as retiring them.

Pre-Cycling

The term *Pre-cycling* means to consider the environment **before** making purchases in order to minimize the necessity of future recycling. Recycling requires large amounts of energy to “melt down” and remanufacture items—by thinking “green” before you buy you can reduce this energy drain. The first rule of thumb is to buy things that last longer—so when choosing electronics, select for longevity. When you do buy, check the packaging. Choose a product that does not have wasteful and unnecessary packaging. Then check

E-waste represents 70% of overall toxic waste! The extreme amount of lead in electronics causes damage to the central and peripheral nervous systems, the blood and the kidneys.

to ensure that the packaging is recyclable (this is indicated by the small recycle symbol). Another easy way to pre-cycle is to use rechargeable batteries. Opt for “green” energy efficient electronics—even if they are more expensive, it will pay off in the long run. Also, consider using automation to minimize power usage and put your computers to sleep at night; wake them as needed to update patches and run backups.

Recycling

When the time comes to dispose of your “e-waste,” recycling is key. Unwanted electronics that are not properly disposed of are extremely harmful to the environment.

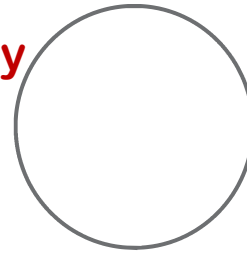
E-waste represents 70% of overall toxic waste. The extreme amount of lead in electronics causes damage to the central and peripheral nervous systems, the blood and the kidneys. When these electronics are thrown out in the garbage, they are sent to landfills where the CRT (cathode ray tubes) are crushed and broken open. Although these tubes do not cause any harm while the equipment is still intact, they contain mercury, cadmium phosphorus and lead. So when the

tubes are broken, toxins are exposed. Once airborne they pose a threat to sanitation workers at the landfill and eventually the chemicals find their way to a water supply, posing a threat to the public. This improper disposal is even illegal in some states.

USA Today projected electronic waste growth and predicted that by 2014, manufacturers will produce 70 million tons of e-waste. 75% of old electronics are stuck in storage because their owners aren't sure how to dispose of them.

IT Radix is committed to helping our environment stay clean and safe. We are well aware of the volume of old equipment that needs to be disposed of properly, so this year, in honor of Earth Day, we celebrate **green e-recycling!** All clients are welcome to drop by our office with your unwanted electronics, and we'll ensure that they are recycled safely and environmentally—**FREE OF CHARGE!!!** See side bar with complete details on our *Electronic Recycling Days*.

Making it easy for you to properly recycle your unwanted electronics is just one way that we at IT Radix make IT work for you as well as our environment!



Electronic Recycling Days

FREE!

DATES: April 1st - 19th
TIMES: 10am - 4pm
(drop on by... no appointment necessary)

LOCATION:

IT Radix Office
49 South Jefferson Road
Whippany, NJ

Visit us at www.it-radix.com/recycle for a complete list of accepted electronics.

Remember, in an effort to secure your private data, it's **STRONGLY** recommended to erase your hard drive **BEFORE** recycling your computer.

SPECIAL OFFER FOR IT RADIX MANAGED SERVICE CLIENTS:

Call **IT Radix** today and we'll erase your hard drives **FREE OF CHARGE** when you drop them off!

- This document was intentionally printed on two sides to save paper.
- This document was printed with eco-friendly solid ink.
- When you are done with this document, would you please recycle it properly?



SPECIAL OFFER

The Gift of Literature

Sign up for a year of IT Radix Managed Services during the months of **April, May and June** and receive a free **Kindle Touch!**

All three service plans are eligible:

**Capstone
Cornerstone
Keystone**

Visit www.it-radix.com to learn more about what's included in each of these proactive maintenance plans.

Call **IT Radix** today to learn more!

Planting IT Seeds in Our Children

Computer technology encompasses all that we do and has infiltrated every aspect of life as we know it. Be it work, school or home...computer technology is here to stay. For these reasons, children should be exposed to computer technology as early as possible. Planting technology seeds in our children will help prepare them for our technology-immersed society.

Let's face it...our children are thirsty for technology! Anything with a keyboard and access to the Internet are enormously attractive to our children. They're not afraid to hunt and peck to figure out how things work. Now's the time to nurture their curiosity!

What we can do at home...

While our children are still young, it's important to foster critical thinking, leadership and communication skills. Allow our children to struggle through a problem without interfering. Exercises in self-sufficiency will build confidence. Remember, inventions come from imagination, analysis and problem-solving.

A fun way to practice problem-solving skills at home is with puzzles—the objective being to write

exact directions for putting a puzzle together, emphasizing that every step be captured in the directions (e.g., turn over all pieces with picture side up, sort corner and edge pieces, etc.). (Take advantage of the many free jigsaw puzzles available online.) When your child is done creating instructions, follow the directions yourself to see how well they work. Now, relate this activity to computers. Explain to your child that computers work because someone wrote directions for them to follow. Computers don't "think" or make assumptions, they can only follow directions.

As parents, we can also encourage our children towards activities that foster problem-solving and teamwork. Lego Robotics teams have become quite popular. They are designed to get children excited about science and technology and teach them valuable employment and life skills.

What we can do at school...

At school, it's imperative that computers become part of the every day learning process. Focus should be on teaching children the good qualities of the Internet and how it can be used for research and



other helpful purposes. Most elementary schools have already introduced computer labs as part of their standard curriculum. Keyboarding skills should be emphasized. Presentation and word-processing software (e.g., PowerPoint, Word) are becoming standard tools for in-class presentations and reports. The fact is that by the time our children enter college, many courses are taught with the assumption that students already have basic computer skills.

Parents are constantly teaching lessons that contribute to their children's future success. Focusing on technology, problem-solving and critical thinking will serve them in many aspects of their lives as they face an increasingly high-tech future.

"I believe that children are our future, teach them well and let them lead the way."

—Whitney Houston

**Thanks
for the
referrals!**

Referrals are the best form of compliment! We would like to thank the following for referring us to their friends and colleagues:

Greg from The Arc-Warren County
Michael from Fernwood Capital & Leasing
Trish from Peace of Mind Care Management Services
Valerie from TAG Online

Visit us at www.it-radix.com to learn more about our **Referral Rewards Program!**

iPads Spring Up in Large Corporation's Nationwide Sales Force

IT Radix has teamed up with Solartech to give a large corporate client's Sales Force a fresh, new tech savvy look! In January, 900+ iPads were rolled out to their nationwide Sales Force. Professionals were encouraged to dive in and use this new technology to its fullest potential.



The client corporation turned to Solartech, an award-winning leader in the on-line training industry, to handle their training initiative—educating their staff on using the iPad and all its features. Solartech also recognized the need for follow-up support to address the

inevitable, day-to-day questions and problems their staff would encounter during the initial learning curve. That's when Solartech turned to IT Radix to initiate a short-term, virtual Help Desk for their large corporate client while they were still getting their feet wet in their new-found technology.

For the past couple of months, IT Radix has staffed an **iPad Help Desk** (9 hours/day, 5 days/week). With the aid of an open conference line and live meeting software, these new users can easily jump in on a conference call whenever a question or problem with their iPad arises. Using our

client support skills and iPad expertise, IT Radix is helping to assure that their transition to this new mobile technology is smooth and hassle-free.

If your business is in need of a short-term (or long-term) Help Desk solution, give IT Radix a call. Sharing our love and knowledge of technology is what we do best!

"It feels great to have the iPad launched into the world... it's going to be a game changer."

—Steve Jobs, Apple CEO

Keeping a Fresh New Outlook on Life!

Life's busy and we know it! Whether you're running from meeting to meeting or mom's taxi is on duty, it's difficult to stay organized and on time for everything. Microsoft Outlook makes managing all aspects of your work and personal life easy by organizing your emails, appointments, social connections and more—all in one place.

With Outlook, you can keep 10 things in the air and still look like a master juggler. No need to parade around town like a clown. Whether you want to email your client a presentation, schedule a yoga class in the morning or see what your friends are up to, Outlook can do it all.

And the beauty of it all is that Outlook works across multiple platforms and operating systems. So, it doesn't matter if you prefer Windows or Mac, or if you switch between your desktop computer, iPad or smartphone, Outlook makes multi-tasking a breeze!

Outlook manages electronic communication on your computer and offers robust calendaring and task tools. Here is a sampling of how Outlook can work for you:

Calendar – Stay on top of your work and personal calendars by keeping them all in one place and even sharing them with others.

- Sync calendars (your home, work and spouse)
- Color-coded entries – Use colors to easily spot at a glance whether entry is an offsite meeting, phone call or lunch date

- Recurring entries – Easily populate your calendar with an on-going event (e.g., yoga class every Tuesday at 5pm)
- Reminders/alerts – Be reminded before an event on your calendar
- Shared calendars – Create a calendar for your work team or share a family calendar with your spouse



Email – A busy personal and work life often means you have multiple email addresses.

- Access and manage ALL of your email addresses in one spot
- Flag emails to appear on calendar on a specific Due Date
- Schedule a meeting via email and automatically populate your calendar

Social Butterfly – Become the social butterfly you always knew you were.

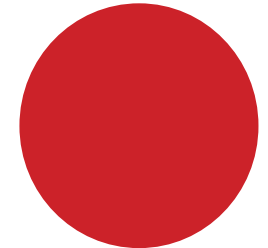
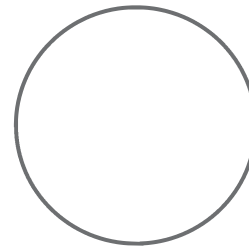
- Social Connector – View your friends' Facebook, LinkedIn and Windows Live Messenger updates right next to their emails
- Manage your contacts easily with an on-line rolodex that is linked with your email

Task Tackler – Easily keep track of and manage your ongoing list of things to do

- To-Do List – Simple or detailed lists containing entries that can be crossed out when completed (we all love the feeling of crossing things off our "list").

We can't slow life down, but we can help you manage it all. Don't hide under a rock...discover how Outlook can help you become more flexible. Because, after all, life happens, and who wants to miss out on all the wonderful things that life has in store for us?

IT Radix would like to help you become a master juggler, achieving balance in today's hectic lifestyle! Be on the lookout for more details on our upcoming free webinar—**Maximizing Outlook**—on Friday, June 15!



Our Favorite Apps

What do our Apps Say about us?

At **IT Radix**, we sure do love our apps! Here's a sampling of some of our favorites:

Cathy	OneNote (runs on all my devices...laptop, iPhone, iPad)
Jessica	My Daily Free Amazon & Flashlight
Marybeth	Kindle
Max	Flashlight
Michael V.	Tether
Ron	IMDB (Internet Movie db) & Facebook
Seth	Angry Birds
Tracy	Flashlight (Android OS)

Check out all the votes for the Flashlight app! Apparently many of us don't like to be in the dark!



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**We make IT
work for you**

CHECK US OUT ON THE
WEB!

WWW.IT-RADIX.COM

Enter and Win! Trivia Contest

The first person to send an email to resource@it-radix.com with the correct answer to our trivia question will win a *Click and Grow* iPot (see article on right).

Q:

When was the first Earth Day celebrated in the U.S?

Winter Trivia Challenge

Back in 1981, how much RAM did Bill Gates claim "ought to be enough for anybody?" (Answer: 640K)

Congratulations to our winner, Don Watt, from TransOptions, Inc., the recipient of a \$20 Best Buy gift card!

From the desk of: Cathy Coloff
Subject: Technology Springs Ahead...

Spring seems to have come early this year and with it, lots of new beginnings. For **IT Radix**, our new beginning is a new location. We have moved into a new location that can accommodate us all with some room to spare. When I reflect back on our moves (yes, plural), I'm pleased that we were able to do so with little-to-no business disruption. Moving is always stressful, and our team handled them with flexibility and grace that I truly appreciate. We're still getting settled, but we're looking forward to hosting a new series of *Lunch'n'Learn* events designed to educate our clients on what's new in the technology world...and enjoy some good food too!



I wanted to especially thank Annette von Bartheld from JBWS for her contribution to our newsletter with the wonderful article about JBWS and the new beginnings that they provide to victims of domestic violence. Our clients provide a wide variety of services and products, and I always find it fascinating to learn more about their business and how computer technology directly impacts their day-to-day operations.

The explosion of technology throughout all aspects of our home and work lives has created not only new beginnings for many but also a strain on the environment when that technology has reached the end of its useful life. As a result, I'm happy to continue our e-Recycling program especially throughout the month of April. We've already recycled enough to fill an entire box truck in February. The great thing about the organizations we've partnered with is that they will first re-use anything that is salvageable, especially the individual components, and then recycle responsibly as needed. I hope you'll take advantage of these e-Recycling opportunities and give your e-waste the potential for a new beginning.

Dedicated to your success,

Cathy 

Even a Geek Can Have a Green Thumb

Smart technology has just gotten a whole lot "greener" with **Click and Grow**, a new line of smart flower pots! You heard right... kind of like a Chia Pet, but a whole lot smarter. Introducing a whole new way to grow houseplants, *Click and Grow* is perfect for the plant-loving but absent-minded geek!

Click and Grow is a high-tech, electronic flower bed. Instead of potting soil, the *Click and Grow* grows plants using aeroponics (a technique for growing plants without soil...the plants are held above a system that constantly mists the roots with nutrient-laden water). The plant seed cartridges inside *Click and Grow* flowerpots are surrounded by an elegant system of sensors, processors and software. All you have to do is add a few batteries, some water periodically and a little bit of TLC.

First generation *Click and Grow* pots are designed to be completely standalone. The pot works on 4 AA batteries that should last about 8 months. The water reservoir needs to be

refilled once a month. The pot will let you know when it's time to refill, depending on the temperature in your office. Plans are underway for future generations of these smart pots to be powered through a computer as well as draw moisture from the air, eliminating the necessity for manually watering and changing batteries.

Click and Grow is the perfect solution for the office. Long

weekends at home or business trips away won't result to returning to a dry, wilted plant.

Click and Grow nurtures your plant while you're away!

Pretty cool, huh??
Why not take a stab at this newsletter's trivia question to the left of this article for a chance to win your very own *Click and Grow* iPot!



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"My hobbies are gardening and dairy farming.
I like to plant the seeds of success and milk my creativity!"