

## Healthy Living...



### A Tale of a Tiny Leak

Once upon a time, things were going great at Michael Daugherty's up-and-coming \$4 million medical testing company...

Michael was a happy man. He ran a good business in a nice place. His Atlanta-based LabMD had about 30 employees and tested blood, urine and tissue samples for urologists. Life was good for this middle-aged businessman from Detroit. Then, one Tuesday afternoon in May 2008, the phone call came that changed his life. His general manager came in to tell Daugherty about a call he'd just fielded from a man claiming to have nabbed a file full of LabMD patient documents. For a medical business that had to comply with strict federal rules on privacy, this was bad...very bad.

It turned out that LabMD's billing manager had been using LimeWire file-sharing software to download music. In the process, she'd unwittingly left her documents folder containing the medical records exposed to a public network. A hacker easily found and downloaded LabMD's patient records. And now the fate of Michael's life—and his business—were drastically altered.

What followed was a nightmarish downward spiral for LabMD. Not one to go down without a fight, Michael found himself mired in an escalating number of multiple lawsuits and legal battles with the Federal Trade Commission and other regulators investigating the leak. Finally, in January 2014, exhausted and out of funds, his business cratering under constant pressure, he gave up the fight and shut down his company.

One tiny leak that could have easily been prevented took his entire company down. Could this happen to you and your business? Let's take a look at four fatal errors you MUST avoid to make sure it never does:

#### Have you developed a false sense of security?

Think you are immune to a cyberattack simply because you are not a big company? The fact is, whether you have 12 clients or 12,000 clients, your data has value to hackers. A simple client profile with name, address and phone number sells for as little as \$1 on the black market. Yet add a few details, like credit card and social security numbers, and the price can skyrocket—\$300 per record is not uncommon. Being small doesn't mean you are immune.

#### Are you skimping on security to save money?

Sure, of course you have a tight budget...so you cut a deal with your marketing manager who wants to work from home at times. He links into the company network with a VPN. If configured properly, your VPN creates a secure and encrypted tunnel into your network. So his device now links his home network into the company network. The problem is, his home cable modem may be vulnerable to attack, an all-too-common issue with consumer devices. Now you have an open tunnel for malware and viruses to attack your network.

#### Could lack of an off-boarding process put your company at risk?

It's crucial to keep a record of user accounts for each employee with security privileges. When an employee leaves, you MUST remove those accounts without delay. An internal attack by a disgruntled worker could cause serious harm. Be sure to close this loop.

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### What's New

#### RED Month E-Waste Results

We are excited to share that we collected and properly recycled a total of 1,647 lbs. of e-waste during our November RED Month electronic recycling event.

#### Subscribe to Our Blog

Did you know that we share lots of tips and techniques on our Blog that will help you be more productive? Visit us at [www.it-radix.com/blog](http://www.it-radix.com/blog) and "subscribe" to receive ongoing tips via email as they are posted.

#### Win an Amazon Gift Card!

Like us on Facebook  
[www.facebook.com/itradix](http://www.facebook.com/itradix)  
Receive a screen cleaning cloth and your name will automatically be entered into a drawing at the end of the month to receive an Amazon gift card.

If you would rather receive our newsletter via email, sign up on our website or send an email to [resource@it-radix.com](mailto:resource@it-radix.com)





## Introducing... Christy McCormick

Our newest staff member, **Christy McCormick**, got a head start on her New Year's resolution of mindfully changing her eating habits. Her goal is not to lose weight but to be healthier (although, weight loss would be a nice bonus).

She never made this resolution in the past, but she's serious now after watching a few friends struggle through medical issues recently...a real eye opener! Christy wants to stay healthy for her family's sake. Similarly, IT Radix wants your computers and networks to stay healthy for YOUR sake!

Christy came to IT Radix with 18 years of IT experience. She's worked in a variety of IT settings—from basic troubleshooting and network support to managing an IT department and working on various technology-related projects for upper management. Most recently, she worked at All-Star as a Field Applications Engineer supporting their in-house visitor management application.

As an IT Consultant at IT Radix, Christy assists clients with maintaining their computer systems and resolving any issues that arise. She feels that her variety of past IT roles is a big help when assisting our clients since she's able to understand the big picture. Christy excels at being able to explain IT issues in layman's terms for non-techy folks and enjoys helping our clients make the most of their technology.

Born and raised in New Jersey, Christy grew up a city girl (Bloomfield area) and moved to Morris County when she was 17. She now resides in Budd Lake with her husband, John, and two teenagers, Jonathan and Savannah. In her free time, Christy enjoys watching slapstick comedies, listening to music (80's rock and country) and spending time with her family. She is an amateur photographer and enjoys sharing this recently-acquired hobby with her daughter. She also enjoys upcycling/repurposing projects and is an avid Pinterest follower. Christy truly loves all things technology and is always interested in emerging technology and the latest new tech gadget.

### Christy's personal philosophy:

Christy was raised to help people whenever possible and is a firm believer of paying it forward.

"Never get tired of doing little things for others. Sometimes, those little things occupy the biggest part of their hearts."

— Author Unknown

## Welcome!

A warm welcome to our newest **Management and Support** clients:

*Atlantic Air Enterprises  
FL Aviation Corp  
Harrison Research Labs  
Northeast Private Client Group  
Preferred Home Health Care &  
Nursing Services  
Sander Mechanical Service  
US GATE Inc.*

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

## A Tale of a Tiny Leak

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### Have you been lax about implementing security policies for desktop computers, mobile devices and the Internet?

The greatest threat to your company's data originates not in technology, but in human behavior. It starts before you boot up a single device. In an era of BYOD (bring your own device), for instance, lax behavior by anyone connecting to your network weakens its security. Your team loves their smartphones, and with good reason. So it's tough sticking with strict rules about BYOD. But without absolute adherence to a clear policy, you might as well sell your company's secrets on eBay.

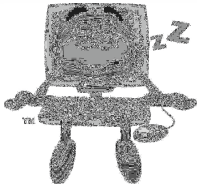
Let's have a "happily ever after" ending to your story... Call IT Radix this month for a free Cybersecurity Assessment.

OUR CLIENTS  
SPEAK OUT:

## THE BUZZ

"Looking back over the past 30 years, I can say without any doubt that IT Radix has simply been the best IT partner I have found to work with our in-house IT department. There are no weak links at IT Radix...I have been fully impressed with every technician with whom I have worked. I just wish I had found them sooner!"

Michael Kozlowski, IT Manager — Community Health Law Project



## Time for a Power Nap?

To shut down or not to shut down? That is the question. Honestly, there are a wide variety of opinions out there on whether sleeping, hibernating, or shutting down is the best practice.

The correct answer depends on the equipment type (desktop, laptop, tablet) and the environment (managed services in work environment, home use, travel, etc.). We get a lot of calls from users with tablets and laptops that have quirky issues from trying to wake up from sleep or hibernate. Most of the time, a reboot will resolve the issue.

A general rule of thumb is... if you are an IT Radix Management and Support client and your data is not stored locally, we recommend turning your computer off at least once a week to allow scheduled security patches that require a reboot to update be applied. However, if you have data stored locally and are running daily backups, we recommend leaving your computer on all the time and getting into the habit of rebooting your computer before starting work on Monday morning to update drivers and allow security patches to be applied.

## SPECIAL OFFER

An Apple a Day  
Keeps the Doctor  
Away



Sign up for a year of IT Radix Management and Support during the months of **January, February and March**, and receive an Apple Store gift card.

Visit [www.it-radix.com](http://www.it-radix.com) to learn more about what's included in each of these proactive maintenance plans. Offer for new managed service clients only. Some restrictions may apply. Call **IT Radix** today to learn more!

## A Healthy Network for a Happier Business

Your business' IT environment is a lot like the body's skeletal system. It's the conductor that orchestrates the flow of your day-to-day operations, allowing you to provide valuable services to your clientele. When your IT skeleton, or *foundation*, is strong and healthy, it supports all of the processes you rely on and you don't even realize it's there. Emails are coming in and out, the software responsible for getting your mission-critical project off without a hitch is humming away, and your data is right at your fingertips.

Wouldn't it be nice if your computers and network stayed like this all the time?

Just like keeping your body healthy and well supported by taking preemptive steps in your best interest, your IT environment needs the same love and care to perform the way you would expect it to. We want to see your IT needs met, and really *WOW* you with the way it performs, so we've put together a little "cheat sheet" to get your network needs on the right track. And, don't worry if these steps seem too techy. While it's important to stay informed on what keeps your network healthy, we offer various management plans to meet and maintain your IT needs for you.

### Workstation Checkups

Whether your office has four computers or forty, keeping your workstations running smoothly is imperative to your productivity's well-being. Here's a few quick tricks to give your computers some supplementary speed and security:

- **Give your computer room to breathe!** If your computer's storage space is packed tighter than sardines in a can, you can bet on seeing some major delays. Try removing some of your old programs or bloatware to make a major dent in your computer's "clutter."
- **Make sure your data isn't at risk for digital crime.** Staying safe on the world wide web is an increasingly daunting task. It's been said that the best offense is a good defense, so make sure each workstation is running a high quality anti-virus program that's watching your back on the net.
- **Make sure your software is up to date.** Every month, Microsoft releases a series of patches on their famous "Patch Tuesday" geared at providing your machine with both security and performance updates. Staying up to date is a lot like getting your flu shot—not only will you stay protected from the latest bugs, but you're a lot more likely to keep running smoothly when you're not a risk!

### Network Maintenance

Just like getting a yearly physical, it's equally important to make sure your business' network is running well, and that if there is an issue, it's caught early enough to avoid any major downtime. When disaster strikes, it's important to be prepared, but the truth is *most* IT disasters can be avoided with a few simple precautions.

- **Keep your Firewall up to date.** Think of your firewall as the security guard at the front of your office. This device is making sure that all the traffic that comes in and out of your company is legitimate and secure. Making sure the firmware on this device is up to date is similar to making sure that your network "security guard" has the latest training on how to keep your data safe and sound.
- **Give your servers a "tune up."** Servers are a lot like the brain of your network. They're incredibly important instruments that process all of the complex functions we don't even realize are in place, like giving you the ability to access Quick Books data or even browse the Internet! Making sure everything is running well here ensures the rest of your network can operate the way you expect it to.

Keeping your network healthy is a big task, and we get that. That's why it's important to have your friendly neighborhood IT professionals make sure everything checks out okay and intervene early enough on potential "gotchas" to avoid major downtime or data issues down the road. IT Radix is here to make IT work for you.

“Health is like money,  
we never have a true idea  
of its value until we lose it.”

— Josh Billings



“We’re having a big meeting tomorrow to kick off our Employee Wellness Campaign. Who’s in charge of bringing the soda and donuts?”

**From the desk of:** Cathy Coloff



As we enter a new year, like many, we decided to take on a **health, wellness** and **fitness** theme. If you’ve been to our offices, you’ve likely experienced our stairs—it’s only a two-story building, but the first floor is higher than the average office building and as a result, it feels like you’re climbing three flights to get to the second level where most of us are located. I jokingly refer to the stairs as “our company fitness plan.” I realize that being healthy takes more effort than climbing a few flights of stairs, but I’m always glad of the reminder that I need to move more than the stairs provide.

As computer consultants, it’s all too easy to sit behind a computer all day. I’m a big fan of my standing desk (see article in an upcoming issue) and we’ll be rolling out more over time to even more employees. We’re also looking for ways to get moving more despite protests from some of the staff. Perhaps mandatory laps around the building???. A few years ago, we gave all the staff step counters and many still use it to this day. I found it shocking how little I walked and it definitely encouraged me to up my game by simple, small changes.

Speaking of upping your game, I encourage you to up your computer health game by making simple, small changes—reboot at least once a week to ensure patches are installed, delete or file emails in your Inbox that are older than January of last year, do a test file restore (if you’re a managed service client, we’re already doing this for you), or other tips found on our blog [www.itradix.com/blog](http://www.itradix.com/blog) or social media channels. Haven’t liked us yet on Facebook? Like us today and get a screen cleaning cloth to keep your smartphone, tablet or even your eye glasses clean and healthy!

Here’s to a happy and healthy new year!



**Enter and Win!  
Trivia Contest**

The first person to send an email to [resource@it-radix.com](mailto:resource@it-radix.com) with the correct answer to our trivia question will win a healthy fruit basket!

Q: What does the symbol Rx mean on prescriptions?

*December Trivia Challenge*

Q: Which candy bar reminds us to “break out of the ordinary”?

(Answer: *Nestlé Butterfinger*)

Congratulations to Debbie Turner of United Fireproofing, recipient of a Candy Lover’s Basket!

**Today’s Techy Doctors Make House Calls**

The doctor will Skype you now! Yes, don’t be surprised...new telepresence technologies are making it possible for doctors to make house calls. **Telepresence** is technology that lets a user project their presence over long distances paving the way for seamless interaction even when users are thousands of miles away. The medical field has embraced this new technology, and the impact on healthcare is HUGE!



At a time when Baby Boomers are getting older, “tele” technology is enabling the delivery of consistent, high-quality care to a larger population of people quickly and without the need to travel. **Telemedicine** connects medical professionals to their patients without requiring them to be in the same space simultaneously. **Telestroke** technology, the application of telemedicine in the field of stroke care, uses a videoconferencing app to connect an attending neurologist and nurse to their patient enabling them to evaluate their patient’s motor skills, share information remotely (e.g., a CT scan), make a diagnosis and recommend a treatment. When treating strokes, time is of the essence—diagnosis and treatment within three hours of a suspected stroke significantly reduces the risk of permanent injury or death. A **Telepresence robot** (a remotely-operated, monitor-camera-speaker setup mounted on wheels) allows doctors to remotely make diagnoses and perform simple check-ups. Once it arrives bedside, the robot can connect to a stethoscope, ultrasound, or other diagnostic tool to help the operator on the other end make a diagnosis.

All these “tele” applications may sound like something out of *The Jetsons*, but they are actually in use today and destined to play a key role in healthcare in the years to come.